

MARCH 2022

# Operation Shelter

Progress on the continuum of options  
to support folx without a house





# Operation Shelter at a Glance

These are the key projects that fall under Operation Shelter.

01

Community Care Team (CCT)

02

Security

03

Authorized Camping Site (ACS)

04

Emergency Winter Shelter

05

Temporary Safe Outdoor Space expansion (TSOS)

06

Increased collaboration

# Background



## **May 2021**

Emergency of urban camping declared by City and County elected leaders

## **July 2021**

County Office of Emergency Management presented site research & recommendations; staff directed to explore options & take next steps

## **August 2021-January 2022**

City/County planning meetings; ARPA funding approved in budget processes; Rogers International hired; Winter Shelter opened

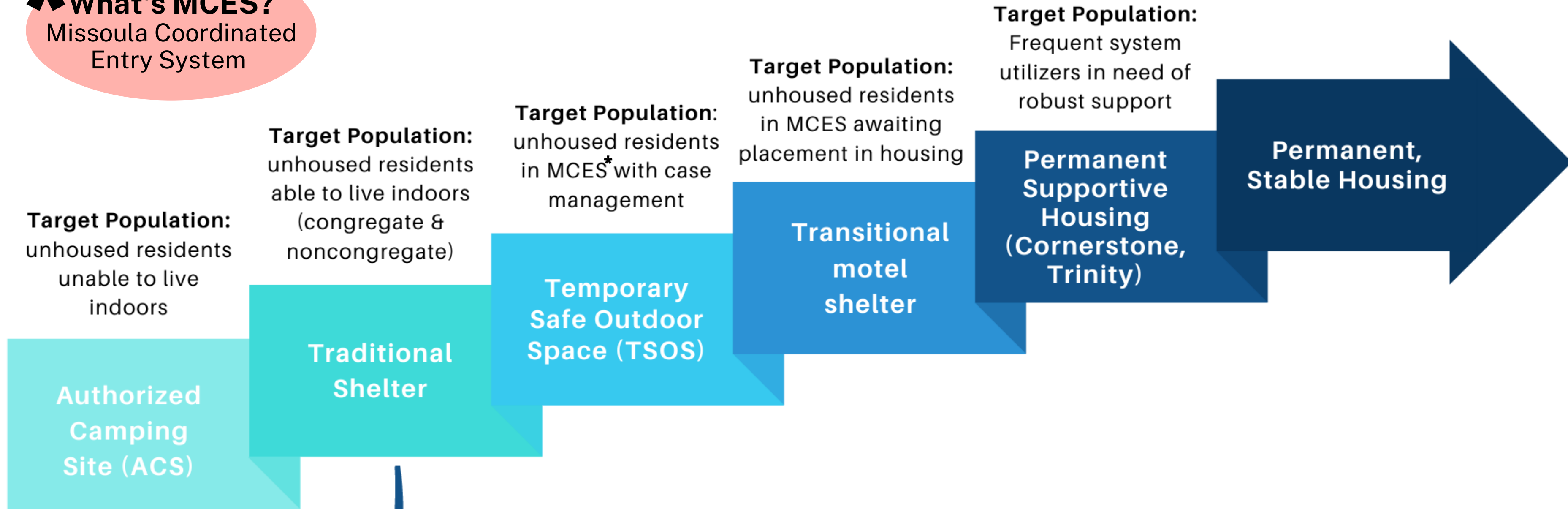
## **January 2022**

New Authorized Camp Site opened on 1/18/22; City/County team continues work on Op. Shelter projects

# OPERATION SAFE SHELTER

## Spectrum of Shelter Options for Missoula

**\*What's MCES?**  
Missoula Coordinated  
Entry System



**Poverello Center** - all people 18+; congregate shelter

**Meadowlark Family Housing Center (YWCA/Family Promise)** - family & domestic violence shelter; non-congregate

**Mountain Home Montana** - shelter for young moms and their kiddos; non-congregate

*NOTE: Other resources also exist in Missoula such as rapid rehousing, emergency housing, vouchers, etc.*



# 01

## Community Care Team (CCT)

- Operated by Partnership Health Center
- Manager, 2 Tenancy Support Specialists, 1 Registered Nurse, 1 Peer Support Specialist
  - **Current:** Manager, 2 Tenancy Support Specialist, 1 Nurse
  - **Hiring:** 1 Peer Support Specialist
- Visits ACS regularly & other shelter sites (winter shelter, temporary safe outdoor space, and others)

# Outcomes

- Regular visits to authorized camping site and Johnson St
- 9 FUSE\* clients; 20 meetings with FUSE folx in February

Within 1 month of authorized camp site opening...

- 4 residents connected to Partnership Health Center for primary care
- 40+ wound kits handed out (a key basic medical need)
- Tenancy Support Specialist (FUSE) spent 16+ hours at ACS, working with residents outside of case load
- Building rapport with residents & training staff

**\* What's FUSE?**  
Frequent Users of  
Systems Engagement



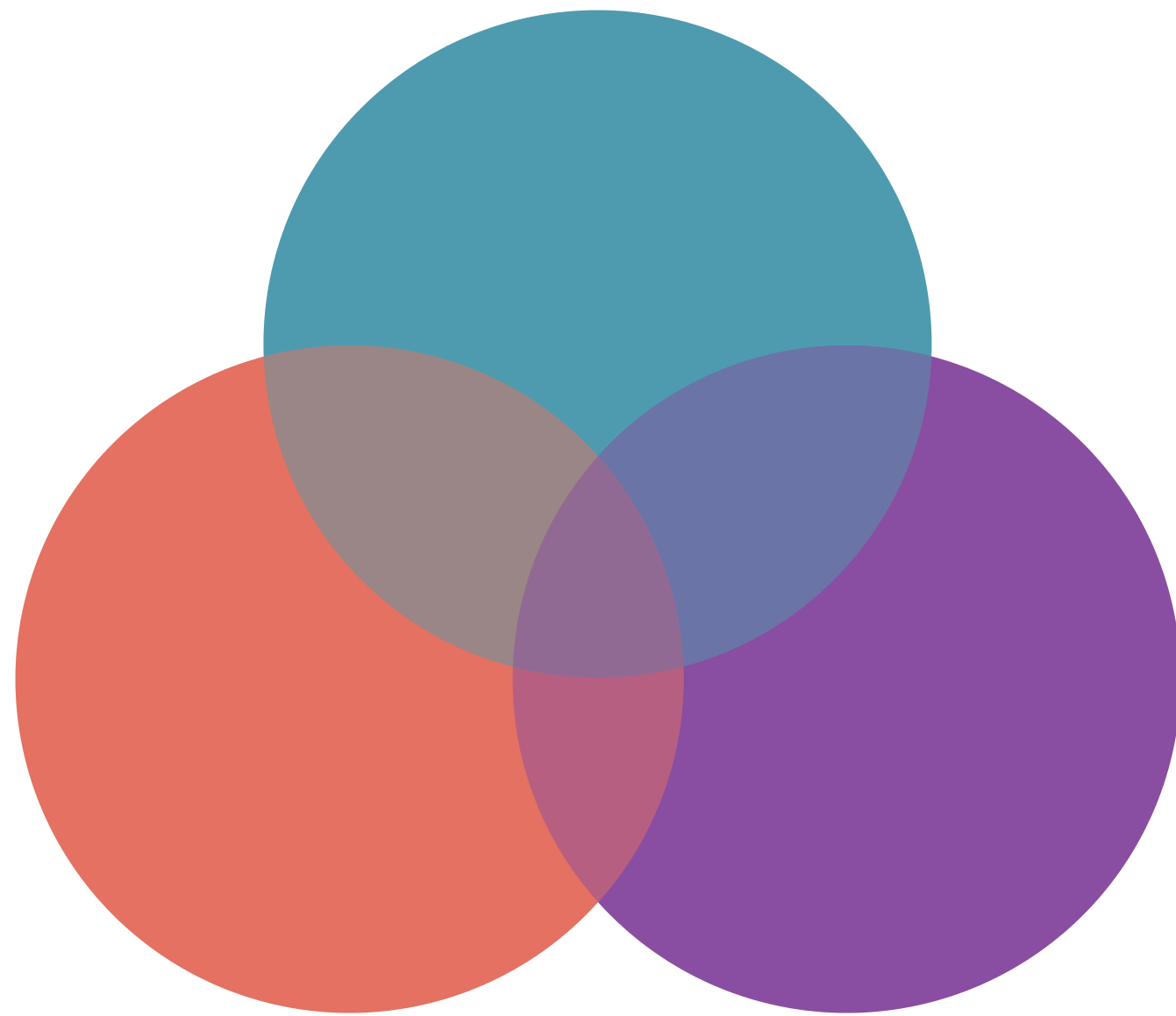
**At ACS we connected with a resident who had been out of care for over 9 months. In just one hour we were able to get them scheduled with a Primary Care Provider for the next day. The next day they left their site knowing their possessions were safe, made the appointment, and were connected to mental health and social work services after their Primary care Appointment.**



# 02

## Security with Rogers International

- 4 areas: Cedar/Hawthorne neighborhood, Johnson/North Ave W neighborhood, Authorized Camping Site, Temporary Safe Outdoor Space
- Intended to keep residents/clients and neighborhoods safe, minimize client law enforcement interactions, and reduce calls to law enforcement
- 6 month review upcoming
- Positive anecdotal feedback from neighbors, agency staff, and residents



# More than "security"

- Initial evidence that security in Johnson/North neighborhood led to smoother winter shelter operations and fewer neighborhood concerns
- Works closely with Poverello Center staff, Homeless Outreach Team, Community Care Team, and many other outreach and service providers
- Signed on as a partner with the Missoula Coordinated Entry System (MCES)
- Spends significant time building relationships with and understanding residents, clients, and staff
- Supports local business in assigned neighborhoods
- Promptly responds to concerned neighbors
- Works closely with law enforcement as needed



- 40 sites / mostly full
- 24/7 security (Rogers International)
- Low-barrier
- Bathrooms, trash, firewood, supplies from partner providers
- Facilities management (County)
- Connection to continuum of houseless services and Missoula Coordinated Entry System (City)
- Community Care Team support
- Regular visits from outreach providers

# 03

## Authorized Camping Site (ACS)

# Outcomes



- Decrease in urban camping since opening
- Working on establishing processes to better track number of residents served
- 14 calls to MPD since opening; 50% calls for extra patrol or officer advice
- 6 total calls to MFD and Mobile Support Team (MST) combined since opening
- Access to clothes donations, smudging supplies, harm reduction kits, pet food and supplies, food donations, etc.
- Hoping to establish resident feedback meetings



# 04

## **Emergency Winter Shelter**

- Operated by the Poverello Center
- 24/7 operations
- Open through April 2022 as weather dictates
- Access to bathrooms, showers, hot meal
- Connection to the Missoula Coordinated Entry System
- COVID safety measures

# Outcomes

- 98% extremely low income clients (at/below 30% Area Median Income)
- 567 unduplicated individuals served as of 2/28/22
- 117 people on busiest night, 2/23/22
- 45 people on lowest night, 11/6/21

Chris (name changed) is chronically houseless and is not comfortable at other shelters. With the support of HOT, Chris engaged in services at the Winter Shelter last winter. The Emergency Winter Shelter became such a refuge for Chris that this year he attended the winter shelter open house. On the first day the winter shelter opened, Chris was outside waiting for the doors to unlock.





# 05

## **Temporary Safe Outdoor Space (TSOS) expansion**

- Operated by Hope Rescue Mission
- Partnership with United Way, Missoula County, City of Missoula
- Current sites = 20 / Expansion = 25-30
- For people moving forward in housing journey
- High-level of case management and engagement with partner providers
- Connected to Missoula Coordinated Entry System (City)
- Expansion to hard-sided Pallet structures

# Outcomes

As of December 2021...

- 86 unduplicated individuals served
- 26 individuals transitioned to stable housing from TSOS  
(30+ as of March)
- 15 individuals obtained photo ID with help of TSOS staff
- 8 individuals connected to case management for the first time  
(many more were already connected to case management before moving to TSOS)





# 06

## Increased Collaboration

- Urban Camping
  - Parks & Rec, Reaching Home, Homeless Outreach Team (HOT), Code Compliance, Missoula Police Dept., Missoula Fire Dept., Mobile Support Team, Public Works, Crisis Intervention Team
  - Established new Incident Action Plan
- Community Outreach Team
  - Providers across the system and outside the system
- Auth. Camp. Site situation response group
  - City, County, Community Care Team (PHC), Rogers Int'l (security), Missoula Police Dept., Missoula Fire Dept., Mobile Support Team, Code Compliance
- Many other existing collaborative efforts



Spring & Summer  
2022

What can we expect?





A close-up photograph of several people's hands clasped together in a circle, symbolizing unity and teamwork. The hands are of various skin tones and are wearing different colored sleeves, including orange, black, and teal. The background is blurred, showing more people in similar attire. The text "Thank you" is overlaid in a large, bold, orange-red font.

**Thank you**