



Homeless Services Masterplan

Outlining the City's role in providing and supporting resources and services that address the issues of homelessness in the Ashland community.

2024

Created by the Homeless Services Masterplan Subcommittee, July 2, 2024
Reviewed by the Housing & Human Services Advisory Committee, July 18, 2024
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OHSU School of Nursing / Street Nursing Program

Led by assistant professor Helena Turner, students from the OHSU School of Nursing, Street Nursing Team (SOU campus) worked with members of the Subcommittee to design and administer a survey of 48 people experiencing homelessness in Ashland.

In addition, the students conducted a 1-day count of 181 people experiencing homelessness in Ashland. The results of the survey and the 1-day count are included in this report.

The combined efforts of the 11 Subcommittee members, two Council liaisons, and the OHSU Street Nursing Team to gather information, analyze the data, and create this report totaled more than **1,250 volunteer hours**, with an estimated value of more than **\$41,800**.

Hourly Volunteer Rate Source: [Independent Sector](#)

City Staff

Support from Community Development Department staff Linda Reid and Veronica Allen was invaluable. They provided a wealth of information, handled meeting logistics, and ensured accurate record keeping and a flow of communications throughout the process.

Also, many thanks to GIS Specialist, Jamie Blankenship for mapping regulated affordable housing units for this report, and to Community Development Director Brandon Goldman for his support.

Preface

The City of Ashland does not have a comprehensive strategy for how the City will provide for the health and safety needs of the City's homeless populations. Nor does the City have a comprehensive strategy to address homelessness.

Some cities take an active role in addressing issues of homelessness, providing dedicated staffing or programs that work directly with people experiencing homelessness. However, many cities do not take on these issues directly, instead opting to provide support for organizations whose mission it is to do this work.

Direct service is just one of the ways entities can address homelessness. Governments are in a unique position to also affect or implement public policy, stimulate development of affordable housing, coordinate services and/or strategic planning, and collaborate with a broad spectrum of partners necessary to address homeless issues.

This preface provides a brief overview of the actions the City of Ashland has taken to address the issue of homelessness and identifies some basic responsibilities of the City regarding homeless populations.

City of Ashland Efforts

To date the City of Ashland has primarily addressed homeless needs by providing funding to support the work of non-profit agencies through grant funding from the federal Department of Housing and Urban Development and the City's general fund. See Appendices for City grant information.

The City of Ashland has long worked to provide options for homeless residents through the support of non-profit service organizations, local allowances, and other actions.

- Adopting allowances for car camping in 2019
- Providing federal and general fund grants to social services
- Providing approximately \$500K to support the OHRA Center 52-unit (72-bed) Project Turnkey Shelter
- Establishing an Affordable Housing Trust Fund in 2008
- Providing space for volunteers to offer community meals
- Providing space and funding for an extreme weather shelter (heat/cold/smoke)
- Securing State funds to purchase a facility for the extreme weather shelter and temporarily operate a 30-bed housing-focused emergency shelter

Despite these efforts, homelessness continues to increase. Ashland is not alone in experiencing this escalation in homelessness. Over the past six years, homelessness in Oregon grew 63%, and 132% in Jackson County alone between 2017 and 2022, exacerbated by the Covid pandemic, and, locally, the Alameda Fire.

A city's potential response to homelessness includes a range of options, from direct services to local policies, regional strategies, and state and federal advocacy.

A city may provide direct services, offer funding, or participate as a partner in one or more services. The direct service continuum typically starts with emergency camping and car camping as the most basic level of support, and progresses to shelter, transitional housing, rapid rehousing, and permanent supportive housing as the most comprehensive and long-term solution for certain populations.

- **Emergency camping and car camping** are a temporary solution for people experiencing homelessness, who have no other options available to them. These arrangements can be set up on public land and may provide basic amenities such as portable toilets and trash removal, but often lack running water or electricity.
- **Shelters** are the next step up in the continuum of care, providing a safe and warm place to sleep at night, and often include basic necessities such as food and clothing. Shelters can offer night-by-night stays or an ongoing duration. Duration shelters often offer additional services such as resource navigation, access to healthcare, employment support, and case management.
- **Transitional housing** is a step up from shelters, offering longer-term housing for people who are working on transitioning out of homelessness. These programs often provide additional services such as job training and life-skills classes.
- **Rapid rehousing** provides rental assistance and case management, typically for 12-24-months as households develop the capacity and resources to sustain their housing.
- **Permanent supportive housing** is a comprehensive and long-term solution for people with disabilities, providing permanent, affordable housing, along with services such as case management, mental health and substance abuse treatment, and access to healthcare, which may include assistance with activities of daily living.

Additionally drop-in centers and warming, cooling, safe air centers are other types of services that can be included in a continuum of city responses to homelessness.

- **Drop-in centers** are facilities that provide a safe and comfortable space for people experiencing homelessness to rest, eat, and access basic necessities such as showers and laundry facilities. They may also offer services such as a clothing closet, hygiene kits, job training, resource referral, and even access to healthcare.
- **Warming, cooling, safe air centers** are facilities that provide temporary relief from extreme temperatures or toxic air conditions.

Both drop-in centers and warming/cooling/safe air centers can play an important role in providing basic needs and addressing immediate concerns for people experiencing homelessness, as well as connecting them with more comprehensive services and long-term solutions.

Homelessness is a dynamic issue, requiring regional partnerships and strategies.

Participation in Regional Efforts

In 1989 the City of Ashland was among the founding members of the regional Homeless Task Force, which has evolved to be part of the HUD-recognized Jackson County Continuum of Care (CoC).

Currently one City Councilor and a City staff member represent the City of Ashland in the regional CoC, which is in the process of conducting a regional Gaps Analysis.

See Appendices and The Players section of this report or visit [Home - Jackson County Continuum of Care \(jacksoncountyorcoc.org\)](http://Home-JacksonCountyContinuumofCare(jacksoncountyorcoc.org)) for more information about the CoC.

Local and regional options are impacted by and built upon State and Federal actions.

State Leadership

An excerpt from a June 11, 2024 article summarizes some of Oregon’s recent efforts¹:

Democratic Gov. Tina Kotek made it a top priority this year for the Legislature to pass her [\\$500 million request](#) addressing the housing shortage, though the legislature slashed that number down to \$369 million.

Kotek signed [the funding bill](#) in April meant to help backfill the decades-long housing shortage. The funding package allocates money toward building middle-income housing, homeless shelters, infrastructure projects such as the extension of sewer systems and rental assistance to prevent evictions.

State Rep. Pam Marsh, chair of the state House’s Committee on Housing and Homelessness, pointed to the pandemic and [wildfires in 2020](#) as events that supercharged homelessness in the state.

Millions in state funding to expand emergency shelters, street outreach, and rapid rehousing has been released through the regional CoC’s to support a coordinated community approach. Additional dollars have been provided directly to shelters to ensure continued operations. See the Appendices and the Funding Streams section of this report for more information.

Legislative Agenda

Many local governments adopt a legislative agenda of policy and funding priorities, which guides education and advocacy at the state or federal level. Tracking legislation requires substantial investment of staff time or a contract with a legislative relations firm.

Like the majority of municipalities in Oregon, the City of Ashland relies on the League of Oregon Cities and the National League of Cities to stay informed about state and federal legislation.

¹ [Six states where housing is hard to find: Here’s what governors are doing about it - POLITICO](#)

The National State of Homelessness

Below are excerpts from the [2022 report to the President from the U.S. Interagency Council on Homelessness](#) (USICH) identifying the needs and challenges to addressing the issues of homelessness.

Communities face many challenges in the work to prevent and end homelessness, including:

- **Lack of Housing Supply:** *Housing ultimately ends homelessness, but prior to the pandemic, the U.S. lacked an estimated 7 million affordable and available homes for renters with the lowest incomes, disproportionately impacting people of color—especially Black/African Americans.*

- **Rise of Rent Amid Slow Wage Growth:** *Wages continue to fail to keep up with rising rents. According to a 2021 report, in no state can a person working full-time at the federal minimum wage afford a two-bedroom apartment at the fair market rent. As a result, 70% of the lowest-wage households routinely spend more than half of their income on rent, placing them at risk of homelessness if any unexpected expenses or emergencies arise.*

- **Inadequate Access to Quality Health Care, Education, and Supportive Services:** *Low-barrier, culturally and linguistically competent, and accessible supportive services—including mental and substance use disorder treatment—often are not available or funded at a level to meet the need, especially in rural areas. People seeking these services may face long waits or may not receive them at all, and service providers may only be reimbursed for a fraction of the cost of care.*

- **Limited Alternatives to Unsheltered Homelessness:** *The number of people living in tents and vehicles continues to rise. In many communities, a rise in encampments has resulted in the criminalization of homelessness through encampment clearings, public camping bans, and other policies. These “out of sight, out of mind” policies can lead to lost belongings and identification; trauma and distrust; breakdowns in connection with outreach teams, health care facilities, and housing providers; and overall disruption to the work of ending homelessness.*

- **Fatigue Among Providers:** *The pandemic has strained the capacity of service providers—many of whom earn wages low enough to qualify them for the programs they help administer. Many are overwhelmed and exhausted from the pressure and trauma associated with supporting not only the people they serve but also themselves and their families during a sustained global pandemic. As a result, many programs experience high rates of staff turnover, which can disrupt continuity of care and limit positive outcomes.*

Introduction

The Charge

In November 2023, Ashland City Council asked the Housing and Human Services Advisory Committee to prepare a draft masterplan to guide the City of Ashland's investment in homeless services. The request was to develop a document (plan) that outlines the City's role in providing and supporting resources and services that address the issues of homelessness in the Ashland community.

The objectives of the plan are to

- 1. produce a roadmap of the homeless response system, and*
- 2. identify local strengths, weaknesses, and performance gaps to better inform and plan for the City's investments of limited resources to address issues of homelessness in the Ashland Community.*

Subcommittee actions will include:

- The scope of the problem in Ashland*
- An assessment of the current homeless response system (including the Continuum of Care (CoC) and suggest some options for improvements.*
- Engaging community members in providing feedback about the City's role in providing and supporting resources to address issues of homelessness.*
- Gaps and shortcomings along the range of services and resources needed for unhoused residents of Ashland.*

The Council asked that the Subcommittee conduct its work openly and with broad stakeholder participation. The Subcommittee should summarize the Ashland community's current approach and characterize the general degree of effectiveness of those efforts using a Strengths, Weaknesses, Opportunities, Challenges (SWOT) framework. The Subcommittee should use the SWOT analysis to help develop the masterplan and identify priority needs that could be assisted or addressed by the City.

The Subcommittee

The Housing and Human Services Advisory Committee (HHSAC) appointed a total of 11 volunteers to serve on the ad hoc Subcommittee, who served along with one law enforcement liaison, and two City Councilor liaisons. As requested by the City Council and based on the applications submitted, the HHSAC appointed one or more representatives from a few different sectors; a representative from OHRA; several representatives who live, work or own businesses in the South end of the Ashland community, people who work with homeless populations, business owners, and people with lived experience of homelessness. The Subcommittee roster is included on the Acknowledgements page.

The Approach

At its first February meeting, the Subcommittee adopted the following approach, which it shared with City Council during an April 1, 2024, study session:

- The Subcommittee will gain an understanding of the level of homelessness and the homeless response services and systems in Ashland and affecting Ashland. The Subcommittee will prepare **an inventory of local services** and gather current **data about people experiencing homelessness**.
- The Subcommittee will outline the **funding sources** to illustrate the current investments in responding to the homeless crisis. *NOTE: Time will not allow for comprehensive data collection, but by providing an outline and some examples, the Subcommittee's report will offer a framework for further fiscal analysis.*
- Within the time and resources allowed, the Subcommittee will consider the **strengths and weaknesses of the current homeless response system** and gather **perspectives from a cross-section of the Ashland community** about the problem and how the City of Ashland can better address the complex issues of homelessness in Ashland.
- The Subcommittee's findings, including the **areas of greatest concern/need, current strengths in the homeless response system, and potential opportunities** will be included in the Subcommittee Report.

The Timeline



Actions Summary

The issues of homelessness are complex. As such, there are no simple answers. This report is offered as a means to better understand the issues, current realities, and possible opportunities.

Selecting the best action depends on the objective. Any one of the following options would produce benefits; some may produce unintended consequences. The Subcommittee recognizes that careful consideration and clear objectives are necessary in selecting a course of action.

Each heading might be considered an objective. **The opportunities listed below each heading were identified through rigorous review of local data and community feedback.**

Triage and Manage Homelessness

- Respond to community livability concerns, particularly in south Ashland; clean up unsightly areas, provide more trash receptacles and weed abatement.
- Strengthen partnerships between law enforcement, social service agencies, and volunteers to connect people with help and support.
- Provide multiple locations for electronics charging and Wi-Fi access.
- Increase the number of public restrooms and access to drinking water.
- Expand access to showers and laundry facilities.
- Develop a daytime lockable storage program where unhoused people can store their belongings while navigating other resources, employment, etc.
- Create a day center/respice from outdoors, with access to water, bathrooms, and resources.
- Establish a winter shelter for seniors and other vulnerable populations that is open 24/7 from mid-November through mid-April; explore healthcare partnerships to address chronic, acute, and emergent needs.

Support Pathways from Homelessness to Housing

- Develop priorities for funding effective housing-focused homeless services; monitor housing placements and retention outcomes.
- Expand street outreach services; ensure seamless connections to resources.
- Provide educational/skill-building programs and meaningful employment opportunities.
- Establish a housing-focused transitional shelter with case management and access to health services, employment resources, ready-to-rent courses, and other assistance.
- Expand local access to countywide Rapid Rehousing programs.

Create Long-term Change

- Approach issues of homelessness from a public health, mental health, and social service perspective. Advocate for quality, effective, and evaluated services.
- Improve neighborhood livability through infrastructure development and community-building strategies (both structural and social avenues).
- Participate in the development of a countywide strategic plan to address / end homelessness. Ensure research-based strategies and promising practices.
- Develop a strategic plan to address / end homelessness in Ashland; identify community goals and metrics for success.
- Implement the Ashland Housing Production Strategy.

Maximize Resources

- Develop federal and state Legislative Agendas related to issues of homelessness, ranging from eviction prevention to homeless response to affordable housing and development.
- Educate and advocate for federal and state funding to address homelessness in Ashland and the greater region/county.
- Increase financial resources through grant writing
- Provide grant-writing assistance to homeless service providers.
- Monitor the capacity and use of homeless service programs in an effort to maximize use.

Foster Public Engagement

- Strengthen methods for community engagement and information sharing about issues of homelessness in Ashland.
- Promote volunteer opportunities available with homeless services programs.
- Establish a “community donations portal” for donor-directed contributions to a wide range of homeless services.
- Host focus groups to gather feedback, explore new ideas, and identify hidden resources.

Form Strategic Alliances

- Strengthen City of Ashland participation in the Jackson County Continuum of Care.
- Leverage existing relationships (intergovernmental, economic, social, etc.) to increase communication, coordination, and collaboration around issues of homelessness.
- Facilitate coordination of current health service providers (e.g. Max’s Mission, ACCESS, JCMH, La Clinica, HIV Alliance, Pathfinders/other peer support); host mini summits.
- Convene an interdepartmental team to keep pace with and address issues of homelessness in Ashland.

Continue to Learn & Educate

- Keep pace with federal and state priorities.
 - Subscribe to news from the U.S. Interagency Council on Homelessness, National Alliance to End Homelessness, HUD Exchange, and Oregon Housing and Community Services (OHCS)
 - Monitor the work of the Oregon Interagency Council on Homelessness, the Senate Interim Committee on Housing and Development, the House Interim Committee on Housing and Homelessness, and the OHCS Housing Stability Council
- Convene, sponsor, and otherwise expand access to professional development courses for frontline staff, such as Motivational Interviewing techniques, trauma informed practices, equity, and cultural responsiveness.
- Provide and collect relevant data, analyze trends, and monitor the performance of the homeless services system, as well as individual programs.
- Continuously learn about what works and what doesn’t - and seek to understand why.

The Players

Federal



The U.S. Interagency Council on Homelessness (USICH) coordinates the work of 19 federal agencies to address homelessness. The USICH mission is “to coordinate the federal response to homelessness and to create a national partnership at every level of government and with the private sector to reduce

and end homelessness in the nation while maximizing the effectiveness of the federal government in contributing to the end of homelessness.”

USICH produces the strategic plan for addressing homelessness on a federal level (*All In*). The plan was developed in partnership with the 19 federal agencies that make up the USICH Council and is updated annually to reflect the latest evidence, progress, and input.

All In sets an ambitious goal to reduce homelessness 25% by 2025 and encourages state and local governments to use the plan as a blueprint for developing their own strategic plans and for setting their own ambitious goals for 2025. [View the Implementation Plans & Guidance](#) on the USICH webpage.



The U.S. Department of Housing and Urban Development (HUD) brings more than \$5 Billion to the Oregon economy. HUD provides funding in three ways:

- **Mortgage Insurance** - provides credit enhancements for home buyers and for multifamily developers. The insurance results in additional private investment exceeding \$4 billion in recent years.

- **Rental Assistance** - makes housing affordable for the very low-income. HUD contracts with local public housing authorities and private landlords to provide

housing under the Low-Income Public Housing program, and the Housing Choice Voucher program (client-based and project-based vouchers). Rental assistance brings more than \$300 million to the Oregon economy.

- **Grants** - for housing and community development activities. HUD awards grants to local and state government, and occasionally non-profits. Awards are made either by formula distribution or by competitive process. See the Money Map section of this report for information on current grants benefiting Ashland.

State

State government has several different agencies providing a wide variety of programs, grant funds, and services to support health, housing, and address issues of homelessness.










- **Oregon Housing and Community Services:**
<https://www.oregon.gov/ohcs/pages/agency-programs.aspx>
- **Oregon Health Authority:** <https://www.oregon.gov/oha/pages/index.aspx>
- **Oregon Department of Human Services (DHS):**
https://www.oregon.gov/odhs/pages/default.aspx?utm_source=odhs&utm_medium=egov_redirect&utm_campaign=https%3a%2f%2fwww.oregon.gov%2fdhs
- **DHS, Youth Experiencing Homelessness Program:**
<https://www.oregon.gov/odhs/providers-partners/homeless-youth/Pages/default.aspx>
- **Oregon Department of Education, McKinney Vento Program:**
<https://www.oregon.gov/ode/schools-and-districts/grants/ESEA/McKinney-Vento/Pages/default.aspx>
- **Oregon Youth Authority:**
<https://www.oregon.gov/oia/paroleprobation/Pages/residential.aspx>
- **Business Oregon:** <https://www.oregon.gov/biz/programs/CDBG/Pages/default.aspx>

The January 2024 issuance of the Governor’s Executive Order (EO 24-03) refocused the **State Interagency Council on Homelessness**, originally formed in October 2022.

10 Participating State Agencies	What They Do
Oregon Housing and Community Services (OHCS)	Housing finance agency that administers over 35 federal and state programs. Housing Stabilization and Homelessness Prevention administers SHAP, CSBG, EHA, ESG and others. Current ICH co-chair. Provides staffing support to ICH.
Oregon Health Authority (OHA)	Includes most of the state’s healthcare programs including public health, behavioral health programs, and Oregon Health Plan. Current ICH co-chair.
Oregon Department of Human Services (ODHS)	Provides benefits and services to children, families, older adults, and people with disabilities. Administers SNAP, TANF, child protective services, foster care, developmental disability services. 75% of youth in foster care have experienced homelessness.
Oregon Department of Veteran Affairs (ODVA)	Provides benefits to veterans including healthcare, service-related disability, housing, and drop-in services for unhoused folks.
Oregon Department of Education (ODE)	Oversees the education of over 560,000 students in Oregon’s public K-12 education system. 22,000 students reported being homeless, in shelter, or doubled up in 2019-20.
Oregon Youth Authority (OYA)	Part of Oregon’s juvenile justice system. Provides community supervision and maintains five youth correctional facilities. Runs its own foster care program.
Oregon Department of Corrections (DOC)	The department has custody of adults sentenced to prison for more than 12 months. Provides oversight and funding for the community corrections activities of Oregon’s 36 counties. 5% of adults in custody become unhoused upon release.
Oregon Department of Transportation (ODOT)	Maintains highways, bridges, and other parts of the transportation system. Provides grants for communities providing public transportation.
Oregon Department of Administrative Services (DAS)	Implements policy and financial decisions made by the Governor and Legislature. Sets standards for and monitors how tax dollars are used.
Oregon Department of Justice (ODOJ)	Provides legal representation to state government. Runs child support offices and crime victim and survivor services.

For more information, visit <https://www.oregon.gov/gov/policies/pages/interagency-council-on-homelessness.aspx>

Housing-Related Services That States Can Choose to Cover With Medicaid

Pre-Tenancy Supports	Tenancy-Sustaining Supports
<p> Identify and address barriers to successful tenancy</p> <p> Locate adequate housing</p> <p> Assist with housing applications</p> <p> Arrange details of the move</p> <p> Pay one-time fees:</p> <ul style="list-style-type: none"> • security deposit • moving expenses • utility set-up fees • safety modification 	<p> Identify risks for eviction</p> <p> Educate on tenant's rights and responsibilities</p> <p> Link to community resources</p> <p> Resolve disputes with landlords and neighbors</p>

Source: Centers for Medicare & Medicaid Services State Health Official Letter #21-001

CENTER ON BUDGET AND POLICY PRIORITIES | CBPP.ORG

Research shows that housing is a social determinant of health.

The poster (left) identifies housing-related services that states could choose to cover with Medicaid in 2021. These and additional housing-related services are now eligible costs under Oregon’s Medicaid waiver.

Region / County

Jackson County Government

Through its federal Community Development Block Grant funds, Jackson County has provided staff and funding support for the Mobile Crisis Unit and for the local Continuum of Care (see next page).

The county government also provides services that interface with issues of homelessness, including public and behavioral health, Veteran services, and some resources through the Criminal Justice Division’s Transition Center.

- **Jackson County Mental Health:**
https://jacksoncountyor.gov/departments/health__human_services/programs_and_services/mental_health/index.php
- **Veteran Services:**
https://www.jacksoncountyor.gov/departments/health__human_services/programs_and_services/veterans_services/index.php
- **Transition Center:**
https://jacksoncountyor.gov/departments/_community_justice/transition_center/index.php

Continuum of Care (CoC) Program

The CoC Program is designed to

- **Promote community-wide planning** and strategic use of resources to address homelessness
- **Improve coordination and integration with mainstream resources** and other programs targeted to people experiencing homelessness
- **Improve data collection and performance measurement**
- **Allow each community to tailor its programs** to the strengths and challenges in assisting homeless individuals and families within that community

The majority of CoCs are not legal entities. As such, a CoC designates a “lead agency” to serve in that capacity on its behalf. The lead agency for the Jackson County CoC is ACCESS, the regional community action agency.

More than 35 partners from non-profit organizations and government agencies participate in the local CoC.

Specific CoC responsibilities include

- Conducting an annual needs assessment
- Developing a homeless services response plan
- Prioritizing projects for HUD funding
- Submitting a comprehensive application and reports to HUD
- Operating a coordinated entry system (CES)
- Operating a homeless management information system (HMIS)

See the Regional Collaboration section of this report or visit [Home - Jackson County Continuum of Care \(jacksoncountyorcoc.org\)](https://www.jacksoncountyorcoc.org) for more information about the local CoC.

Public Housing Authority

The Housing Authority of Jackson County (HAJC) provides regulated affordable housing units and rental assistance through the Housing Choice Voucher Program.

HAJC provides housing for more than 4,000 Jackson County households and administers nearly 2,100 Housing Choice vouchers. In the past, HAJC offered robust home repair loan program for homeowners. In FY2022, 23% of people served by HAJC were experiencing homelessness at the time of entry.

HAJC is one of the largest developers, owner, and operator of affordable rental housing in Southern Oregon.

Ashland

The City of Ashland

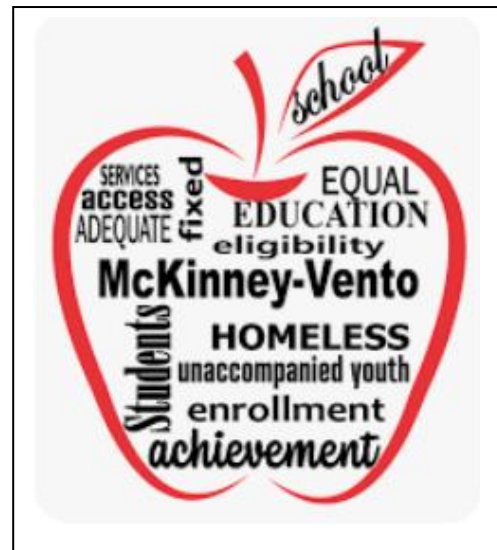
The City has established a Housing and Human Services Advisory Committee as the primary citizen body to advise the City Council on the housing and human service needs of the community and on the use of Community Development Block Grant funds, Affordable Housing Trust Funds, and Social Service Grant funds.

The Committee consists of nine voting members, one Southern Oregon University student liaison, and at least one City Council liaison, and is staffed by the Housing Program Manager. All members are appointed by the Mayor and confirmed by the City Council. The Committee meets on a monthly basis serving as an informed link between the citizens and the council.

School District

The federal McKinney-Vento Act's Education of Houseless Children and Youth Program ensures that houseless children and youth are provided a free, appropriate public education, despite lack of a fixed place of residence or a supervising parent or guardian. Every school district in Oregon has at least one designated Houseless Student Liaison to provide direct assistance to families navigating houselessness and unaccompanied youths to access and achieve in school.

In Ashland, the district contracts with The Maslow Project to provide case management, resources, and transportation to homeless students and families in Ashland public schools.



Ashland Public Library

As a program of the Jackson County Library District, a full-time **social worker** and a team of resource specialists (one specifically in Ashland) support patrons seeking referral to resources that address housing insecurity, substance use disorder and recover, mental health challenges, employment, and more. People can also request information online at <https://jcls.org/services/community-resources/#contact-social-worker>

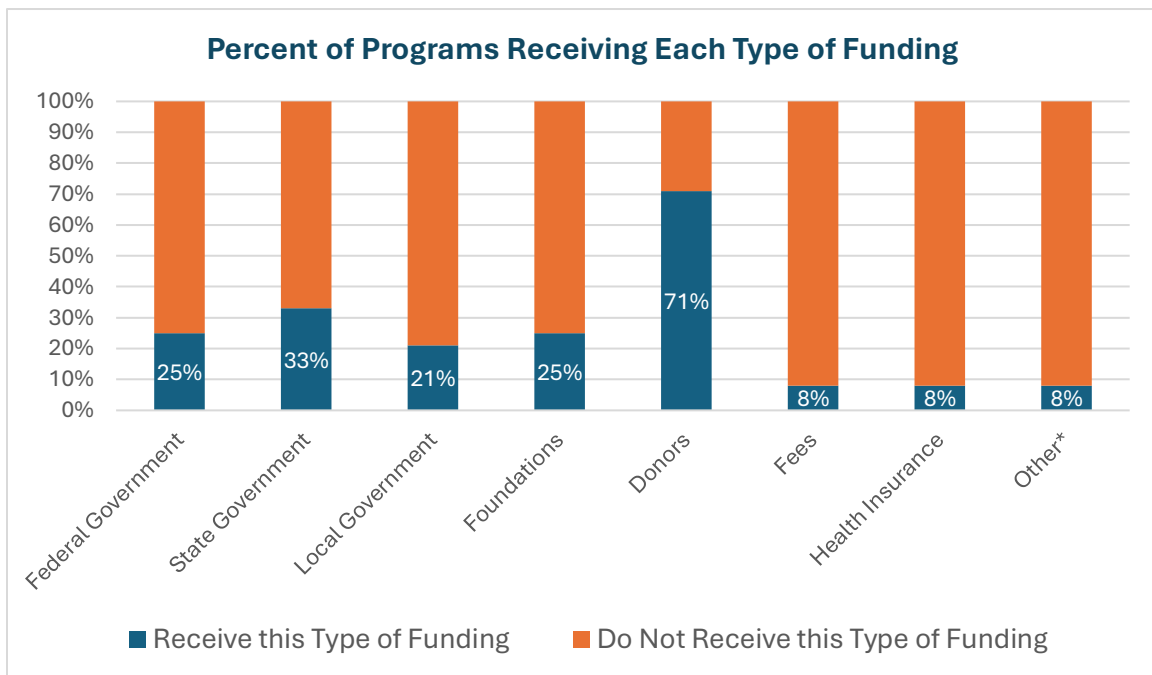
Funding Streams

Service providers rely on a range of government and community funding sources to deliver homeless services. This section illustrates the current funding sources used in responding to the local homeless crisis.

The collective annual budget for the 24 homeless programs that provided information (30% of the identified programs) totals \$25,436,565.

The charts below show where these 24 programs (22 of which are in Ashland) get their funding:

Programs Reporting Funding Sources										
Area	# of Programs	Sum Annual Funding	Federal Gov.	State Gov.	Local Gov.	Foundation	Donors	Fees	Health Insurance	Other
Region	24	\$ 25,436,565	6	8	5	6	17	2	2	2
Ashland	22	\$ 4,986,565	5	6	5	6	17	2	2	2



*Other includes fundraising events and store proceeds.

Government Funding Streams

The City of Ashland has traditionally supported organizations whose mission is to provide direct services and resource assistance. The City does this by providing funding, the use of buildings, and contributions of staff time.

The City of Ashland has assigned approximately \$1,611,000 in the current biennium toward addressing the issues of homelessness. See Appendices for a list of grants.

The sources of funds distributed by the City include a State of Oregon Department of Administrative Services grant, federal Community Development Block Grant (CDBG) funding, the Affordable Housing Trust Fund, and City general funds. Funding has been used to support a variety of services and resources including:

- Severe weather shelter
- Emergency and transitional shelters with and without case management
- Rental assistance to avoid homelessness
- Case management to address homelessness for school aged children and families
- Shower and laundry facilities
- Emergency shelter and resources/navigation services

Current federal, state, and local government grants specific to Ashland	
Funding Stream	Granting Entity and Amount
HUD Community Development Block Grant	State \$11,449,421, City of Ashland \$162,000
HUD Continuum of Care	HUD \$320,217
HUD Emergency Solutions Grant	State \$1,975,255
HUD Housing Opportunities for People with AIDS	State \$734,941
HUD HOME Funds (housing development)	State \$9,498,563
Housing Trust Fund (housing development)	State \$5,468,942*, City of Ashland \$100,000

* As of 2024, the State begins using Oregon Centralized Application process to select projects for HTF funding based on first come, first served approach for projects that meet established criteria.

The City also dedicates staff time and other “in-kind/non-cash” resources to support local and regional efforts to coordinate and address issues of homelessness through a collaborative approach. These efforts have included:

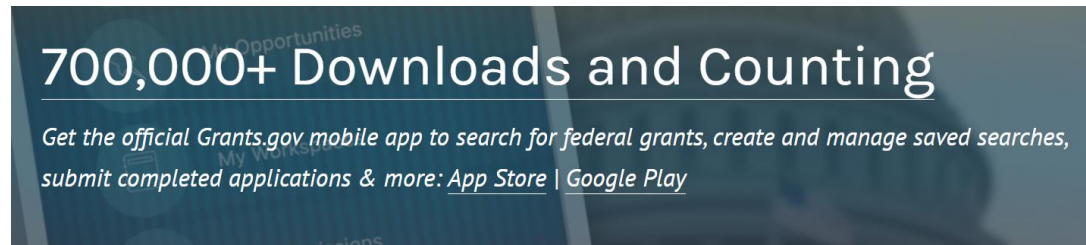
- Regional planning and funding through the Jackson County Continuum of Care
- Locations to park the volunteer- and staff-operated shower and laundry trailer
- Allowances for car camping on church properties
- Locations to host severe weather shelter

Governor’s Executive Order Declaring a Homeless Emergency

In January 2023, Oregon Governor Tina Kotek declared a state of emergency due to the rise in homelessness. This launched a pathway for millions of dollars to flow to communities to expand housing-focused services - outreach, emergency shelter, and rapid rehousing, specifically. Below are **two examples of the funding** the Jackson County region received in 2024. For information about how these funds were distributed, contact the local CoC.

Funding Stream / Initiative	Allocation for OR-502, Jackson Co. Region
Long-Term Rent Assistance	\$ 3,879,257
Oregon Rehousing Initiative	\$ 1,152,692

Grants.Gov



<https://www.grants.gov/applicants/applicant-registration>

HUD Build for the Future – Online Funding Navigator

The Funding Navigator provides a listing of funding opportunities under the Inflation Reduction Act (IRA), Bipartisan Infrastructure Law (BIL), and others across federal agencies to support efforts to enhance climate resiliency, energy efficiency, renewable energy integration, healthy housing, workforce development and environmental justice in HUD supported communities, programs, and properties. Find open and upcoming opportunities, including funding status and where to apply, for funds to implement **projects that reduce energy use and strengthen resiliency in communities.**

<https://www.hudexchange.info/programs/build-for-the-future/funding-navigator/>

Community Funding Sources

The vast majority of Ashland’s homeless services rely heavily on community (non-government) funding. See page 19.

Interestingly, only the major players, such as ACCESS and OHRA get most of their funding from government grants. Smaller programs – typically providing supportive services, such as meals, clothing, transportation assistance, and other basic needs – garner the vast majority of their funding from foundation grants, community donations, and fundraisers.

Nonprofit Association of Oregon (NAO)



NAO maintains a searchable database of grant opportunities available to nonprofit organization in Oregon: <https://nonprofitoregon.org/funding-opportunities/>

Volunteers

Nearly half of the programs interviewed in Ashland (12 of 25) operate **solely** on volunteers.

The other programs are staff led, and nearly half of the staff-led programs (6 of 13) utilize volunteers, for a total of 72% that either rely solely or partially on volunteers. The seven other staff-led programs do not use volunteers.

The Subcommittee was not able to quantify the total number of volunteer hours but verified that the majority of supportive services (meals, showers, laundry) would not exist if it were not for the volunteers who dedicate time and resources in an effort to meet these local needs.



The majority of supportive services (meals, showers, laundry) would not exist if it were not for the volunteers who dedicate time and resources.

Funding Streams Take Aways

Government Funding

The vast majority of funding for homeless services comes from government sources.

It is the major players, such as ACCESS and OHRA that get most of their funding from government grants.

Potential Actions:

- Maximize government funds for local and regional services. Grants / grant writing / coordination – to support staffing and expanded capacity for support services, outreach, etc.
- Seek funding solutions from existing funding entities / engage in advocacy / activate a State legislative agenda

Community (non-governmental) Funding

Nearly every non-profit organization depends on fundraising, with 71% reporting that they receive funds from individual donors. Organizations are essentially competing for the same donor resources.

Preliminary research identified a practice in Chico, CA where people can contribute to a central fund to help address the needs of people experiencing homelessness.

Potential Action:

- Create an online portal for donor-designated contributions.

Imagine if...

You could click on one website and

Make a one-time or recurring donation

To a specific organization or

To a population of interest (youth, families, seniors, Veterans...or

To the area of greatest need

In the town of your choice

You could then opt in to receive agency-specific and/or a regional newsletters that would keep you informed of activities, opportunities, and progress being made to address issues of homelessness.

Volunteers

The sentiments expressed in response to the Subcommittee’s public surveys revealed a high level of compassion and interest in addressing the myriad of issues faced by people experiencing homelessness.

Seven (7) of the 49 resources/programs in the Subcommittee’s Service Inventory are efforts spearheaded by or supported completely by volunteers. Six (6) of these are in Ashland. Another six professionally staffed organizations also stated that they use volunteers.

The SWOT analysis of current programs highlighted the fact that volunteers are “aging out.”

Potential Actions:

- Encourage volunteer recruitment and management for support services (i.e. community meal providers)
- Provide more community education about the opportunities to volunteer
- Promote and provide regular and accessible volunteer training / orientation sessions

Services Inventory & SWOT Analysis

The Subcommittee conducted an inventory and surveyed service providers about the extent to which they offer several types of services in or around Ashland. The service types below are defined by HUD and were used by the Subcommittee to group and analyze the local resources.

Definitions of Types of Homeless Services

Homeless Services are ones that exist specifically to address the needs of people experiencing homelessness.

- **Eviction Prevention** programs should intervene as early as possible, for the briefest duration and minimum resources to be adequately effective.
- **Supportive Services** are designed to meet non-housing needs of people experiencing homelessness, such as food/meals, resource centers, showers, laundry, etc.
- **Street Outreach** includes staff and materials to reach people experiencing homelessness in public and other settings to 1) meet immediate/crisis needs, and 2) engage them in the homeless response system of housing-related services.

Street Outreach services should meet people where they are, with progressive engagement toward permanent housing (Housing-Focused Street Outreach).

- **Emergency Shelter** provides, at a minimum, safe, habitable shelter for one or more nights. Emergency Shelter may also include meals, resource navigation, and housing-focused case management.

Shelter Type	Description
Day Shelter	Drop-in, with or without addition services, often (but not always) part of a resource center.
Night-by-Night Shelter	Drop-in, typical hours of 7 pm-7 am, but often include a dinner and a breakfast.
Duration Shelter	Short-term shelter, typically 1-4 weeks, with case management. Can serve as “bridge shelter” prior to permanent housing.
Transitional Shelter	Cased managed services, typically 6-18 months, depending on client needs for stabilization while preparing for permanent housing

- **Transitional Housing** is designed to provide homeless individuals and families with interim stability and support for up to 24 months to successfully move to and maintain permanent housing.
- **Permanent Housing** -
 - **Rapid Rehousing** emphasizes housing search and relocation services and short- and medium-term rental assistance to move homeless people and families (with or without a disability) as rapidly as possible into permanent housing.
 - **Permanent Supportive Housing** is permanent housing with indefinite leasing or rental assistance - paired with supportive services to assist homeless people with a disability or families with an adult or child member with a disability achieve housing stability. Clients pay a portion of their rent, not to exceed 30% of their income.

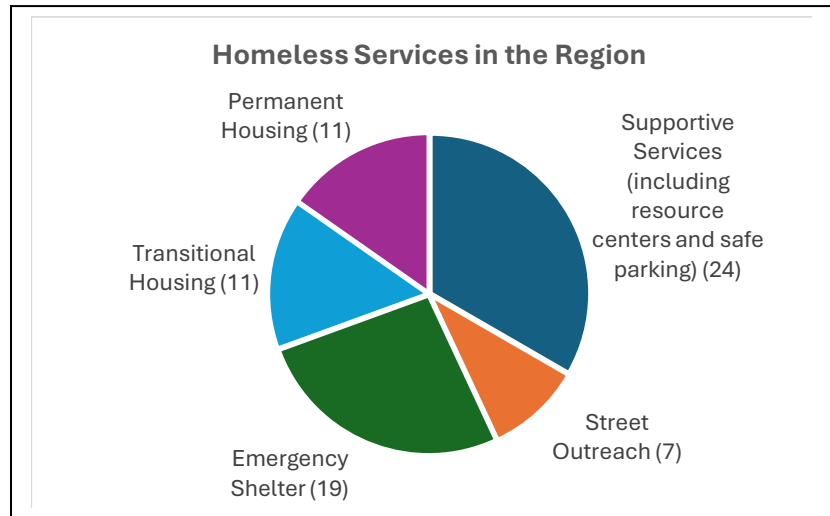
A Note About Mainstream Services

Mainstream services are those that exist to support a need, regardless of an individual's housing situation. People experiencing homelessness may access these services, but they do not exist solely as resources for people experiencing homelessness.

Mainstream services (food banks, TANF, etc.) are not included in the inventory. However, mainstream services are critical resources for many households experiencing homelessness.

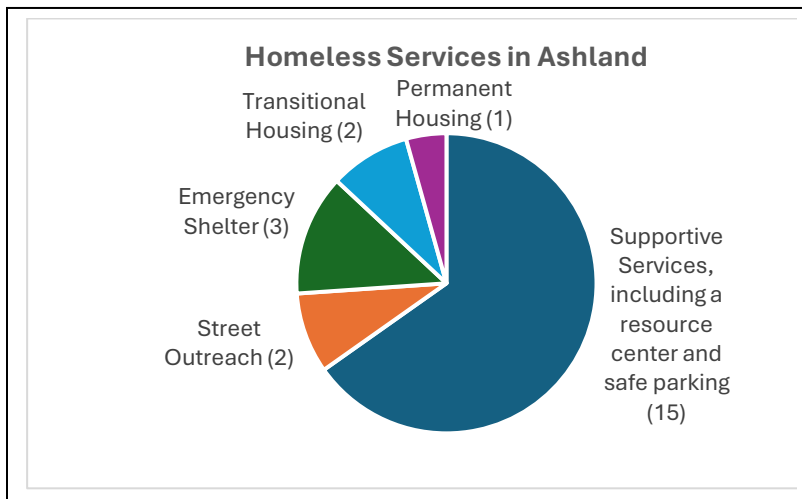
Tally of Homeless Services and Locations

Services in the Region: The Subcommittee identified 80 homeless services in the area and was able to conduct interviews with 49 (61%).



	Support Service	Resource Center	Safe Parking	Street Outreach	Emerg. Shelter	Trans. Housing	PH - RRH	PH - PSH	Other	Total
Identified	19	3	2	7	19	11	6	5	8	80
Interviewed	10	3	2	3	15	5	3	2	6	49
	53%	100%	100%	43%	79%	45%	50%	40%	75%	61%

* Seven of the eight “other” services were activities coordinated by churches to donate funds, food, supplies, and volunteer time to other service providers. The eighth service was Ashland’s Night Lawn.

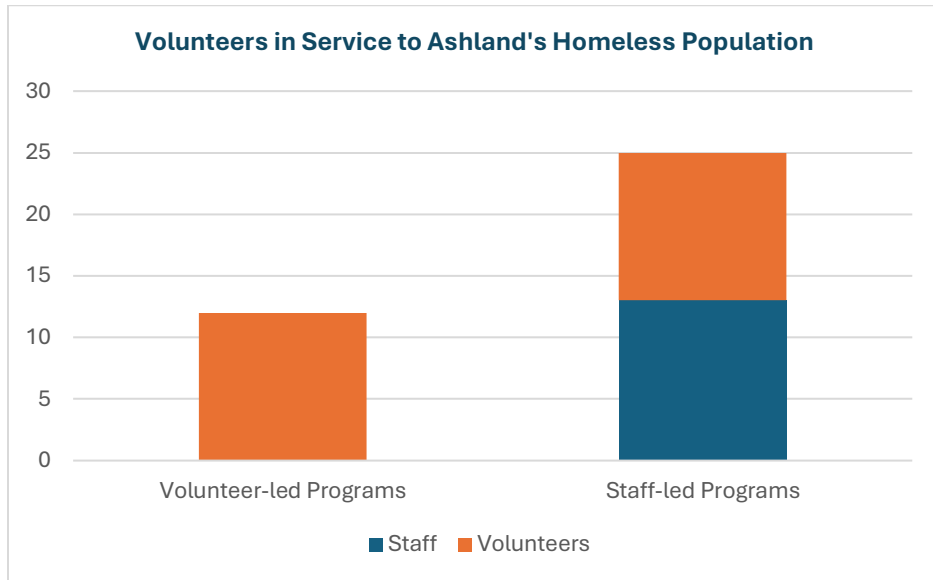


Services in Ashland: Twenty-nine (29) of the 80 homeless services the Subcommittee identified were available in Ashland, and interviews were conducted with 25 of those (86%).

* One of the emergency shelters and one of the transitional housing sites listed has since closed.

	Support Services	Resource Center	Safe Parking	Street Outreach	Emerg. Shelter	Trans. Housing	PH - RRH	PH - PSH	Other	Total
In Ashland	11	2	2	2	3*	2*	0	1	6	29*
Interviewed	9	2	2	0	3	2	0	1	6	25
	82%	100%	100%	-	100%	100%	-	100%	100%	86%

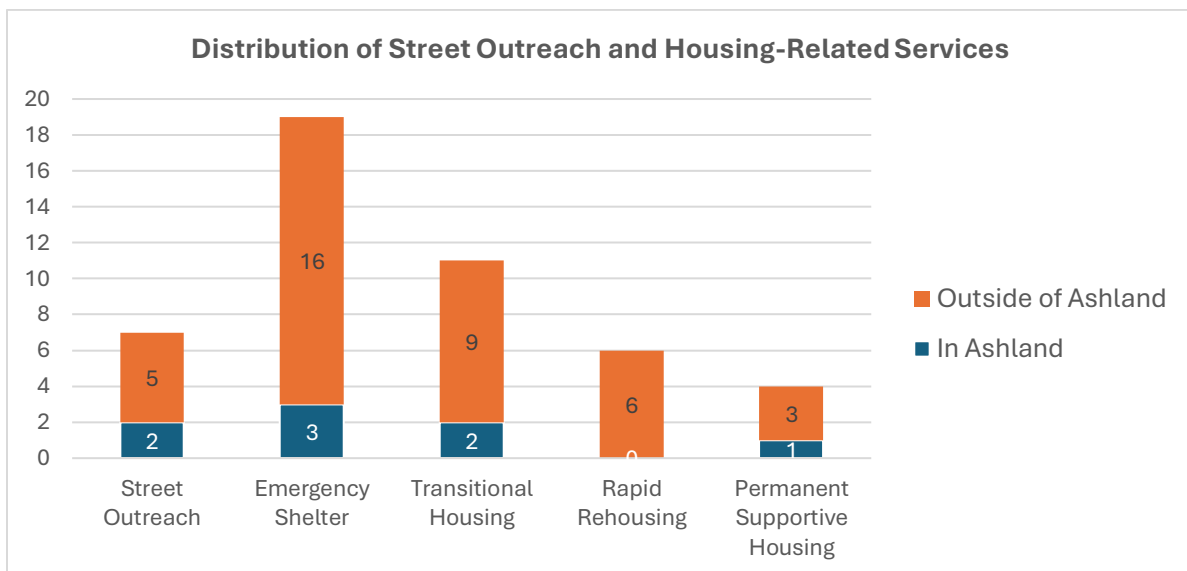
Volunteer-led. Twelve of the twenty-five programs interviewed in Ashland (48%) operate solely on volunteers. The others are staff led, and six of those (46%) utilize volunteers, for a total of 72% that either rely solely or partially on volunteers.



Distribution of Services

The 80 services identified is not a comprehensive list, particularly as it relates to Support Services (meals, showers, laundry, etc.) and programs in the “other” category (primarily places of worship that donate funds, supplies, and volunteer time to other programs).

However, the list is believed to be comprehensive in terms of Street Outreach, Emergency Shelters, Transitional Housing, Rapid Rehousing, and Permanent Supportive Housing.



Support Services

Eleven Ashland support services provide laundry, showers, and meals to people experiencing homelessness.

Resource Centers

As a service of the Jackson County Library District, the Ashland Library has a Resource Specialist that provides referrals to myriad of social services.

In addition, Opportunities for Housing, Resources and Assistance (OHRA), located at the OHRA Center in South Ashland operates a resource center for people experiencing homelessness or housing insecurity in Ashland.

Safe Parking

The Subcommittee identified two safe parking sites in Ashland, with a total of seven parking spots, supplemented by porta-potties.

Support Services – Resource Centers – Safe Parking Sites in Ashland

Organization	Program	# of People Served
First Congregational Church	Good Neighbor Program	Unknown
First Presbyterian Church	Car Camping	Unknown; 4 parking spaces
Hawthorn Park Potluck	Hawthorn Park Potluck	2,000 meals served annually
Havurah Shir Hadash	Safe Parking	Unknown; 3 parking spaces
Jackson Regional Library Services	Ashland Homeless Services Desk	Unknown
La Clinica del Valle	Health Services at OHRA	177 individuals in one year
Laundry Love	Laundry Love	805 visits in a year
Maslow Project	McKinney Vento Homeless Students	Unknown
Mestrovich, Janai	Meals for Homeless @ Night Lawn	Unknown; daily meals
Monday Meals	Monday Meals	2,000 meals served annually
OHRA	Laundry/Shower Trailer	1,601 visits in a year
OHRA	Resource Center	1,966 individuals in one year
Peace House	Uncle Foods Diner	6,500 meals served annually
Recovery Cafe	Recovery Cafe	Unknown; no records kept
S. OR Jobs with Justice	Peace Meal	6,240 meals served annually
St. Vincent de Paul	Ashland Conference	143 individuals in one year

Street outreach is often the first contact with individuals and families experiencing homelessness.

Street Outreach

Street Outreach is limited in Ashland. The Maslow Project recently launched a mobile outreach unit to engage youth and young adults experiencing homelessness. The OHSU Street Nursing program does outreach once a week.

The most robust outreach effort in Ashland is a handful of individuals who volunteer more than 200 hours per month to help people experiencing homelessness navigate resources ranging from health care to housing, getting a valid I.D., food, and finding a safe place to sleep.

Three other agencies provide street outreach throughout the county: ACCESS, Jackson County Health & Human Services, and Southern Oregon Rehabilitation Center & Clinics/Department of Veterans Affairs.

Emergency Shelters

When the Subcommittee conducted the inventory, there were three shelters in Ashland – two residential 24/7 shelters and one severe weather shelter. The 30-bed residential shelter at 2200 Ashland Street has since ceased operation.

Shelters	Capacity
OHRA Shelter	52 units w/72 beds
Severe Weather Shelter	28 mats

Let me tell you about...

A gentle, quiet man who stayed at the shelter for a while and made beautiful art objects, which he sold successfully on the street, eventually made it up through the waitlist and into his own apartment. We celebrated his last night at the shelter. A week later, he was back at the shelter dinner table. I asked him what happened - if he'd lost his place. He looked sheepish. "No," he said, "but it's kinda lonely there."

Transitional Housing

Parker House is the only Transitional Housing program in Ashland, with five units and a total of 15 beds.

Permanent Housing (RRH and PSH)

Ashland has no direct access to Rapid Rehousing (RRH), as the administration and case management for RRH is located in Medford.

Columbia Care operates a 30-bed Permanent Supportive Housing (PSH) project in Ashland.

Other Services

Five Ashland churches collect and donate cash, food, clothing, supplies, and volunteer time to resource other community programs, such as the severe weather shelter, meal programs, Laundry Love, and OHRA services.

The Ashland Night Lawn (18 camping sites) is another resource that does not fit neatly into any other category. The space is designated for camping from 7:00 p.m. to 7:30 a.m. (summer) and 4:30 p.m. to 8:30 a.m. (winter) but is not a managed campground. Health and safety concerns have plagued this sight, and local advocates are working with city officials to improve conditions.

Housing Inventory Count

Each year, the region's Housing Inventory Count (HIC) is reported to the U.S. Department of Housing and Urban Development (HUD). The data includes the number of homeless services beds on the night of the annual Point-in-Time Count.

- For shelter and transitional beds, this data is fairly static.
- For market-based rehousing programs (e.g., Rapid Rehousing, Veteran Housing Vouchers), the count includes only the number of people housed that night (and not the number of possible vouchers).

The HIC provides data to identify the level of available shelter and housing resources to community need. Maintaining and reporting on the HIC is one of the roles of the regional Continuum of Care.

Jackson County's 2024 HIC includes the vast majority, but not all of the region's shelter and housing programs. (See Appendices for the 2024 Jackson County HIC.) Editing based on the Subcommittee's Services Inventory shows the following:

	All Year Around Beds	Weather Activated Beds	Total Beds
Temporary Shelter			
- Emergency Shelter	426	78	504
- Transitional Housing & Safe Haven	363		363
Permanent Housing			
- Rapid Rehousing	478		478
- Permanent Supportive Housing	139		139
Totals	1,406	78	1,484

A 52-unit shelter operated by OHRA (with 72 beds) is Ashland’s only emergency shelter and provides residential shelter and housing navigation.

Parker House provides five units (15 beds) for transitional housing in Ashland, and Columbia Care’s Rogue Ridge provides 30 permanent supportive housing beds.

With an estimated 230-320 people experiencing homelessness in Ashland, there are only 117 beds.

Facility-Based Beds				
Type	In Jackson County	# in Ashland	% in Ashland	Facility
Emergency Shelter	426	72	16.9%	OHRA Center
Transitional/Safe Haven	363	15 (all TH)	4.1%	Parker House
Permanent Supportive Housing	114	30	26.3%	Rogue Ridge
Year Around Facility-Based Beds	903	117	12.9%	
Severe Weather/Smoke Shelter Beds	78	28	35.9%	Severe Weather Shelter
Total	981	145	14.8%	

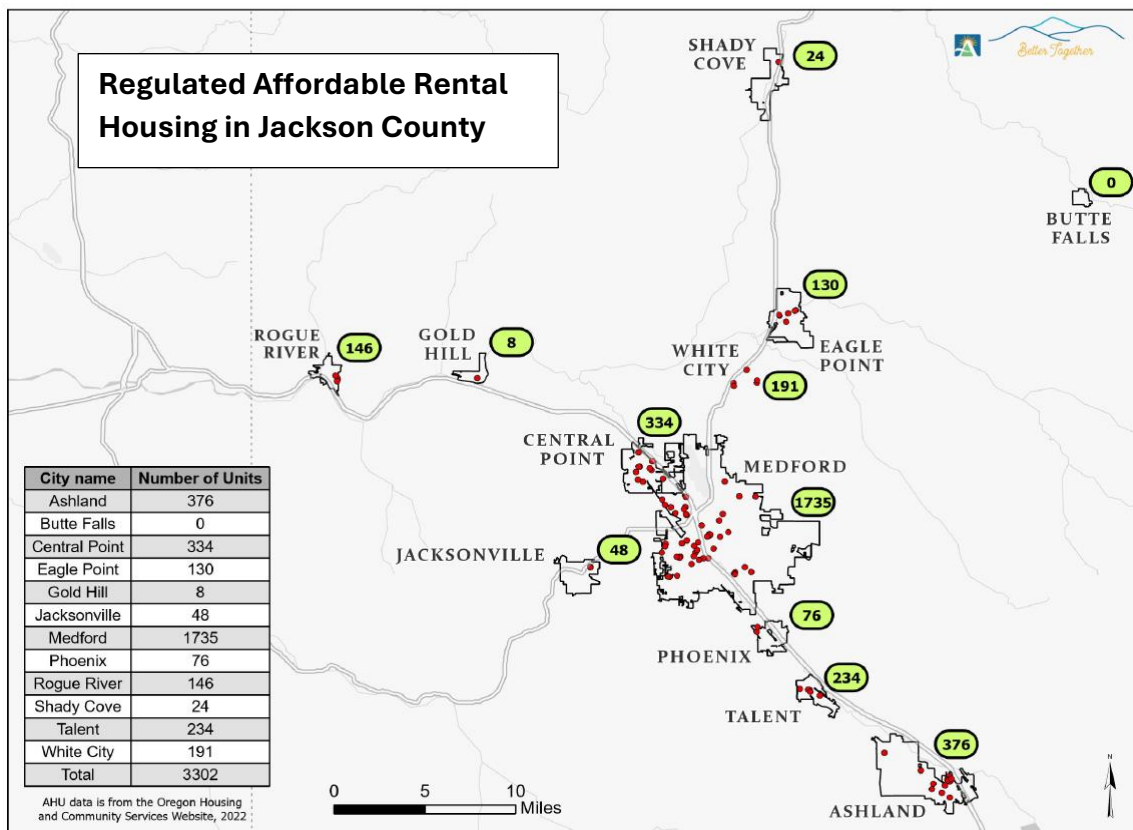
Affordable Housing Units

A lack of available and affordable housing contributes to homelessness.

In addition to the aforementioned types of homeless services, the full continuum also includes affordable housing. Most often the cost of developing, managing, and maintaining *affordable housing* is supported by government funds to allow households below a certain income level to have access to safe, sustainable, and affordable housing.

Rapid Rehousing and Housing Choice Voucher programs provide subsidies to households with the lowest incomes; however, those programs depend on the availability of regulated affordable housing units.

Throughout the region, there exist more than 3,300 multifamily rental units regulated to be affordable as required by the federal and state funding utilized to build them. 11.4% (376 units) are in Ashland.



*Please note, this map does not include affordable housing ownership units deed restricted through the City of Ashland Affordable Housing program.

The [City of Ashland Housing Capacity Analysis](#) provides a more thorough analysis of the community’s housing needs.

SWOT Analysis

The Subcommittee’s 49 program interviews included an analysis of each program’s strengths, weaknesses, opportunities, and threats (SWOT). See Appendices for a list of programs. The **common themes** were:

- Need for information, data, and data sharing
- A call for coordinated services and more connection between partners in the region
- More funding, particularly steady and flexible funding
- Staff are at or beyond capacity, staff/volunteer shortages
- Need for more outreach services



SWOT by Service Type

The information provided by the 49 programs was subdivided by program type. (See the beginning of this section, pages 25-26 for definitions of program type.)

Support Services (meals, laundry, showers)

Strengths	Weaknesses	Opportunities	Threats
<ul style="list-style-type: none"> • Variety of services/programs • Diversity of entities/partners • Committed/persistent people • Community building • Strong relationships 	<ul style="list-style-type: none"> • Abundance of needs • Need for more \$\$ • Need more volunteers/staff • Burnout (staff/volunteers) • Not adequately servicing Veteran needs 	<ul style="list-style-type: none"> • Grants • Community • Variety of partners • Building partnerships • Collaboration • Build infrastructure (e.g., commercial kitchen) 	<ul style="list-style-type: none"> • Aging volunteers • Changing political environment • Social opinions/media • Increased food costs • Increased supply costs • End of funding

Emergency Shelters & Transitional Housing

Strengths	Weaknesses	Opportunities	Threats
<ul style="list-style-type: none"> • Location - predictable, safe • Extensive & effective partnerships • Always prospecting • Bilingual/cultural competence • Specialized grants • Strong volunteers 	<ul style="list-style-type: none"> • Aging volunteers • No regulated standards for staffing, lack of training/support • Lack of funding, staff • Need staffing levels evaluated • Shelter closed • Need better/larger facilities • Growing population of houseless 	<ul style="list-style-type: none"> • Volunteer, partners, food bank • More state funding – homeless and fire • Education tuition reimbursement • Promote/hiring new staff 	<ul style="list-style-type: none"> • Losing house/facility • Political pendulum • Always chasing money • Succession planning • Insufficient cultural competence • Need more infrastructure for smaller organizations • Need reliable funding • Co-morbidity

Rapid Rehousing, Permanent Housing, Veteran’s Services

Strengths	Weaknesses	Opportunities	Threats
<ul style="list-style-type: none"> • Pride in mission/organization • Wrap around services • Dedicated staff • Many entry points • Community building 	<ul style="list-style-type: none"> • Lack of data • Lack of follow-up, long term outcomes • Not enough staff/volunteers • High turnover • Lack of case management • Wait line • Daily, complex needs • Increasing demand • May be limited to people who are “housing ready” • Services don’t meet individual’s needs • Require referrals 	<ul style="list-style-type: none"> • Continuous improvement, education, and development for staff • Improve coordinated entry system • Increased actions to improve transportation • Build more capacity in smaller organizations • Standardize definitions of “wrap around” services • 18–24-year-olds need more services 	<ul style="list-style-type: none"> • Funding is political and unstable • Shortage of housing vouchers • “sketchy” property managers/evictions • “sketchy” clients/residents – problem behaviors • Aging – geriatric care • Centralization of services (creates access challenges) • 2 major players, so left with few other options

Street Outreach, Day Center, Safe Parking Services

Strengths	Weaknesses	Opportunities	Threats
<ul style="list-style-type: none"> • Network of partners • \$ from Governor’s Emergency Order • Offer a safe place (parking) • A willing subset of the community 	<ul style="list-style-type: none"> • Staff/volunteer shortages • Parking serves too few people • Budget cuts • Needs are higher than the funding 	<ul style="list-style-type: none"> • More services – geriatric • Create shared standards of care • More outreach • Long term programs • Recruit/provide opportunities for younger work force • Community education 	<ul style="list-style-type: none"> • Aging population (volunteers) • Change in willingness (safe parking) • Lack of community patience • Hard to raise \$\$

The Subcommittee reviewed the interview forms to identify common barriers reported by providers, then identified potential solutions to those barriers.

Barriers Reported by Providers	Potential Solutions Identified by Subcommittee
<ul style="list-style-type: none"> • Fear/discomfort/distrust • Criminalization of homelessness • Lack of affordable housing • Behavioral health needs/crisis • Inconsistent funding • Constant crisis • Underpaid positions • Mental health impacts (i.e., burnout) on staff and volunteers • Access to information: general public, potential clients, staff, what’s working and not • Burden of data entry 	<ul style="list-style-type: none"> • Community education; a communications plan • Defining & training staff for specific skill sets • Mental health court & drug court • Incentivize affordable housing • Provide staff support: respite, rotations, sabbaticals • Continue with check-ins longer/more follow-up • Longer client engagement to support stability • Adequate staffing models • Collaborate on regional strategies • National service program

Services Inventory & SWOT Analysis Take Aways

The “Weaknesses” and “Opportunities” sections of the SWOT analysis are commonly two sides of the same coin. For example:

Weakness	Opportunity
<i>Services don't meet individual's needs.</i>	<i>18-24-year-olds need more services.</i>

Supportive Services

The most abundant resources for people experiencing homelessness in Ashland are free meals. Multiple community groups comprised of dozens of volunteers provide thousands of home cooked meals to people in need. The settings vary from parks to churches and non-profit locations, the Night Lawn, and the Extreme Weather Shelter. This is not to say that people experiencing homelessness have their food needs met.

Potential Actions:

There is a great opportunity for **additional supportive services**

- Storage for personal belongings
- Public bathrooms
- Access to water
- Public gathering places
- Community health workers
- Electronics charging areas and Wi-Fi
- Hygiene supplies
- Showers
- Laundry
- Meals
- Gas and transportation vouchers
- Gym memberships

Opportunities
<ul style="list-style-type: none"> • Grants • Community • Variety of partners • Building partnerships • Collaboration • Build infrastructure

Opportunities
<ul style="list-style-type: none"> • More services – geriatric • Create shared standards of care • More outreach • Long term programs • Recruit/provide opportunities for younger work force • Community education

Street Outreach

Street outreach is regarded as a critical component for successful transition from homelessness to housing.(footnote) It can also provide much-needed triage for health and safety concerns.

Potential Actions:

- Housing-focused Street Outreach
- Outreach that meets the needs of the older population
- An outreach “hotline” anyone can call when concerned

Residential Needs from Shelter to Housing

With an estimated 230-320 people experiencing homelessness in Ashland, there are only 117 beds (occupied).

Potential Actions:

- Incentivize development of housing that is affordable.
- Support more Affordable Housing (subsidized, regulated, low-rent units).
- Advocate for more Permanent Supportive Housing (for those with disabilities).
- Create access in Ashland to Rapid Rehousing (12-24 months of financial assistance and case management).
- Explore the need for more Transitional Housing.
- Expand Emergency Shelter (immediate access, ideally with supportive services and housing-focused case management).
- Establish Medical Respite beds (step down housing after hospitalization/treatment).

Emergency Shelter / Transitional Housing <- - -> Rapid Rehousing / Supportive Housing

Opportunities
<ul style="list-style-type: none"> • Volunteer, partners, food bank • More state funding – homeless and fire • Education tuition reimbursement • Promote/hiring new staff

Opportunities
<ul style="list-style-type: none"> • Continuous improvement, education, and development for staff • Improve coordinated entry system • Increased actions to improve transportation • Build more capacity in smaller organizations • Standardize definitions of “wrap around” services • 18–24-year-olds need more services

Data

A Note About Data Sources

Public Data Sources

A variety of public agencies gather data relevant to homelessness, however, there are few common standards, and much data is difficult for the public to view or obtain.

Unavailable. The following are data that would be helpful, but seem to be unavailable locally:

- Emergency responder services to people experiencing homelessness
- Crime data showing perpetrator and victim by homeless status
- GIS mapping of homeless encampments on a month-by-month basis



Difficult to Gather. The following are examples of public data that exist but the Subcommittee was unable to gather:

- Emergency Department visits by people experiencing homelessness
- Ashland-specific data about eviction cases

Available. The following are examples of public data that are readily available:



- School Districts provide data to Oregon Department of Education’s McKinney Vento Program for students enrolled in public schools identified as experiencing homelessness.



- Since January 1, 2022, reports of death were required to list the residence address as “Domicile Unknown” for decedents who were homeless at the time of death. This Oregon requirement was the result of 2021 Legislation, SB 850.



Homeless Management Information System
 Programs funded by federal (and Oregon) homeless services grants are required to participate in a single regional Homeless Management Information System (HMIS) governed by the local Continuum of Care unless the organization meets the criteria of being a Domestic Violence Service Provider (DV provider).*

*Under federal law, to ensure client privacy, a DV provider must use a separate, comparable data system. Aggregate data from the DV system are integrated with HMIS data for reporting purposes.

Similar to every Continuum of Care, the Jackson County CoC has limited data capacity. While each program provider is required to enter their data in HMIS, a CoC typically has less than a full-time staff member to oversee the HMIS data system, primarily for the purposes of reporting to the State or HUD.

What the Data Says

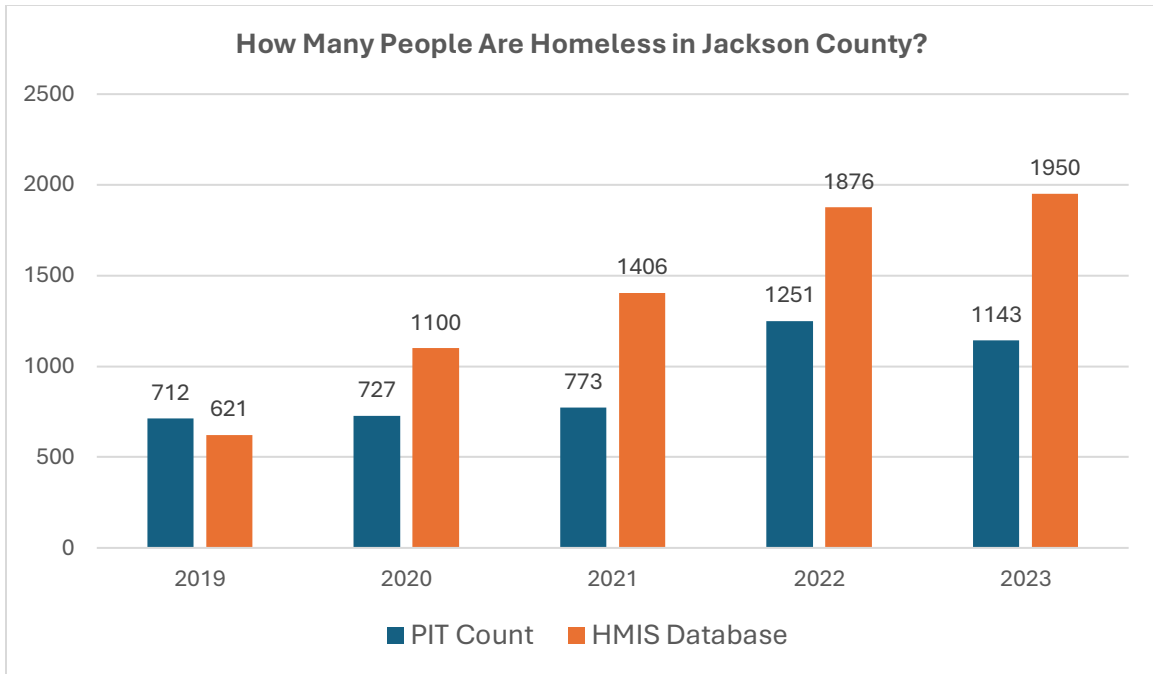
Oregon has one of [the highest rates of homelessness](#) in the country.

How Many People Are Homeless?

The numbers typically used to quantify how many people are homeless come from different methodologies and depend on three basic factors.

Factors	Options
1. The way in which numbers are gathered	A snapshot or Point-in-Time (PIT) Count, the CoC database of individuals (HMIS), or a school district
2. The time period selected	A day, a calendar year, a federal fiscal year, or a school year (or any part thereof)
3. The definition of “homeless”	HUD uses one definition, and the Department of Education uses another

- The annual PIT Count tells you how many people were identified as experiencing homelessness on a single night during the last week of January (timeframe set by HUD). These people either stayed in a shelter/transitional housing or in a place not meant for human habitation (streets, cars, bus station, etc.)
- Each federal reporting year (October 1 – September 30), the number of unduplicated individuals in the local HMIS database is reported to HUD. These people met the HUD definition of homeless.



A complicating factor is the varying definition of “homeless” between HUD and the U.S. Department of Education. Beyond the HUD definition, schools include students who are doubled up with another family. More information on students experiencing homelessness is provided later in this section.

Evictions in Jackson County

Evictions can be a major driver of homelessness and a barrier to securing future housing. A 2023 report by Portland State University provides eviction data by county (see Appendices), including baseline information about renter occupied units, median rent, and affordability.



Nearly half (49%) of Jackson renters are **rent-burdened**, meaning they spend **30% or more of their income on rent**. Nearly a quarter (24%) are **severely rent-burdened**, meaning they spend **50% or more of their income on rent**.

A higher percentage of eviction cases in Jackson County result in eviction compared to cases statewide.

In 2023, 37% of Jackson eviction cases resulted in evictions, compared to only 27% statewide. Similarly, the year prior (2022) 43% of Jackson eviction cases resulted in eviction, compared to 36% statewide. See chart on next page.

	Cases Filed		Case Outcomes		
	#	# per 100 rental units	Eviction Judgement (evicted)	Dismissed	Final Outcome Unknown
2022 Jackson	1,046	3.3	446 (43%)	593 (57%)	6 (1%)
2022 Oregon	18,812	3.1	6,723 (36%)	11,486 (61%)	529 (3%)
2023 Jackson	1,118	3.5	419 (37%)	403 (36%)	296 (26%)
2023 Oregon	22,470	3.7	6,161 (27%)	12,359 (55%)	3,916 (17%)

Supply and Demand

Oregon [ranks fourth](#) in failing to produce enough housing for its residents, behind California, Colorado and Utah. Oregon is [currently behind in building 140,000 housing units](#) and needs to produce over 400,000 homes in the next 20 years to keep up with demand.



Demographics / Populations Experiencing Homelessness

Annual Point-In-Time (PIT) Count

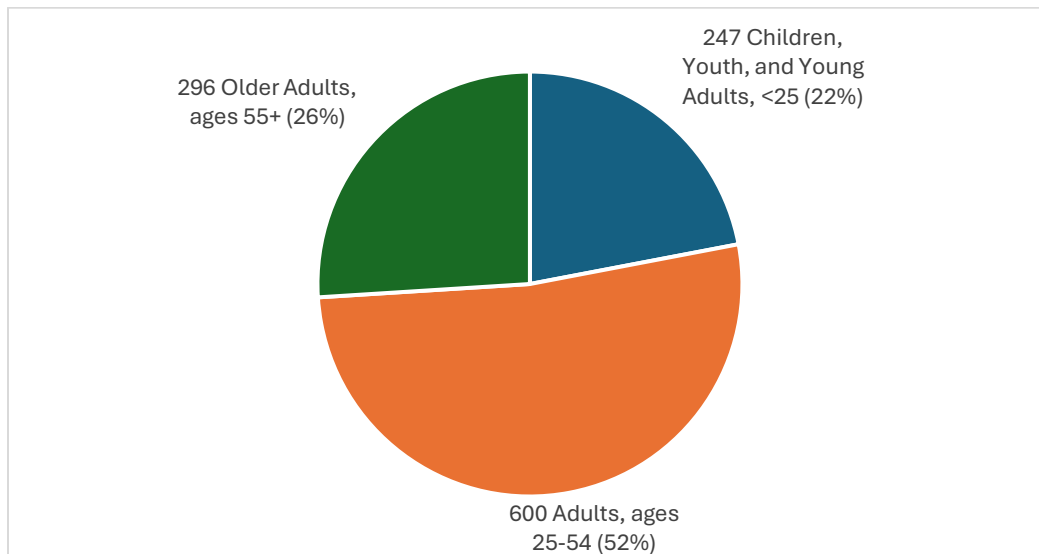
Each CoC is required to conduct an annual Point-In-Time (PIT) Count. In odd-numbered years, the PIT Count must include people in homeless shelters and transitional housing (the *Sheltered Count*), as well as people living on the streets (the *Unsheltered Count*).



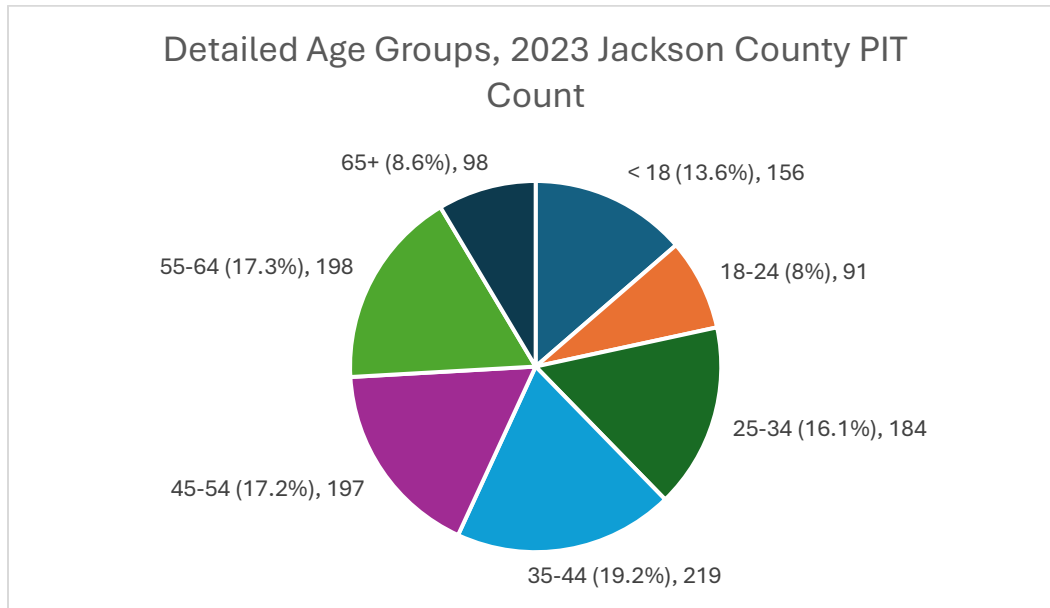
The number of people able to be contacted during the Unsheltered Count depends on weather, the number of volunteers, and methodology.

Experts estimate the PIT Count is an undercount of at least 50%. Doubling the PIT Count numbers provides a more realistic estimate of at least 2,286 people experiencing homelessness in Jackson County.

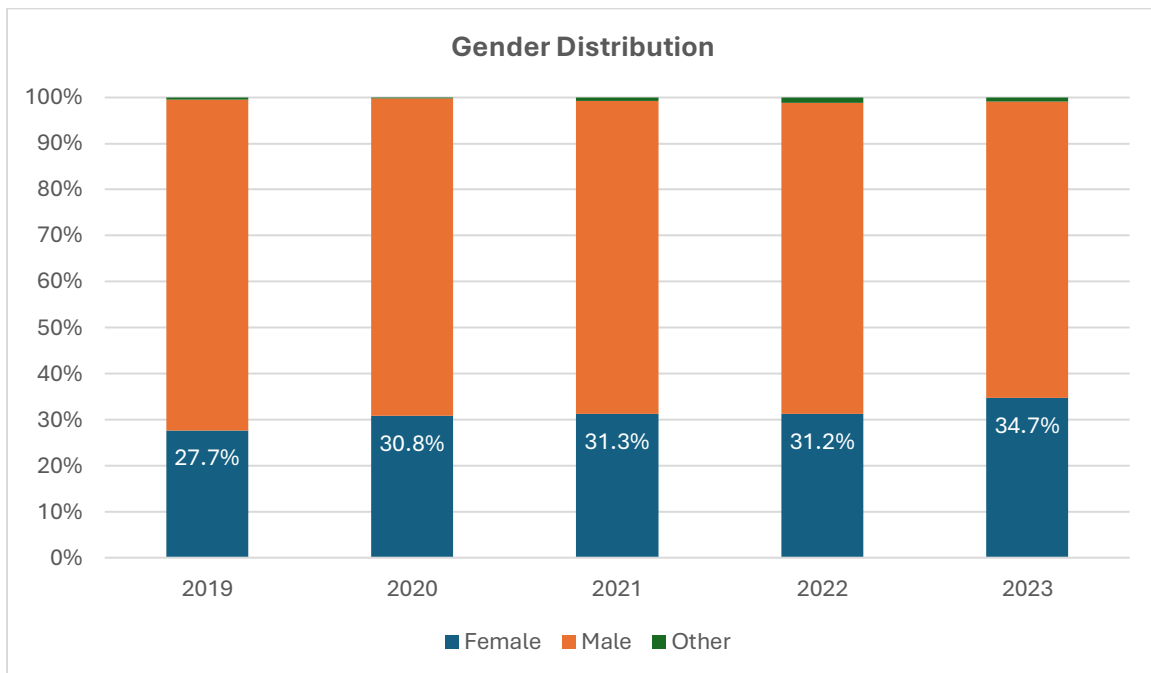
Ages - The 2023 PIT Count shows 13.6% of people experiencing homelessness in Jackson County were under the age of 18 and another 8% between the ages of 18 and 24. Youth and young adults (up to age 24) represent approximately 22% of the county's homeless population.



On the other end of the age spectrum, 8.6% of people experiencing homelessness in Jackson County were over the age of 65 and another 17.3% between the ages of 55 and 64. Older adults (ages 55+) represent approximately 26% of the county’s homeless population.



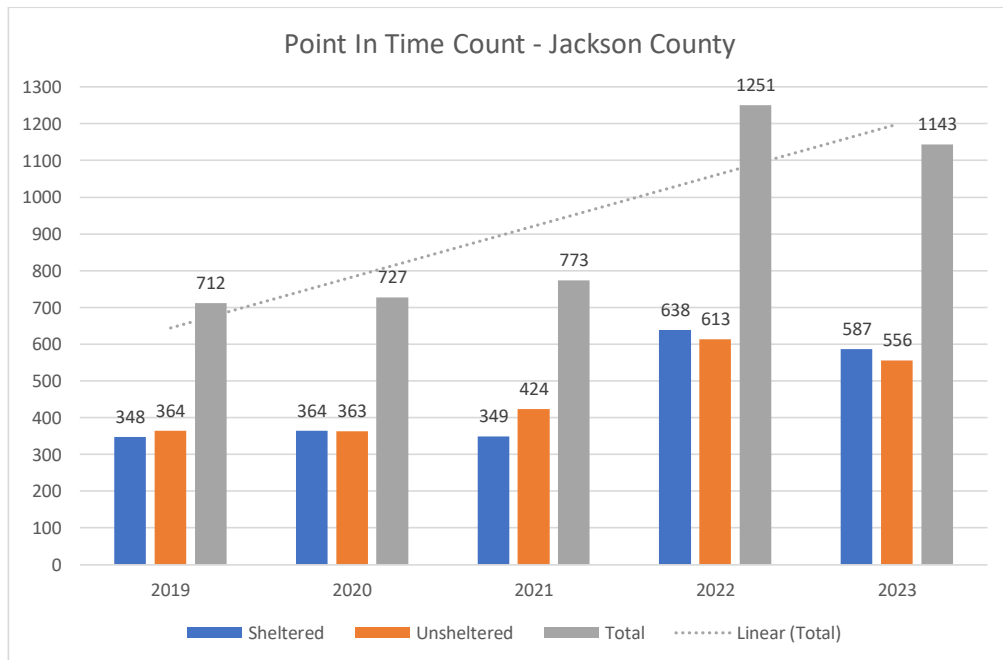
Gender – The PIT Count data over the past five years shows a growing percentage of females experiencing homelessness, from 27.7% in 2019 to 34.7% in 2023.



The number of people experiencing homelessness jumped with the impacts of the Covid pandemic and the Alameda Fire.

Point In Time Count Data – Jackson Count – Past Five Years

Year	Sheltered ES Homeless	Sheltered TH Homeless	Sheltered SH Homeless	Sheltered Total Homeless	Unsheltered Homeless	Overall Homeless
2023						
OR-502	301	281	5	587	556	1,143
2022						
OR-502	382	252	4	638	613	1,251
2021						
OR-502	158	191	0	349	424	773
2020						
OR-502	177	187	0	364	363	727
2019						
OR-502	135	213	0	348	364	712

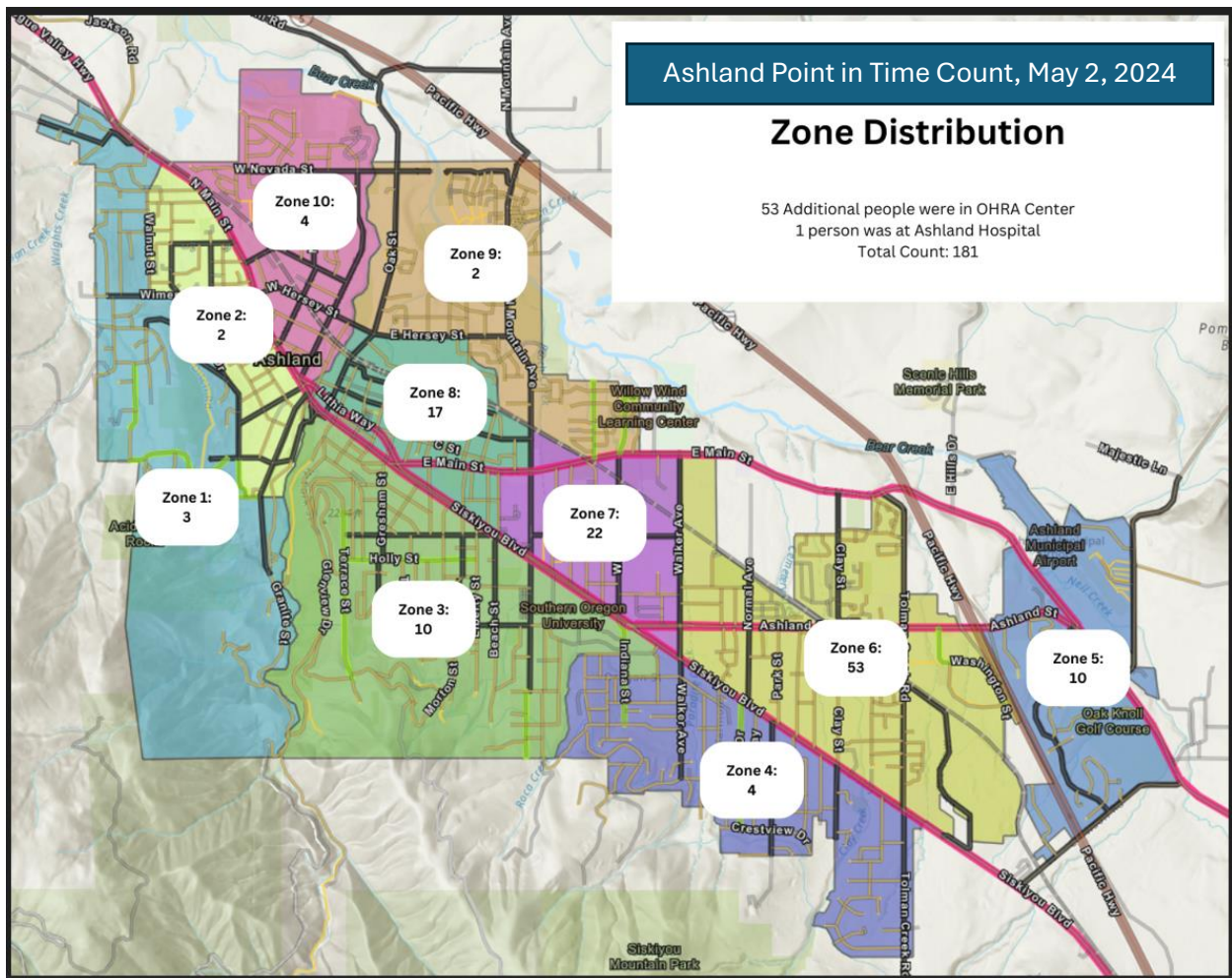


Note: From 2017 to 2022, the number of people experiencing homelessness in Oregon increased by 44%. From 2019 to 2023 (chart above), the number in Jackson County increased by 61%.

One-Day Count on May 2, 2024

Subcommittee members worked with OHSU School of Nursing students from Southern Oregon University to conduct a point-in-time count of people experiencing homelessness on May 2, 2024.

The volunteers divided their assignment into 10 zones and identified 181 people in one day.

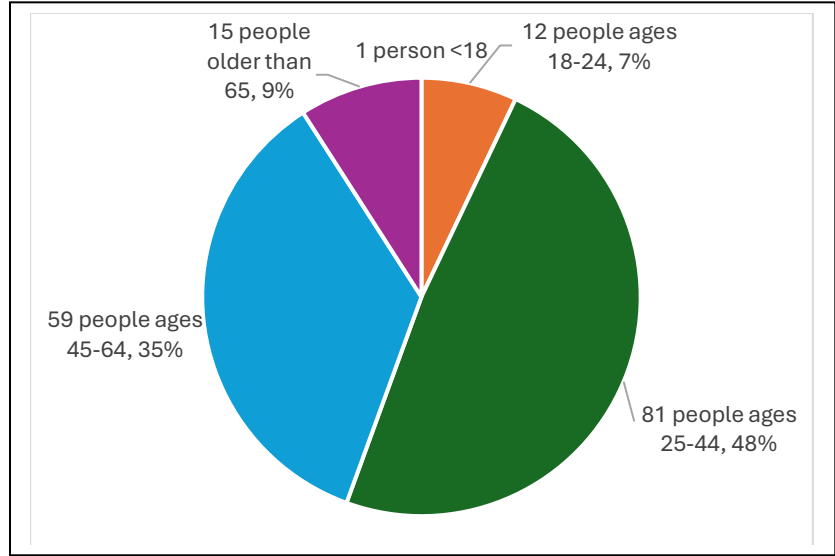


Note: The 53 people identified in Zone 6 were all residents of the OHRA Shelter.

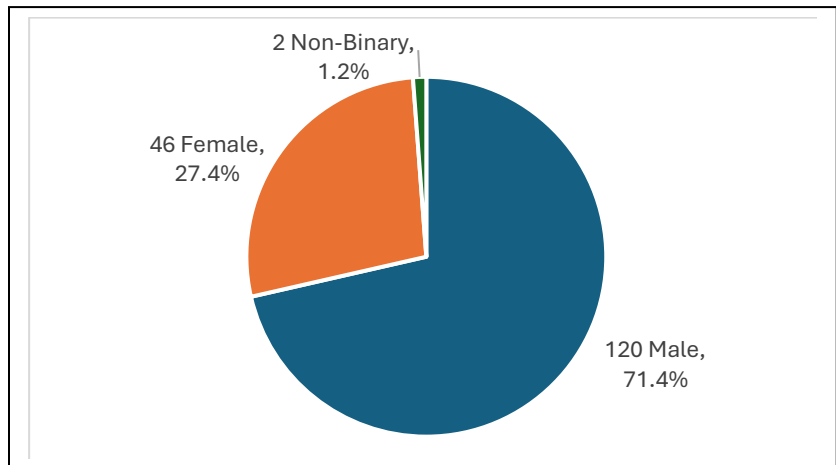
Shelter Status	People	Percent
Sheltered	54	29.8%
Unsheltered	127	70.2%
Total	181	100.0%

181 people were counted as experiencing homelessness in one day in Ashland. One person was staying at the hospital, 53 were sheltered at OHRA, and 127 were unsheltered.

Age - The vast majority of people (83.3%) were between the ages of 25 and 64 years old. 7.7% were younger, and 8.9% were older.



Gender - The majority of people (71.4%) identified as male, 27.4% as female, and 1.2% as non-binary. *This gender distribution differs from that of the 2023 Jackson County PIT Count with 64.4% male, 34.7% female, and <1% non-binary.*



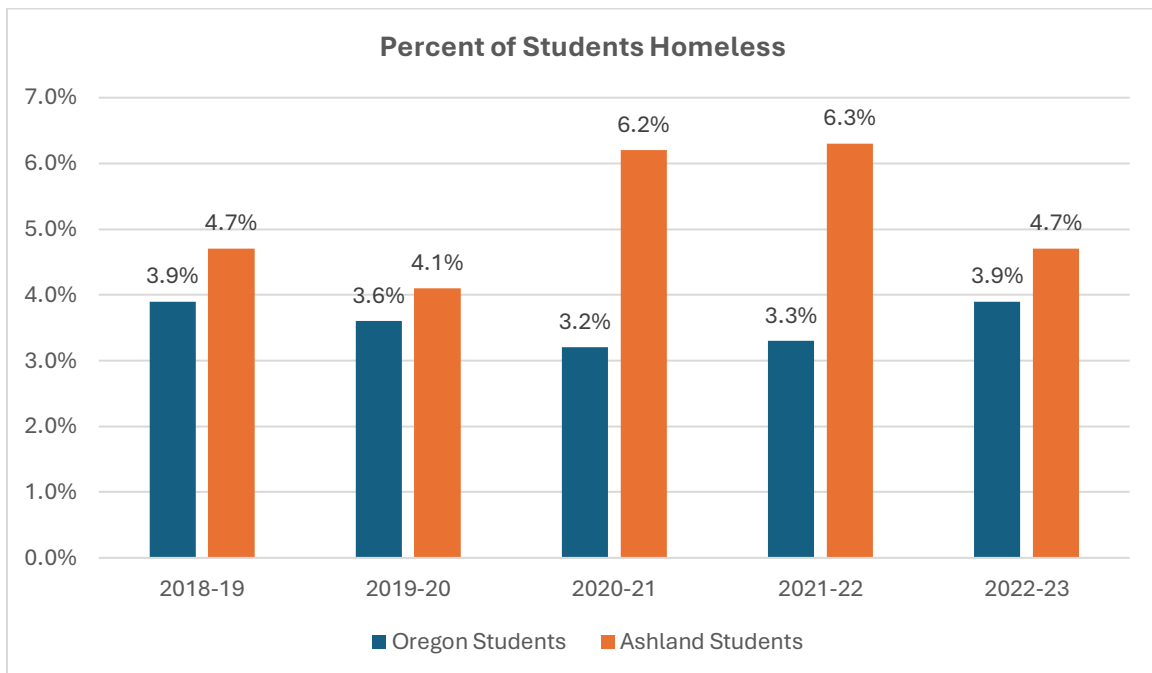
Note: Age and gender tally equals 168, as information about 13 people is unknown.

School-Aged Students

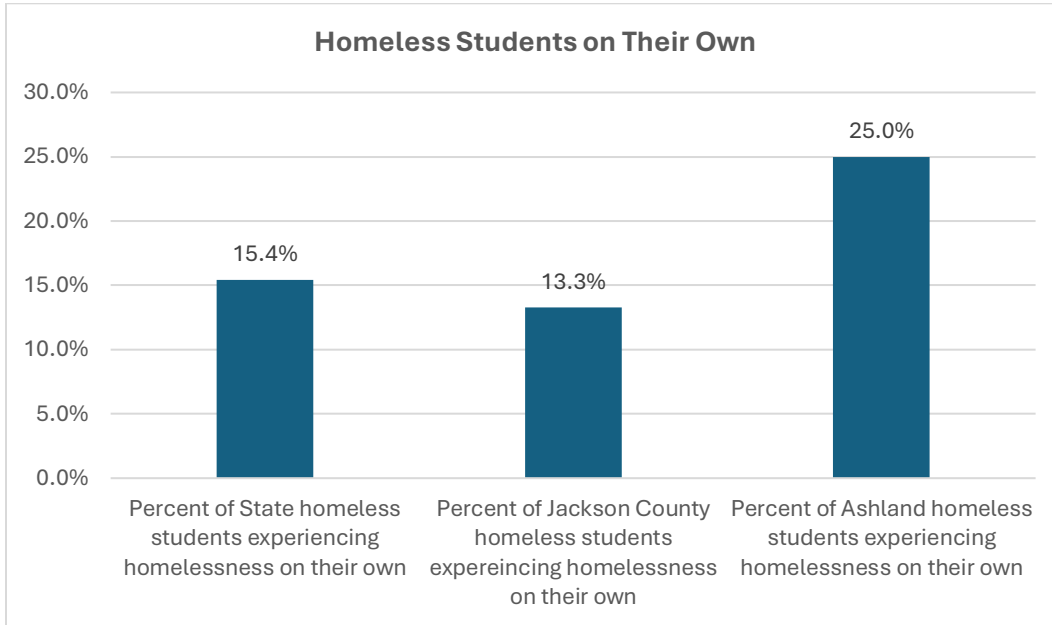
Homeless student information reported to Oregon Department of Education shows Ashland has a higher-than-average percentage of the student body experiencing homelessness than across the state.

The 121 Ashland students experiencing homelessness during the 2022-23 school year accounted for 4.7% of the student body, which was higher than the State average of 3.9%.

ASHLAND DISTRICT ENROLLMENT	Shelter	Doubled-Up	Unsheltered	Motel/Hotel	ASHLAND HOMELESS STUDENTS	PERCENT ASHLAND STUDENTS HOMELESS	ASHLAND UNACCOMPANIED HOMELESS STUDENTS	% of ASHLAND HOMELESS STUDENTS UNACCOMPANIED	School Year	OREGON HOMELESS STUDENTS	PERCENT OREGON STUDENTS HOMELESS
2,567	76	24	7	14	121	4.7%	30	24.8%	2022-23	21,478	3.9%
2,434	*	112	21	21	154	6.3%	25	16.2%	2021-22	18,358	3.3%
2,552	*	124	23	12	159	6.2%	22	13.8%	2020-21	17,693	3.2%
2,845	*	85	31	*	116	4.1%	24	20.7%	2019-20	21,080	3.6%
2,899	6	88	8	33	135	4.7%	25	18.5%	2018-19	22,215	3.9%



Ashland has a higher-than-State-average percentage of students experiencing homelessness “on their own”(unaccompanied).

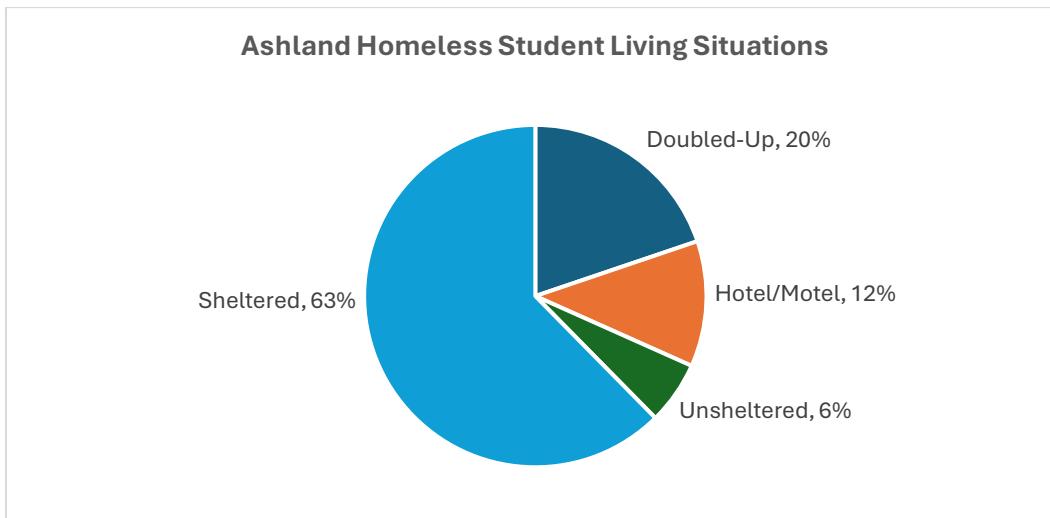


During the 2022-23 school year, thirty (30) unaccompanied Ashland students were identified, meaning 25% of Ashland’s 121 homeless students were experiencing homelessness on their own versus the state average of 15.4% of homeless students being on their own. The Jackson County average was 13.3%.

The one hundred twenty-one (121) Ashland students experiencing homelessness during the 2022-23 school year were living in various environments, with the largest percentage in shelter (63%), then doubled up (20%), then in a hotel/motel (12%), followed by those who were unsheltered (6%).

ASHLAND DISTRICT ENROLLMENT	Shelter	Doubled-Up	Unsheltered	Motel/Hotel	ASHLAND HOMELESS STUDENTS	PERCENT ASHLAND STUDENTS HOMELESS	ASHLAND UNACCOMPANIED HOMELESS STUDENTS	% of ASHLAND HOMELESS STUDENTS UNACCOMPANIED	School Year	OREGON HOMELESS STUDENTS	PERCENT OREGON STUDENTS HOMELESS
2,567	76	24	7	14	121	4.7%	30	24.8%	2022-23	21,478	3.9%
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2,845	*	85	31	*	116	4.1%	24	20.7%	2019-20	21,080	3.6%
2,899	6	88	8	33	135	4.7%	25	18.5%	2018-19	22,215	3.9%

2023 was the first year with a significant number of students living in a shelter, seemingly offset by a 79% drop in the number of students living in doubled-up settings, a 67% drop in the number of students living unsheltered, and a 33% drop in the numbers in a motel/hotel.

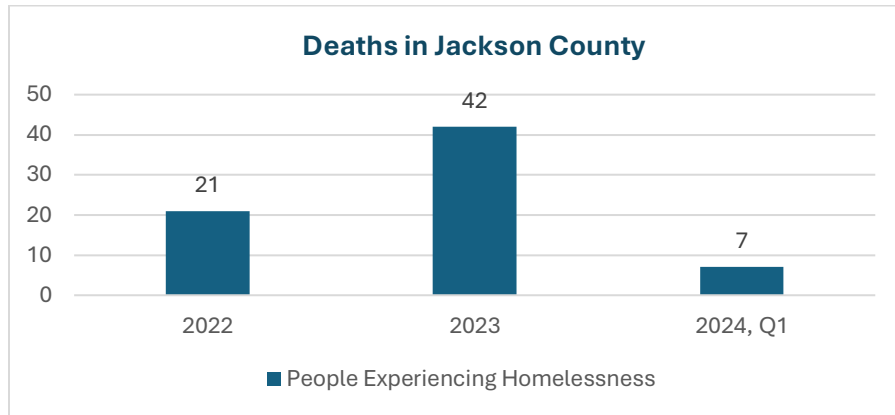


Let me tell you about...

Seven-year-old and nine-year-old siblings ride a half hour from a shelter in Medford to go to school with the teachers and friends they know in Ashland. They can't stay after school to get help with homework or participate in activities, but they have each other and their mom, who rides her bike to take community college classes and work at a local restaurant. "It's lots better than when we lived in our car."

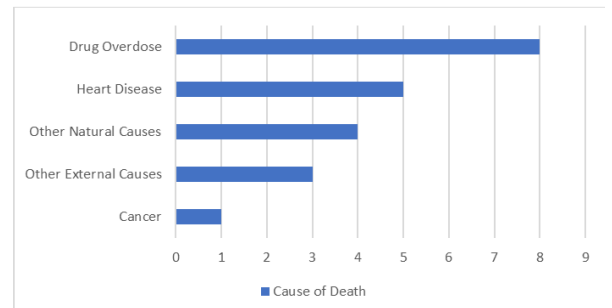
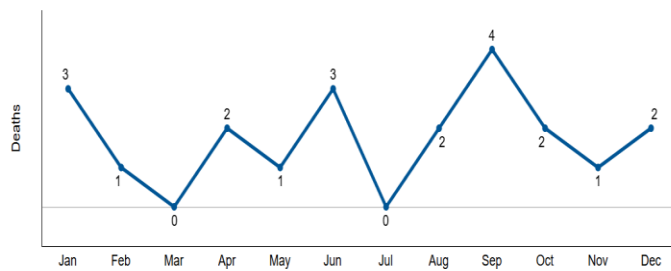
Deaths of People Experiencing Homelessness in Jackson County

Since 2022, when Oregon Health Authority began collecting data about homeless status at time of death, 70 people have died while experiencing homelessness in Jackson County.

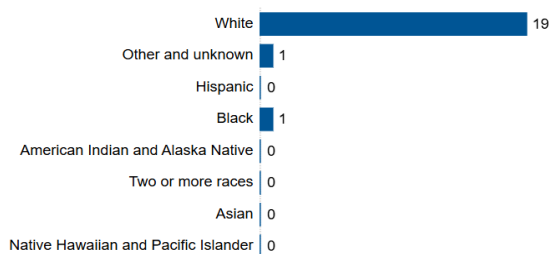


2022 Data about the twenty-one (21) people who died while experiencing homelessness in Jackson County in 2022.

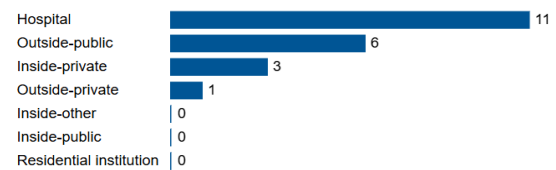
Month of death



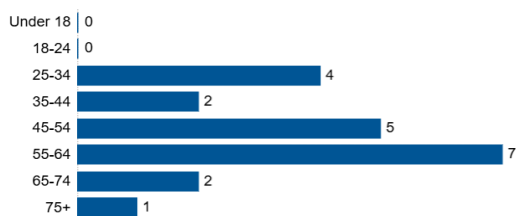
Race and ethnicity



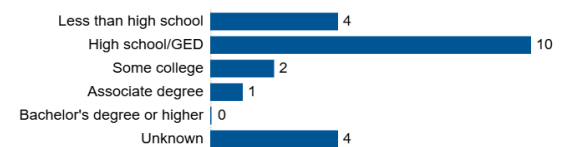
Place of death



Age



Education



Sex



2023 Preliminary data for 2023 shows forty-two (42) people died while experiencing homelessness in Jackson County. Detailed information is not yet posted on the Oregon Health Authority website.

2024 In the first three months of 2024 (1/1/24-3/31/24), seven people died while experiencing homelessness in Jackson County.

Let me tell you about...

A woman in her mid-sixties, who was once a corrections officer on the East Coast. She now lives in her van and is applying a second time for disability since her first attempt was denied. She’s on every wait list for housing. When well enough, she earns money by donating blood plasma twice a week, receiving \$115 each time. When she’s not well and her blood is not good enough to donate, others take care of her until she’s able to donate again. “That’s how a lot of people on the street support themselves,” she said, “along with collecting cans.”

Needs Identified through Coordinated Entry Assessments

Each CoC is required to operate a coordinated system to engage, assess, and refer people experiencing homelessness to appropriate services. A standardized assessment is part of this process.

The Coordinated Entry Assessments measure the level of vulnerability and service needs. Scores indicate the need for different types of housing resources. **The template below** is the type of information that can be generated. However, the CoC was not able to fulfill the Subcommittee’s data request.

Type of Service Needed	Description	Households Assessed	
		#	%
Diversion	One-time intervention, such as rent payment to prevent eviction		
Transitional Housing	Short-term intervention, typically 3-12 months, with varied levels of case management		
Rapid Rehousing (RRH)	Short- or medium-term intervention, 6-24 months, with moderate to intensive case management. Client lease, with the option to continue renting after RRH.		
Permanent Supportive Housing	Medium- to long-term intervention with intensive support services for a minimum of two years and typically much longer.		
	Total Assessments in 2023		

Data Take-Aways

What the Data Says

A higher percentage of eviction cases in Jackson County result in eviction compared to cases statewide.

Females represent a growing percentage of the people experiencing homelessness.

Homelessness is growing at a faster rate in Jackson County than in Oregon overall.

Ashland has a higher percentage of students experiencing homelessness than that in Oregon and a higher percentage of homeless students living on their own than that in Jackson County or Oregon.

What the Data Doesn't Say

Often the review of data leads to more questions, such as:

- How does the local data compare to the rest of the state and the nation?
- Where were people living before they became homeless?
- What are the outcomes for local services?
- What is driving the numbers, data, changes, trends?

Where is the Data?

Some data does not exist / is not kept.

Even when data exists, it is often not publicly accessible and/or it is difficult to gather.

What Do We Do with the Data?

Knowing more about the specific needs and the available resources (i.e., the number of homeless people vs number of shelter resources) is a first step toward solutions.

Potential Actions:

- Identify the types of data the City will collect (facilities, parks, police, library, etc.).
- Make data publicly available.
- Work with the CoC to improve countywide data collection for a robust annual needs assessment.
- Work with the CoC to increase capacity for data collection and analysis.
- Increase data collection and monitoring of City grant recipients.
- Continuously learn about what works and what doesn't - and seek to understand why.
- Use data for decision-making.

Community Perspectives

The Ashland City Council directive included instruction to gather input from community stakeholders. Subcommittee members designed four separate questionnaires, customized to survey the **following stakeholder groups**:

- **Businesses**
- **People experiencing homelessness**
- **Frontline direct services staff**
- **General population**

Marketing the Opportunities / Requesting Input

- The City distributed a media release and used the City website to highlight the opportunity to complete two of the surveys online (the business survey and the general population survey).
- Ashland News published an article with the information.
- The Ashland Chamber of Commerce distributed information about the opportunity to its members.
- Subcommittee members posted information on various social media platforms.
- Emails were sent directly to homeless service providers in the Homeless Task Force.

In-Person Outreach Activities

- Tabling at the Ashland Co-op (adding 8 respondents to the 274 online responses).
- Interviewing businesses in South Ashland (adding 40 respondents to the 42 online responses).
- Interviewing people experiencing homelessness (done by OHSU students in the Street Nursing Team)

Number of Responses

Survey / Population	Responses
Businesses	82
People Experiencing Homelessness	48
Frontline Direct Services Staff	8
General Public	282
Total Responses	420

Note: Data gathering used convenience sampling, not random sampling, e.g. respondents self-selected to participate.

Business Survey Findings

Business representatives were asked about the location of their business, followed by three open-ended questions. In an effort to minimize the time demand, the questions were quite brief and asked about:

1. Impacts of homelessness on their places of business
2. Recommendations for improvement
3. Additional comments

A total of 82 businesspeople responded. Due to targeted outreach activities, 57% of the business survey respondents were located in south Ashland. See Appendices for complete survey results.

Please describe the impacts your business encounters with homelessness

While 7% of the respondents said “no impact,” the remaining respondents (74 of 82) described impacts ranging from physical environment to concerns about behaviors.



- Camping and public sleeping
- General unrest and feeling unsafe
- Trash and loitering
- Illness – mental and/or physical
- Panhandling for money and/or food
- Access to bathrooms
- Public health and safety (for all)
- Theft and vandalism
- Obstructing sidewalks
- Entering businesses to get out of the weather

Additionally, the majority of respondents expressed care and concern about the people who are experiencing homelessness.

What recommendations do you have for improvements?

Suggested actions to address identified issues focused on beautification, sanitation, law enforcement, and providing additional services for people experiencing homelessness.



- Weed abatement
- More mental health services
- More shelter
- Increased police patrols and fines
- Fund services w/food & beverage tax
- Public restrooms & shower access
- More drug treatment services
- Affordable housing
- Job training & employment opportunities

What other comments would you like to offer?

The majority of the responses to this question echoed what was said earlier, with one notable difference. The tone of many of the additional comments was almost that of hopelessness or despair – for those experiencing homelessness, and for the businesses in the south end of town.

*The problem isn't "get rid of the homeless/unhoused", the problem is how do we *actually* help these people? Genuinely, it's a lot, and kind of a loaded question. We have to acknowledge we can't help everyone, but we should strive to try anyways. This city is important to the homeless in the same way it's important to the people taking this survey; it's their home.*

Survey of People Experiencing Homelessness

Subcommittee members worked with OHSU School of Nursing students from Southern Oregon University to conduct a survey of 48 people experiencing homelessness in Ashland during the month of May 2024. The survey consisted of both open-ended questions and detailed lists to elicit the widest possible range of responses.

Not surprisingly, **housing needs** emerged as the predominant theme, with respondents highlighting:

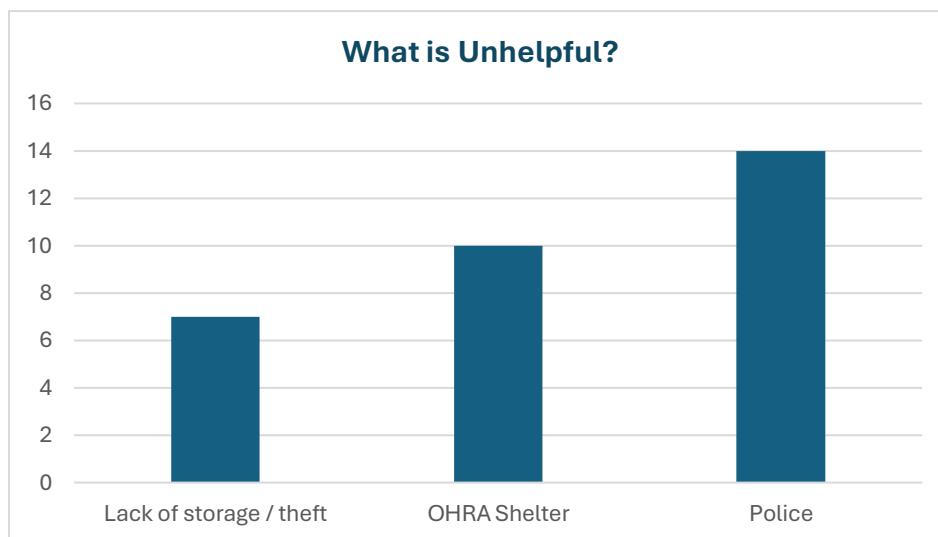
1. Lack of shelter options, including temporary and extreme weather shelters
2. OHRA waitlist protocol challenging / too long
3. Lack of housing options for couples and families

*Top 3 things deemed **unhelpful**:*

1. **Police** - having possessions taken and difficult to retrieve, fines, harassment, etc.
2. **OHRA Shelter** - difficult to get in, lack of independence with a curfew and no TVs in rooms, structural/building issues, and poor water quality
3. **Lack of Storage / Theft** - of their unsecured belongings

Several other responses were mentioned more than once, including:

- Lack of public restrooms
- Lack of medical care / resources
- Lack of spaces for individuals to sleep in their cars
- Safety issues on the night lawn
- Being kicked out of housing or shelters
- Stigma against people who are experiencing homelessness



Top 3 available resources deemed **most valuable**:

1. **Showers**
2. **Laundry**
3. **Community meals**

Several other valuable resources were mentioned, including bathrooms; food pantry; access to water, charging, and Wi-Fi; healthcare, OHRA resource navigators, the extreme weather shelter, and more.

What resources have been valuable to you?	
Resource	Respondents Said it was Valuable
Showers	41
Laundry	35
Community Meals	34
Bathrooms	27
OHRA Shelter	23
Food Pantry	22
Access to Water	21
Healthcare/Mental Healthcare	21
OHRA Resource Center/Navigators	18
Extreme Weather Shelter	18
Access to Charging	15
Housing	14
Kindness of Townspeople	14
Access to WiFi	12
Storage	11



Southern Oregon Jobs with Justice
Ashland Community Peace Meal



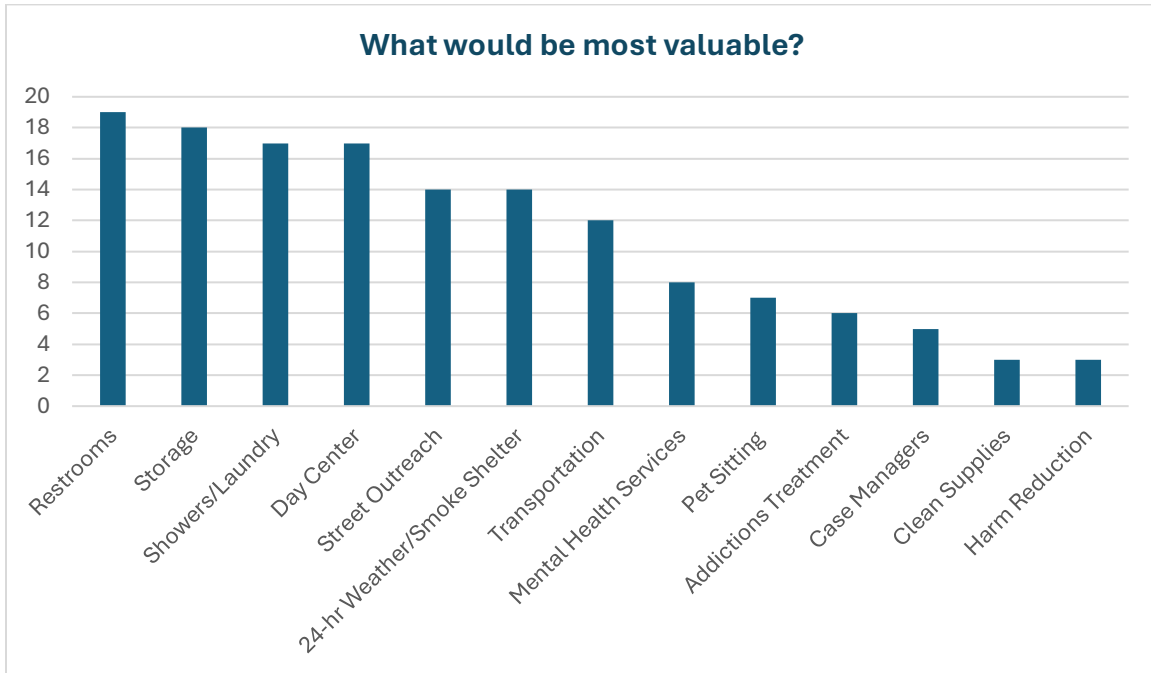
Housing Options

People were asked to select the three housing options they would like to see in Ashland.

Pick 3 housing options you would like to see in Ashland	
Vouchers for motel rooms	27
Year-round 24 hour shelter available regardless of sobriety	25
Urban campground with supervision for safety and access to services	24
Permanent location for tent camping	22
Tiny home/Pallet shelters	21
More parking sites with access to water and sanitation for persons living in vehicles	21
“Sober” year-round 24 hour shelter	19
Supportive housing	18

Other than housing, what would be most valuable?

More public restrooms topped the list of what would be most valuable to people experiencing homelessness, followed closely by storage for belongings, more shower and laundry facilities, and a drop-in day shelter or community room.



Of the following resources, what 3 would be the most valuable to you (what would be the best way the city could help you)?	
More public restrooms	19
Lockers/storage	18
More shower and laundry facilities	17
Drop-in day shelter/community room	17
More outreach on the street	14
24-hr weather shelter during extreme cold/heat or smoke events	14
Transportation passes/bus tokens	12
Community mental health facilities	8
Pet-sitting services for emergencies	7
Addictions treatment facilities and programs	6
More case managers and resource navigators	5
clean supplies for safe use etc	3
Harm reduction services: needle exchange	3

Frontline Direct Service Staff Survey

The Subcommittee reached out to 20 direct service providers and received eight responses to gather perspectives from staff working directly with people experiencing homelessness.

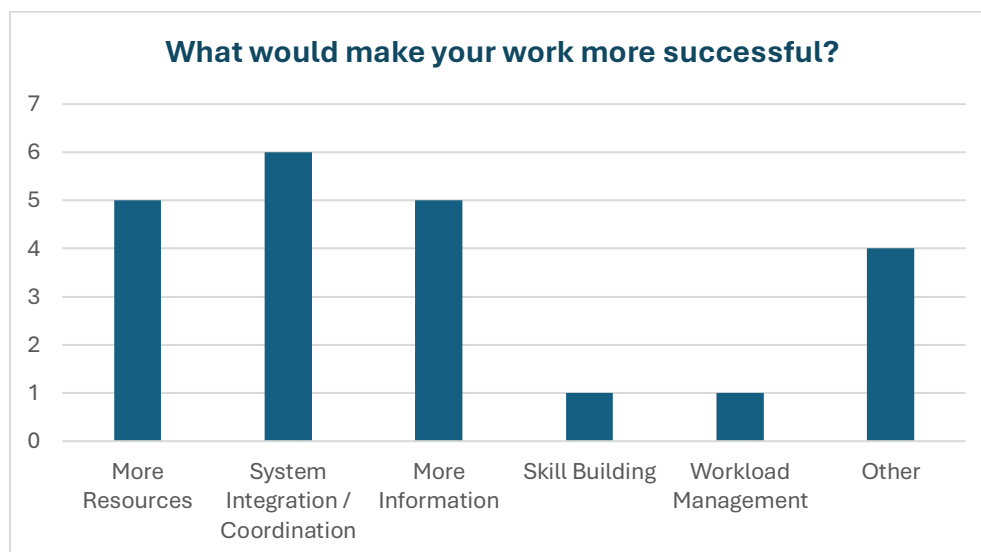
Responses generally mirror the service providers' SWOT analysis and offer some insight into how frontline staff define the strengths and challenges they face in their work.

What do you do and where do you do it?

	Throughout the county	In Medford	In Ashland	Total
Street Outreach	1	1	0	2
Support Service (resource navigation, education, healthcare)	4	1	2	7
Peer Support (walking alongside / whatever it takes)	2	1	2	5
Supplemental Services (providing meals, clothes, bus pass)	3	1	4	8
Program intake and/or CE Assessment	2	0	1	3
Emergency Shelter	1	0	1	2
Transitional Housing	2	0	1	3
Rapid Rehousing	1	0	0	1
Permanent Supportive Housing	2	0	0	2
Affordable Housing	2	0	1	3

What would make your work more successful?

Six of the eight respondents (75%) indicated that **more system integration and coordination between agencies** would enhance their success. See Appendices for complete survey results.



General Population Survey

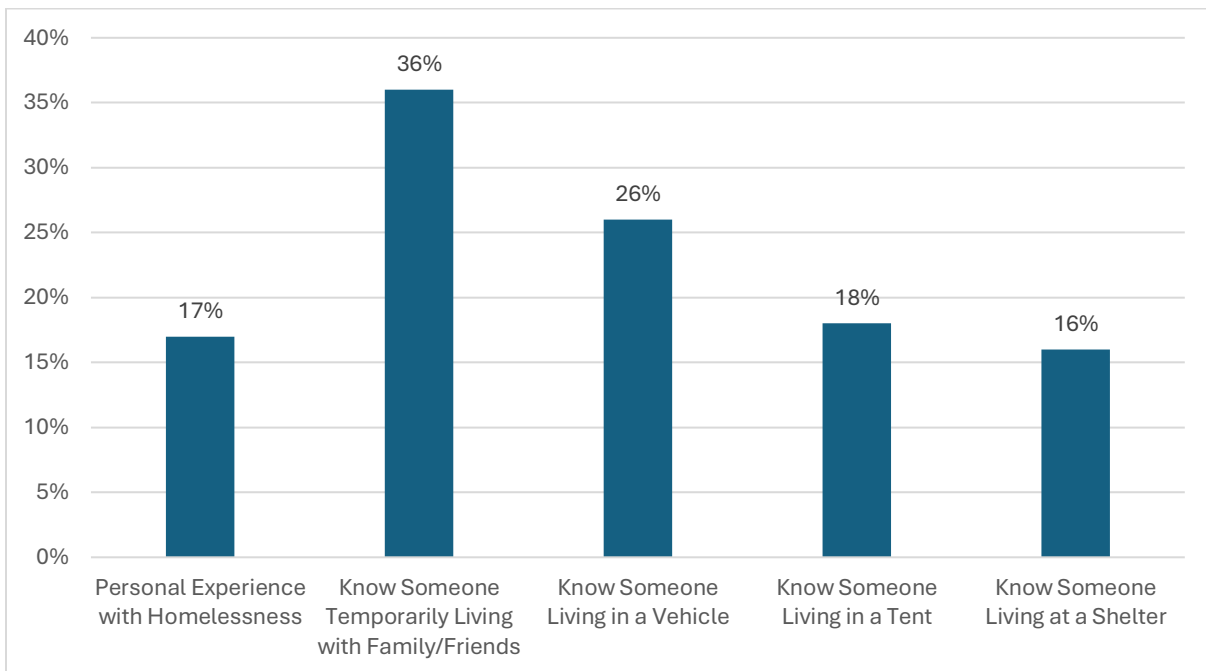
A total of 282 people responded to the community survey. Nearly everyone answered all fifteen questions; a few people skipped one or two questions.

The data provides a snapshot of the complexity of public sentiment regarding homelessness and strategies to address the issues.

Characteristics of Survey Respondents

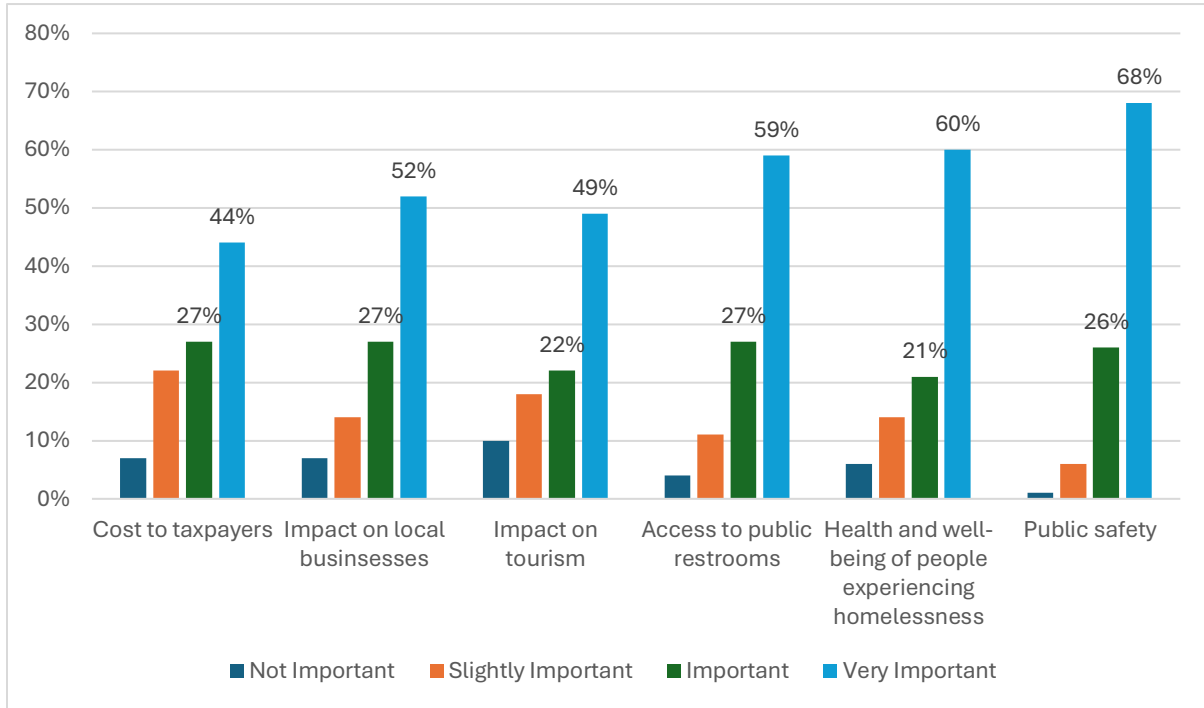
Survey respondents identified as mostly older (52% were age 55+), white (72%), residing in Ashland (96%), and without children in their homes (73%).

Respondents' Experiences with Homelessness & Housing Insecurity



- 17% of respondents had personal experience with homelessness.
- 16% to 36% of respondents knew someone living in one of the listed settings.
 - At a shelter, 16%
 - In a tent, 18%
 - In a vehicle, 26%
 - With family/friends, 36%

How important is it to address the following aspects of homelessness in Ashland?



Responses indicate that each item was more important than not, with public safety garnering the highest percentage of “very important” responses (68%).

Combining “important” and “very important” responses resulted in the following:

Aspect to be Considered	Important or Very Important
Public safety	94%
Access to public restrooms	86%
Health & well-being of people experiencing homelessness	81%
Impact on local businesses	79%
Impact on tourism	71%
Cost to taxpayers	71%

Where do you see or encounter people experiencing homelessness in Ashland?

A total of 250 people answered this question. A sample of the responses are provided below. See Appendices for complete survey results.

- Downtown
- At the severe weather shelter, waiting to access the Night Lawn, walking along sidewalks, outside of grocery stores, at the south I-5 exit into Ashland
- In every area of town
- Outside the co-op, also Main St where the tents are, or just walking with their few belongings
- Around the plaza on Main St., in front of the Chamber of Commerce, and on the slopes of Lithia Park
- Everywhere
- On the bus, by the Co-op, near Bi-mart, by the police station, at the library, by Safeway
- Everywhere- walking, sitting on curb, parks, shelter, grocery store, in their cars on the street where I live
- At church, on sidewalks, in front of stores

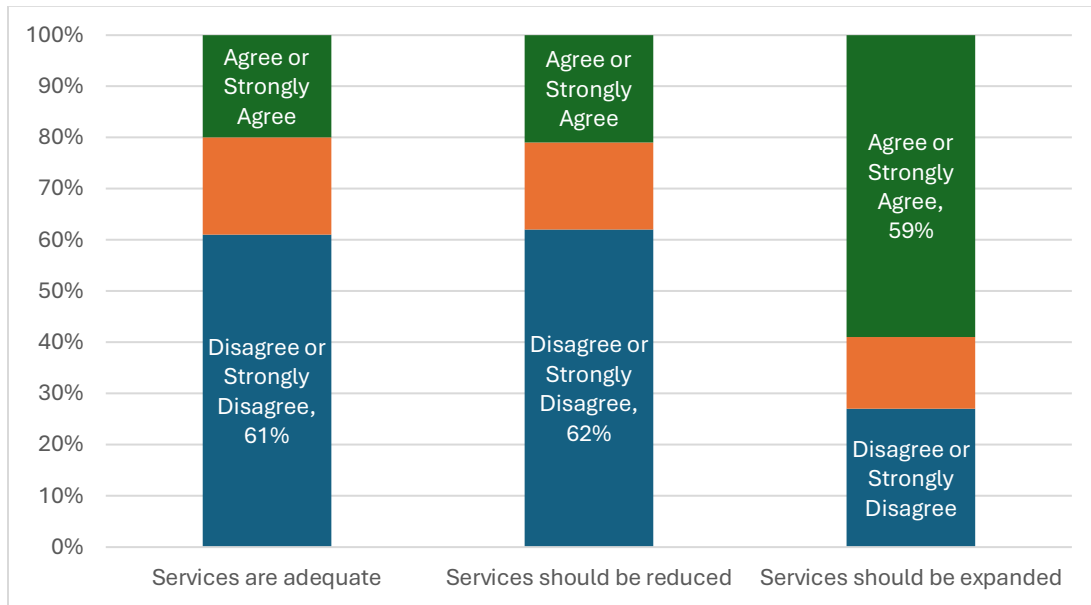
The visibility of homelessness varies within the Ashland community, as do the ways in which members of the public interact with people they perceive to be experiencing homelessness.

- Nearly all respondents (98%) notice or see people who appear to be homeless at least monthly and 85% do so daily
- Most respondents (84%) said they at least make eye contact
- 54% reported having conversations with someone experiencing homelessness

Less frequent was providing food, giving money, donating items to homeless-serving groups or volunteering with such organizations.

- More than half of respondents (55%) indicated that they never give money directly to someone perceived as homeless
- 66% stated that they never volunteer with organizations serving homeless people.

How much do you agree with the following statements?



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	TOTAL
Services to homeless people in Ashland are adequate to meet the need	32.36% 89	28.73% 79	18.91% 52	8.73% 24	11.27% 31	275
Services to homeless people in Ashland should be reduced	47.25% 129	14.65% 40	17.22% 47	8.79% 24	12.09% 33	273
Services to homeless people in Ashland should be expanded	16.25% 45	11.19% 31	14.44% 40	21.66% 60	36.46% 101	277

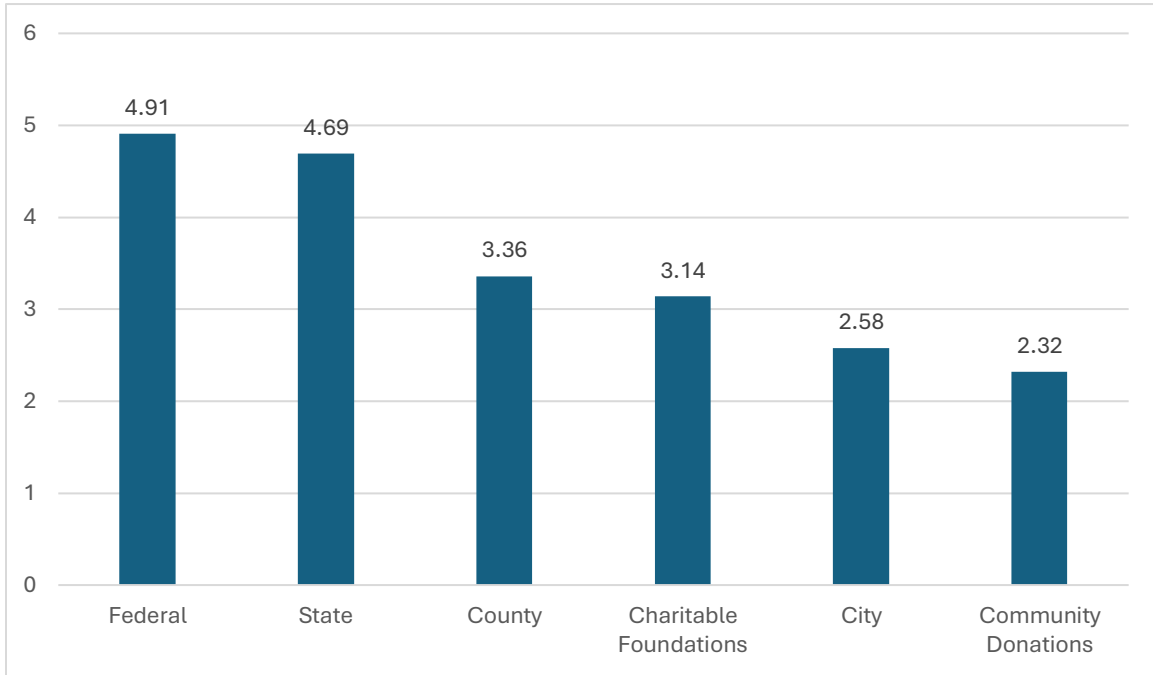
Additional comments were added by 170 respondents. The Subcommittee analyzed these comments and found the following themes:

- A call for enhanced policing and criminal penalties for drug use, vandalism, disorderly conduct.
- The need for more diverse shelter and housing options, including shelters for families with children, a walk-in day shelter, safe parking sites, supported housing.
- The need for expanded access to showers, daily meal sites, places to store possessions, public restrooms.
- The need for childcare for working parents, mental health crisis support, and access to treatment programs.

Also mentioned was a need for better coordination in providing services and seeking funding involving all the programs that support people experiencing homelessness.

Some respondents focused specifically on the current “Night Lawn.” They called for ending the prohibited camping ordinance or for providing better supervised and regulated urban campgrounds.

Where do you think funding for homeless services should come from (rank 1-6)?



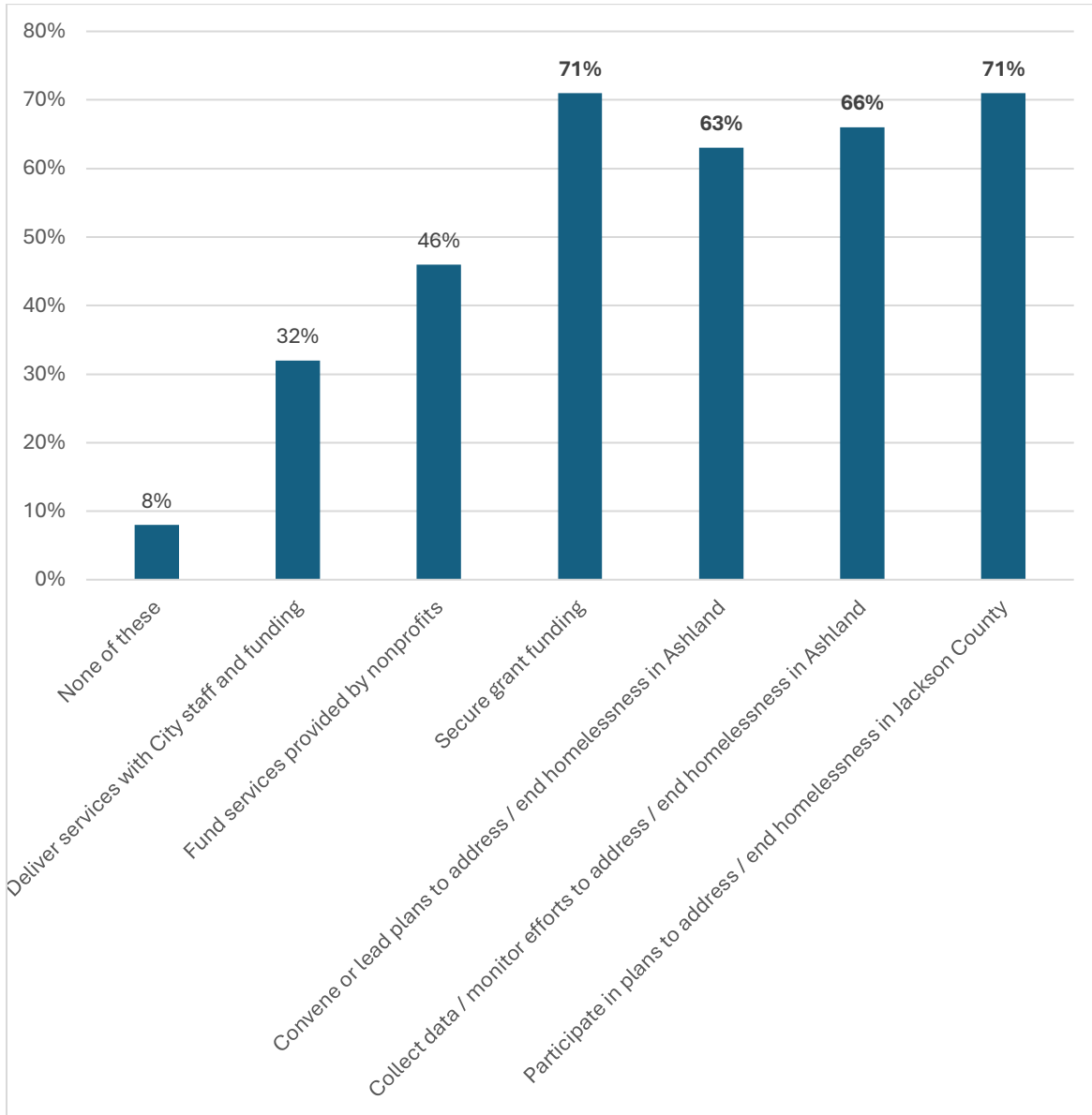
People were asked to rank the possible funding options 1-6. *The higher the number, the more that funding source should be used.*

In this forced ranking, federal, state, and county funding, as well as charitable foundations were prioritized ahead of city dollars or community donations as the sources for funding homeless services.

Possible Funding Source	6	5	4	3	2	1	Total	Score
Federal government programs/grants	48.86% 129	17.80% 47	15.91% 42	14.02% 37	0.00% 0	3.41% 9	264	4.91
State government programs/grants	21.59% 57	47.35% 125	14.02% 37	13.26% 35	3.03% 8	0.76% 2	264	4.69
County budget (taxes/general fund)	2.27% 6	9.47% 25	42.80% 113	16.29% 43	25.76% 68	3.41% 9	264	3.36
City budget (taxes/general fund)	7.58% 20	4.17% 11	9.85% 26	31.44% 83	10.61% 28	36.36% 96	264	2.58
Charitable foundations/grants/giving programs	12.12% 32	9.85% 26	12.50% 33	15.53% 41	45.45% 120	4.55% 12	264	3.14
Community giving/philanthropists/donations	7.58% 20	11.36% 30	4.92% 13	9.47% 25	15.15% 40	51.52% 136	264	2.32

What role(s) do you think Ashland city government should play in addressing homelessness?

Respondents could choose multiple answers.



The roles that the vast majority of respondents (71%) felt belonged to City government were to 1) secure grant funds and 2) participate in regional/countywide planning to address homelessness.

Sixty-six percent of respondents (66%) wanted to see the City collect data/monitor efforts to address homelessness in Ashland, and 61% stated that City government should lead plans to address homelessness in Ashland.

Fifty-three (53) respondents wrote additional comments on this question, which included suggestions ranging from more law enforcement to more social and public health services. A final open-ended question asked for additional ideas and other actions Ashland’s city government could take. Responses reflected the following:

Law enforcement	Social service/public health
Prioritize residents’ public safety	Services: Support services rather than criminalization or policing approaches Safe use sites
Discourage homeless peoples’ use of public facilities (e.g. the library)	Public bathrooms, hygiene facilities More support for non-profit service organizations and groups More access to medical/mental health facilities, including rehab/substance treatment, “trauma informed”
Ban/issue citations for panhandling, loitering	Provide storage for personal property Create a community kitchen Assist people with getting employment
Ban “safe use” sites	Shelters: Support for “housing first,” low barrier shelters, with wrap-around services, resource navigation
Require participation in services, when available	More shelters, day centers, drop-in facilities, Pallet shelters, pods with doors Re-open 24/7 shelter and improve the weather shelter
Compulsory treatment	Camping: Reorganize camping, “Night Lawn” Create permitted camping areas
Require homeless people to do community work or leave town	Housing: Support more affordable housing, e.g. accessory dwelling units, rent control, stringent enforcement of Fair Housing laws
Require treatment/sobriety before receiving housing	Other: Community outreach to educate citizens about lived experience of homelessness Open Ashland’s public buildings Engage the faith community Empower homeless people, encourage autonomy, self-reliance

Respondents who were in support of the City providing services wanted the services to be **regionally coordinated**. They suggested more inter-jurisdictional cooperation to provide services countywide.

Respondents also stated that programs should be **evaluated** for effectiveness and efficient use of public/taxpayer funds. Learning from other cities that have had some success was recommended, e.g. “best practices” to inform decisions.

Conflicted Community Feelings

Respondents were offered the opportunity to add comments throughout the survey.

Overall, these comments were emblematic of a dichotomy that has long existed around issues of poverty throughout the United States: Are situations reflective of individual actions or collective social conditions?

The respondents' perspectives were characterized by two broad themes:

- Homeless people chose a “homeless lifestyle,” refused to try to achieve sobriety, to work, were “voluntarily homeless”
- Homelessness was a result of social system failures, such as lack of affordable housing, failed medical systems, other factors that led to “involuntary homelessness”

The themes were reflected in comments that expressed respondents' emotional perspectives, summarized in the table below.

Perspectives	
<ul style="list-style-type: none">• Anger toward the voluntary homeless who refuse to work or change• Fear of encountering homeless people• Feeling “sick” of homelessness, seeing homeless people• Not responsible to take care of transient/traveling/migrant homeless who are not locals• Thinking of moving somewhere else• City response ineffective	<ul style="list-style-type: none">• Viewing involuntary homelessness as common• Concerns for the physical and mental health of homeless people• Dehumanizing homeless people was a problem• Responsibility for the community to care for “our own” homeless• Sympathy for homeless people feeling invisible, marginalized, hated

Who We Didn't Hear From



The Subcommittee had originally hoped to conduct two additional surveys.

One with K-12 school staff to understand how issues of homelessness impacted their work and what actions would be helpful.

And the other with students at Southern Oregon University.

Looking at the demographics of people who responded to the general population survey, it seems that families with children in their household were under-represented, as were people under the age of 55 years old.



Feedback also noted that a survey of people who were now rehoused after having experienced homelessness could have provided useful information.



Community Perspectives Take-Aways

Perspectives from the Business Community (pages 52-54)

- A wide range of concerns – about their business, the community, and the people experiencing homelessness
- Balance the location of homeless services (in Ashland and in the county)
- Increase police patrols
- Increase mental health and treatment services
- Provide for basic needs, job training, and employment opportunities

Perspectives from People Experiencing Homelessness (pages 55-57)

- A call for resources to meet basic needs (restrooms, showers, laundry, water)
- Phone charging stations and Wi-Fi
- Need case managers/navigators and street outreach to help connect to services

Perspectives from Frontline Staff (pages 58-59)

- A call for more coordination
- Need more resources and information
- Want more training / professional development

Perspectives from the General Community (pages 60-67)

- Differing viewpoints on who to help and what, if anything, will be effective
- Want City involved in regional and local planning and coordination
- Want City to secure grant funds
- Funding should come from federal, state, and county resources more than city funding
- Concerned about public safety – for all
- Concerned about the health & well-being of people experiencing homelessness
- Need for additional services to help people experiencing homelessness get out of homelessness (real help and not handouts)
- Call for accountability – effective services, data, outcomes

So many bad things and appalling horrific-ness happens every day. And good things also happen daily, even though they get less publicity. Neither the good nor the bad negates the other. And angels also walk among us.

Regional Coordination

Oregon has eight organizations responsible for regional coordination of a Homeless Services System. The U.S. Department of Housing and Urban Development (HUD) refers to each of these organizations as a “Continuum of Care (CoC).” [CoC: Continuum of Care Program - HUD Exchange](#)

A Continuum of Care (CoC) is the local HUD-recognized planning body designed to promote communitywide planning and strategic use of resources to address homelessness by improving coordination and integration with mainstream resources.

A CoC is expected to address homelessness through a coordinated community-based process of identifying needs and building a system of housing and services that meet those needs. Every CoC is required to:

- Complete an Annual Needs Assessment / Gaps Analysis
- Compile and submit the Annual Consolidated Application
- Operate a Homeless Management Information System
- Operate a Coordinated Entry System
- Complete an annual Sheltered Point in Time (PIT Count) and Housing Inventory Count (Unsheltered PIT Count is required bi-annually)
- Submit reports to HUD (e.g., PIT Count, Housing Inventory Count, System Performance Measures)



- City of Ashland
- City of Medford – Crossings
- ACCESS
- Columbia Care
- Community Works
- Family Nurturing Center Jackson County
- Hearts with a Mission
- Housing Authority of Jackson County
- Jackson County Mental Health
- Jackson County Resource Center
- Magdalene House
- Maslow Project

- Medford Gospel Mission
- OnTrack
- Opportunities for Housing, Resources and Assistance
- Resolve Center for Dispute Resolution and Restorative Justice
- Rogue Retreat
- Rogue Valley Council of Government
- St. Vincent De Paul
- The Arc Jackson County
- The Salvation Army
- UNETE
- VA White City

Needs Assessment / Gaps Analysis

The Jackson County Continuum of Care (CoC) is currently conducting a countywide needs assessment (gaps analysis). This assessment will be used in system-level planning to address issues of homelessness throughout the county, as well as prioritize the use of local, state, and federal funding.

Community Planning

The Jackson County CoC is the body responsible for undertaking community planning and coordinating the homelessness response system across the region/county. HUD provides an extensive set of tools, guidance, and best practices to support the work of local CoCs.

Cross-system planning is particularly important, as individuals and families are affected by a number of systemic issues. As an example, the chart below shows just one section of HUD’s online resources. For more information, visit:

<https://www.hudexchange.info/homelessness-assistance/strategic-priorities/>

Key Issues Affecting Person Experiencing Homelessness			
Chronic Homelessness	Decriminalizing Homelessness	Disaster Preparedness, Response, & Recovery	Disease Risk & COVID
Domestic Violence	Employment	Housing & Healthcare Coordination	Human Trafficking
Multifamily Housing Homeless Preference	Racial Equity	Rural Homelessness	

In its 2023 Consolidated Application, the Jackson County CoC stated that it actively coordinates with the following systems of care to ensure persons who have resided in them longer than 90 days are not discharged directly to the streets, emergency shelters, or other homeless assistance programs:

- Foster Care
- Health Care
- Mental Health Care
- Correctional Facilities

Coordinated Entry System

- Coordinated Entry is a consistent, communitywide intake process to match people who are experiencing homelessness to existing community resources that are the best fit for their situation. It is a streamlined system that provides quick access for individuals and families seeking assistance through a coordinated referral and housing placement process.
- Households are assessed using a standard and objective assessment tool that identifies their vulnerability and barriers to housing.
- Those who are assessed as having the highest vulnerability and housing barriers are prioritized for access to available housing programs as vacancies occur.

Homeless Management Information System

- The Homeless Management Information System (HMIS) is an internet-based client data management system that helps coordinate, manage, and document services for people who are experiencing homelessness or struggling with a housing crisis.
- Data collected in HMIS is utilized by homeless service providers and federal and local governments to identify gaps in housing and services and to inform effective planning. ACCESS is the HMIS lead for the Jackson County CoC.
- Jackson County has 12 agencies entering information into the HMIS system.

Data Reporting

- Annually, the CoC Systems Performance Measures are sent to HUD, which uses this data to evaluate the results of HUD investments and the CoC's homeless assistance system's performance.
- HUD places particular emphasis on three of the measures:
 - Length of homeless episode
 - Successful placement in housing
 - Housing retention (not returning to homelessness)
- The System Performance Measures data is used to drive CoC planning and evaluation.

Program Monitoring

The Jackson County CoC is responsible for monitoring programs funded with HUD CoC funding as well as any additional funding provided through state or local sources granted through the CoC. In turn, the Jackson County CoC is subject to monitoring by funding agencies such as the HUD, Oregon Housing and Community Services, Jackson County, and the cities of Medford and Ashland.

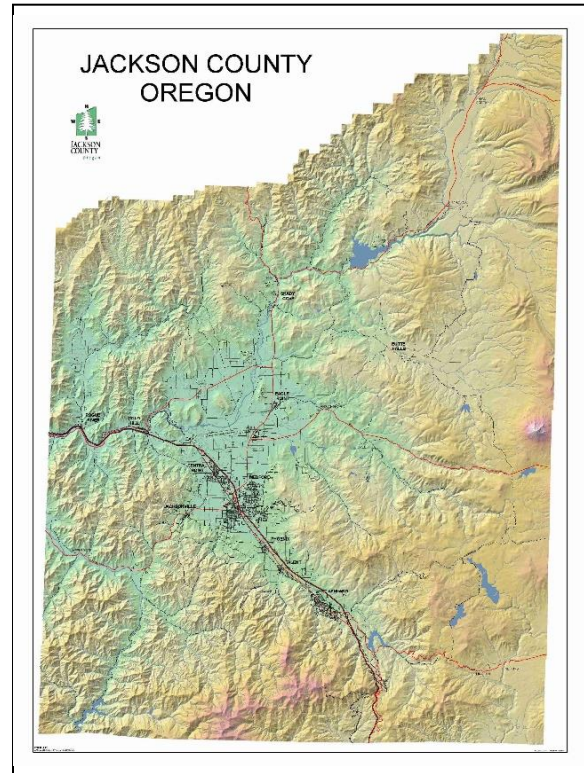
SWOT Analysis

The following chart provides a preliminary and high-level perspective of the collective efforts of partners engaged in the local CoC system. This list of strengths, weakness, opportunities, and threats (SWOT) has not been vetted through the CoC but is informed by Ashland’s representatives to the CoC.

Strengths	Weaknesses	Opportunities	Threats
<ul style="list-style-type: none"> • Regional entity/ provider commitment to CoC process • Strong community support for the work of the CoC • Some political support for the CoC • CoC is institutionalized in the community in the form of the Homeless Task Force • Additional short-term funding from the State to support the administration of the CoC. • Recent reorganization is helping to address shortfalls in the system • Has the potential for good data collection and outcome reporting • Increase in shelter beds 	<ul style="list-style-type: none"> • Data collections systems are deficient • Coordinated Entry system is not being well-utilized • HMIS is underutilized and data quality is not monitored or maintained • Minimal use of tools for outcome reporting, program efficacy, longitudinal tracking of populations served • Lack of resources to shore-up or expand service provider capacity • Service coordination is lacking • Little to no accountability of service providers, activities, or grant funds • Very few service providers serving minority and special populations • Need better geographic distribution of services 	<ul style="list-style-type: none"> • New and reconstituted committees with designated leadership • HUD Technical Assistance • Potential continuation of State funding for outreach, shelters, rapid rehousing, and long-term rent assistance • State data • Greater communication between providers • Greater alignment between local governments and systems • New needs assessment/ gaps analysis being done, which could be used in strategic planning 	<ul style="list-style-type: none"> • Expectations around regional collaboration are not well defined • Few natural incentives for service coordination due to competition among service providers • Lack of a strategic plan to guide CoC funding and intervention strategies • Lack of community education about what the CoC should be and what it should be doing • Need data to drive strategic planning process • Lacking a strong convener • Need capacity building resources for small organizations serving special populations

Regional Coordination Take-Aways

- Service coordination is lacking
- The Coordinated Entry System is not being well-utilized
- HMIS is underutilized and data quality is not monitored or maintained
- Recent CoC reorganization is helping to address shortfalls in the system
- A needs assessment / gaps analysis is being completed, which is intended to be used in strategic planning



Potential Actions:

- Increase City of Ashland participation in the Jackson County CoC, particularly in relationship to regional planning and coordination
- Educate City staff on the roles, responsibilities, and activities of the CoC
- Encourage and/or facilitate greater communication between service providers
- Require/incentivize City grant recipients to participate in Coordinated Entry and HMIS, as applicable
- Request and analyze CoC data, particularly as it relates to and affects Ashland



Take-Aways (compiled)

Previous chapters include *Take-Aways* sections, which are compiled here. The potential actions are highlighted in the [Actions Summary](#) on pages 12-13.

Funding Streams Take Aways

Government Funding

The vast majority of funding for homeless services comes from government sources.

It is the major players, such as ACCESS and OHRA that get most of their funding from government grants.

Potential Actions:

- Maximize government funds for local and regional services. Grants / grant writing / coordination – to support staffing and expanded capacity for support services, outreach, etc.
- Seek funding solutions from existing funding entities / engage in advocacy / activate a State legislative agenda

Community (non-governmental) Funding

Nearly every non-profit organization depends on fundraising, with 71% reporting that they receive funds from individual donors. Organizations are essentially competing for the same donor resources.

Preliminary research identified a practice in Chico, CA where people can contribute to a central fund to help address the needs of people experiencing homelessness.

Potential Action:

- Create an online portal for donor-designated contributions.

Services Inventory & SWOT Analysis Take Aways

The “Weaknesses” and “Opportunities” sections of the SWOT analysis are commonly two sides of the same coin. For example:

Weakness	Opportunity
<i>Services don't meet individual's needs.</i>	<i>18-24-year-olds need more services.</i>

Supportive Services

The most abundant resources for people experiencing homelessness in Ashland are free meals. Multiple community groups comprised of dozens of volunteers provide thousands of home cooked meals to people in need. The settings vary from parks to churches and non-profit locations, the Night Lawn, and the Extreme Weather Shelter.

Potential Actions: There is a great opportunity for **additional supportive services**

- Storage for personal belongings
- Public bathrooms
- Access to water
- Public gathering places
- Community health workers
- Electronics charging areas and Wi-Fi
- Hygiene supplies
- Showers / Laundry
- Meals
- Gas and transportation vouchers
- Gym memberships

Opportunities
<ul style="list-style-type: none"> • Grants • Community • Variety of partners • Building partnerships • Collaboration • Build infrastructure

Opportunities
<ul style="list-style-type: none"> • More services – geriatric • Create shared standards of care • More outreach • Long term programs • Recruit/provide opportunities for younger work force • Community education

Street Outreach

Street outreach is regarded as a critical component for successful transition from homelessness to housing.(footnote) It can also provide much-needed triage for health and safety concerns.

Potential Actions:

- Housing-focused Street Outreach
- Outreach that meets the needs of the older population
- An outreach “hotline” anyone can call when concerned

Residential Needs - from Shelter to Housing

With an estimated 230-320 people experiencing homelessness in Ashland, there are only 117 beds (occupied).

Potential Actions:

- Incentivize development of housing that is affordable.
- Support more Affordable Housing (subsidized, regulated, low-rent units).
- Advocate for more Permanent Supportive Housing (for those with disabilities).
- Create access in Ashland to Rapid Rehousing (12-24 months of financial assistance and case management).
- Explore the need for more Transitional Housing.
- Expand Emergency Shelter (immediate access, ideally with supportive services and housing-focused case management).
- Establish Medical Respite beds (step down housing after hospitalization/treatment).

Emergency Shelter / Transitional Housing <- - - - -> Rapid Rehousing / Supportive Housing

Opportunities
<ul style="list-style-type: none">• Volunteer, partners, food bank• More state funding – homeless and fire• Education tuition reimbursement• Promote/hiring new staff

Opportunities
<ul style="list-style-type: none">• Continuous improvement, education, and development for staff• Improve coordinated entry system• Increased actions to improve transportation• Build more capacity in smaller organizations• Standardize definitions of “wrap around” services• 18–24-year-olds need more services

Data Take-Aways

What the Data Says

A higher percentage of eviction cases in Jackson County result in eviction compared to cases statewide.

Females represent a growing percentage of the people experiencing homelessness.

Homelessness is growing at a faster rate in Jackson County than in Oregon overall.

Ashland has a higher percentage of students experiencing homelessness than that in Oregon and a higher percentage of homeless students living on their own than that in Jackson County or Oregon.

What the Data Doesn't Say

Often the review of data leads to more questions, such as:

- How does the local data compare to the rest of the state and the nation?
- Where were people living before they became homeless?
- What are the outcomes for local services?
- What is driving the numbers, data, changes, trends?

Where is the Data?

Some data does not exist / is not kept.

Even when data exists, it is often not publicly accessible and/or it is difficult to gather.

What Do We Do with the Data?

Knowing more about the specific needs and the available resources (i.e., the number of homeless people vs number of shelter resources) is a first step toward solutions.

Potential Actions:

- Identify the types of data the City will collect (facilities, parks, police, library, etc.).
- Make data publicly available.
- Work with the CoC to improve countywide data collection for a robust annual needs assessment.
- Work with the CoC to increase capacity for data collection and analysis.
- Increase data collection and monitoring of City grant recipients.
- Continuously learn about what works and what doesn't - and seek to understand why.
- Use data for decision-making.

Community Perspectives Take-Aways

Perspectives from the Business Community (pages 52-54)

- A wide range of concerns – about their business, the community, and the people experiencing homelessness
- Balance the location of homeless services (in Ashland and in the county)
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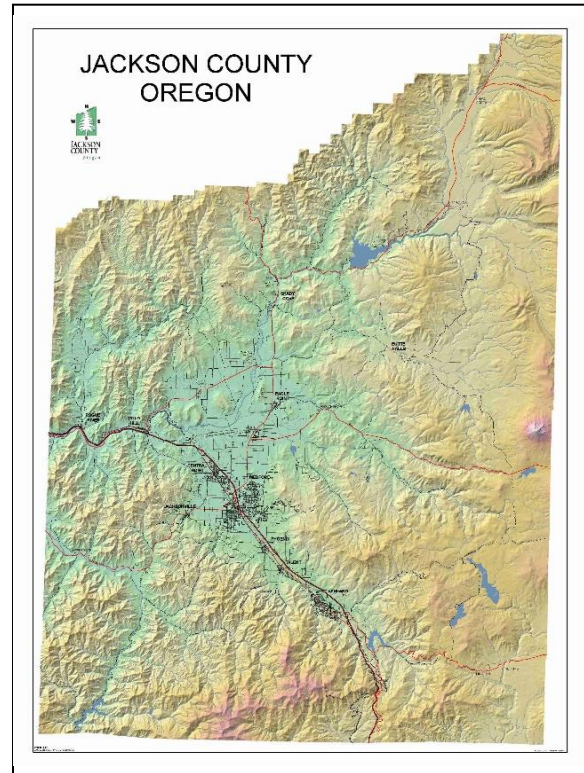
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- Concerned about the health & well-being of people experiencing homelessness
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Glossary

Definitions

The HUD final rule on the Definition of Homeless establishes four categories under which an individual or family may qualify as homeless.

- **Category 1:** Literally homeless individuals/families: Individuals and families who lack a fixed, regular, and adequate nighttime residence, which includes one of the following:
 - Place not meant for human habitation
 - Living in a shelter (Emergency shelter, hotel/motel paid by government or charitable organization)
 - Exiting an institution (where they resided for 90 days or less AND were residing in emergency shelter or place not meant for human habitation immediately before entering institution)
- **Category 2:** Individuals/families who will imminently (within 14 days) lose their primary nighttime residence, which includes ALL of the following:
 - Have no subsequent residence identified AND
 - Lack the resources or support networks needed to obtain other permanent housing
- **Category 3:** Unaccompanied youth (under 25 years of age) or families with children/youth who meet the homeless definition under another federal statute and includes ALL of the following:
 - Have not had lease, ownership interest, or occupancy agreement in permanent housing at any time during last 60 days
 - Have experienced two or more moves during last 60 days
 - Can be expected to continue in such status for an extended period of time because of chronic disabilities, OR chronic physical health or mental health conditions, OR substance addiction, OR histories of domestic violence or childhood abuse (including neglect) OR presence of a child or youth with a disability, OR two or more barriers to employment
- **Category 4:** Individuals/families fleeing or attempting to flee domestic violence, dating violence, violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or family member and includes ALL of the following:
 - have no identified residence, resources or support networks
 - Lack the resources and support networks needed to obtain other permanent housing

Chronic Homelessness (HUD definition)

An unaccompanied homeless individual with a disabling condition who has either been continuously homeless for a year or more OR has had at least four (4) episodes of homelessness* in the past three (3) years. Families meet the definition of being chronically homeless based on the status of the head of the household.

To be considered chronically homeless, people must have been sleeping in a place not meant for human habitation (e.g., living on the streets) and/or in emergency shelter during that time

AND

Have a disabling condition, defined as follows: A diagnosable substance use disorder, serious mental illness, developmental disability, or chronic physical illness or disability, including the co-occurrence of two or more of these conditions. A disabling condition limits an individual's ability to work or perform one or more activities of daily living.

*A separate, distinct, and sustained stay on the streets and/or in an emergency homeless shelter.

The McKinney-Vento Act defines homeless children and youth as individuals who lack a fixed, regular, and adequate nighttime residence. This definition also includes "Children and youth who are sharing the housing of other people due to loss of housing, economic hardship, or a similar reason." This definition is used by the U.S. Department of Education, Oregon Department of Education, and local school districts.

HUD'S Public Housing Program-Public housing was established to provide decent and safe rental housing for eligible low-income families, the elderly, and people with disabilities. Public housing comes in all sizes and types, from scattered single-family houses to high rise apartments for elderly families. The U.S. Department of Housing and Urban Development (HUD) administers Federal aid to local housing agencies (HAs) that manage the housing for low-income residents at rents they can afford. HUD furnishes technical and professional assistance in planning, developing, and managing these developments.

Public Housing Authority (HA)-An HA is responsible for the management and operation of its local public housing program. They may also operate other types of housing programs.

- On-going functions:
 - Assure compliance with leases. The lease must be signed by both parties;
 - Set other charges (e.g., security deposit, excess utility consumption, and damages to unit);

- Perform periodic reexaminations of the family's income at least once every 12 months;
- Transfer families from one unit to another, in order to correct over/under crowding, repair or renovate a dwelling, or because of a resident's request to be transferred;
- Terminate leases when necessary; and
- [maintain the development in a decent, safe, and sanitary condition.](#)
- Sometimes HAs provide other services, that might include such things as: homeownership opportunities for qualified families; employment training opportunities, and other special training and employment programs for residents; and support programs for the elderly.

Housing First Model –A Housing first approach rests on two central premises: 1) Re-housing should be the central goal of our work with people experiencing homelessness; and 2) Providing housing assistance and follow-up case management services after a family or individual is housed can significantly reduce the amount of time people spend in homelessness. Case management ensures individuals and families have a source of income through employment and /or public benefits, identifies service needs before the move into permanent housing, and works with families or adults after the move into permanent housing to help solve problems that may arise that threaten their tenancy including difficulties sustaining housing or interacting with the landlord and to connect families with community-based services to meet long term support/service needs.

Types of Housing

Emergency Shelter (ES)	Transitional Housing (TH)	Rapid Re-housing (RRH)	Permanent Supportive Housing (PSH)
<i>Any facility, the primary purpose of which is to provide temporary or transitional shelter for the homeless in general or for specific populations of the homeless.</i>	<i>A project that has as its purpose facilitating the movement of homeless individuals and families to permanent housing within a reasonable amount of time (usually 24 months). Transitional housing includes housing primarily designed to serve deinstitutionalized homeless individuals and other homeless individuals with mental or physical disabilities and homeless families with children.</i>	<i>An intervention, informed by a Housing First approach, is a critical part of a community's effective homeless crisis response system. It may include the use of time-limited financial assistance and targeted supportive services.</i>	<i>An intervention that combines affordable housing assistance with voluntary support services to address the needs of chronically homeless people. It pairs housing with case management and supportive services.</i>

AFFORDABLE HOUSING: In general, housing for which the occupant(s) is/are paying no more than 30 percent of his or her income for gross housing costs, including utilities. Please note that some jurisdictions may define affordable housing based on other, locally determined criteria, and that this definition is intended solely as an approximate guideline or general rule of thumb.

COMMUNITY DEVELOPMENT BLOCK GRANT PROGRAM (CDBG): Created under the Housing and Community Development Act of 1974, this program provides grant funds to local and state governments to develop viable urban communities by providing decent housing with a suitable living environment and expanding economic opportunities to assist low- and moderate-income residents. CDBG replaced several categorical grant programs, such as the Model Cities program, the Urban Renewal program, and the Housing Rehabilitation Loan and Grant program.

COMMUNITY PLANNING AND DEVELOPMENT (CPD): HUD's Office of Community Planning and Development seeks to develop viable communities by promoting integrated approaches that provide decent housing, a suitable living environment, and expand economic opportunities for low- and moderate-income people. The primary means toward this end is the development of partnerships among all levels of government and the private sector, including for-profit and nonprofit organizations.

CONSOLIDATED PLAN: A document written by a state or local government describing the housing needs of the low- and moderate-income residents, outlining strategies to meet these needs, and listing all resources available to implement the strategies. This document is required in order to receive HUD Community Planning and Development funds.

EMERGENCY SHELTER any facility, the primary purpose of which is to provide temporary or transitional shelter for the homeless in general or for specific populations of the homeless.

EMERGENCY SOLUTIONS GRANT (ESG) PROGRAM: A federal CPD program grant designed to help improve the quality of existing emergency shelters for the homeless, to make additional shelters available, to meet the costs of operating shelters, to provide essential social services to homeless individuals, and to help prevent homelessness. ESG also provides short-term homeless prevention assistance to people at imminent risk of losing their own housing due to eviction, foreclosure, or utility shutoffs.

FAIR MARKET RENT (FMR): Primarily used to determine payment standard amounts for the Housing Choice Voucher program, to determine initial renewal rents for some expiring project-based Section 8 contracts, to determine initial rents for housing assistance payment contracts in the Moderate Rehabilitation Single Room Occupancy program, and to serve as a rent ceiling in the [HOME](#) rental assistance program.

HOME (HOME INVESTMENT PARTNERSHIPS PROGRAM): Provides formula grants to states and localities that communities use — often in partnership with local nonprofit groups — to fund a wide range of activities that build, buy, and/or rehabilitate affordable housing for rent or homeownership, or to provide direct rental assistance to low-income people.

HOUSING FINANCE AGENCY (HFA): State or local agencies responsible for financing and preserving low- and moderate-income housing within a state.

HUD USER: An information resource from [HUD's Office of Policy Development and Research](#) offering a wide range of low- and no-cost content of interest to housing and community development researchers, government officials, academics, policymakers, and the American public. HUD USER is the primary source for federal government reports and information on housing policy and programs, building technology, economic development, urban planning, and other housing-related topics.

LOW-INCOME HOUSING TAX CREDIT (LIHTC): A tax incentive intended to increase the availability of low-income housing. The program provides an income tax credit to owners of newly constructed or substantially rehabilitated low-income rental housing projects.

MODERATE INCOME: Households whose incomes are between 81 percent and 95 percent of the median income for the area (HUD), with adjustments for smaller or larger families. HUD may establish income ceilings higher or lower than 95 percent of the median for the area on the basis of HUD's findings that such variations are necessary because of prevailing levels of construction costs, fair market rents, or unusually high or low incomes.

SECTION 8 EXISTING RENTAL ASSISTANCE: Provides rental assistance to low-income families who are unable to afford market rents. Assistance may be in the form of vouchers or certificates.

SECTION 8 HOMEOWNERSHIP PROGRAM: Allows low-income families who qualify for Section 8 rental assistance to use their certificates or vouchers to pay for homeownership costs under a mortgage.

SUPPORTIVE HOUSING PROGRAM: This program is authorized by title IV of the Stewart B. McKinney Homeless Assistance Act (the McKinney Act) (42 U.S.C. 11381–11389). The program is designed to promote the development of supportive housing and supportive services, including innovative approaches to assist homeless people in the transition from homelessness, and to promote the provision of supportive housing to homeless people to enable them to live as independently as possible.

SUPPORTIVE HOUSING FOR THE ELDERLY: Housing that is designed to meet the special physical needs of elderly people and to accommodate the provision of supportive services that are expected to be needed, either initially or over the useful life of the housing, by the category or categories of elderly people that the housing is intended to serve.

TENANT-BASED RENTAL ASSISTANCE (TBRA): HUD assists low- and very low-income families in obtaining decent, safe, and sanitary housing in private accommodations by making up the difference between what they can afford and the approved rent for an adequate housing unit.

TRANSITIONAL HOUSING: A project that has as its purpose facilitating the movement of homeless individuals and families to permanent housing within a reasonable amount of time (usually 24 months). Transitional housing includes housing primarily designed to serve deinstitutionalized homeless individuals and other homeless individuals with mental or physical disabilities and homeless families with children.

VERY LOW-INCOME: Households whose incomes do not exceed 50 percent of the median area income for the area (HUD), with adjustments for smaller and larger families and for areas with unusually high or low incomes or where needed because of facility, college, or other training facility; prevailing levels of construction costs; or fair market rents.

For more information, see Glossary of HUD Terms:

https://archives.huduser.gov/portal/glossary/glossary_all.html

Acronyms

	Acronym	Meaning
B	BJA	U.S. Bureau of Justice Assistance
C	CA	Collaborative Applicant (legal entity representing the CoC)
	CAPER	Consolidated Annual Performance and Evaluation Report (for CDBG funds)
	CCO	Coordinated Care Organization
	CDBG	Community Development Block Grant (HUD funds)
	CE / CES	Coordinated Entry / Coordinated Entry System
	CHIP	Community Health Improvement Plan
	CoC	Continuum of Care
	CP (Con Plan)	Consolidated Plan (required for CDBG and HOME)
D	DHS	Department of Human Services (Oregon)
	DOC	Department of Corrections (Oregon)
	DOE	U.S. Department of Education
	DOJ	U.S. Department of Justice
	DOL	U.S. Department of Labor
E	ES	Emergency Shelter
	ESG	Emergency Services Grant (HUD funds)
F	FHCO	Fair Housing Council of Oregon
	FMR	Fair Market Rent
	FQCHC	Federally Qualified Community Health Center
H	HEARTH	Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH)
	HCV	Housing Choice Vouchers (formerly called Section 8 vouchers)
	HHS	U.S. Department of Health and Human Services
	HIC	Housing Inventory Count
	HIPAA	Health Insurance Portability and Accountability Act
	HMIS	Homeless Management Information System (cross-agency database)
	HOME	Home Investment Partnerships Program (HUD funds)
	HTF	Housing Trust Fund
	HUD	U.S. Department of Housing and Urban Development
I	ILP	Independent Living Program (for youth aged out of foster care)
L	LIFT	Local Innovation and Fast Track (funding for housing development)
	LIHTC	Low-Income Housing Tax Credit
M	MVA	McKinney-Vento Act
	MVP	McKinney-Vento Program (School District homeless services program)
N	NAEH	National Alliance to End Homelessness
O	OAHTC	Oregon Affordable Housing Tax Credit
	ODE	Oregon Department of Education
	OHCS	Oregon Housing and Community Services
	OPH	Other Permanent Housing
P	PBRA	Property-Based Rental Assistance
	PH	Permanent Housing (includes RRH, PSH, and OPH)

	Acronym	Meaning
	PHA	Public Housing Agency / Public Housing Authority
	PIT	Point in Time Count (required by HUD every two years)
	PSH	Permanent Supportive Housing
R	RHY	Runaway and Homeless Youth
	RHYA	Runaway and Homeless Youth Act
	RRH	Rapid Re-housing
S	SAMHSA	Substance Abuse and Mental Health Services Administration (federal)
	SHP	Supportive Housing Programs
	SO	Street Outreach
	SOAR	SSI/SSDI Outreach, Access, and Recovery
	SPM	System Performance Measure(s)
	SSDI	Social Security Disability Income
	SSI	Supplemental Security Income
	SSO	Support Services Only
	SSVF	Social Services to Veterans and Families
T	TAY	Transition-Age Youth: ages 18 – 24
	TANF	Temporary Assistance to Needy Families
	TBRA	Tenant-Based Rental Assistance
	TH	Transitional Housing
	TLP	Transitional Living Program
U	USICH	U.S. Interagency Council on Homelessness
V	VA	Veterans Affairs / Veterans Administration
	VASH	Veterans Administration Supportive Housing
Y	YYA	Youth and Young Adults

Additional Data

Portland State University – Eviction Profiles

By county: Demographic and eviction data

Last 12 months (May 2023 - April 2024)

Location

Location	Filings	Filings Per 100 Rental Units	Tenants represented by a lawyer	Landlords represented by a lawyer	Landlords represented by a lawyer or an agent	POC as percent of the total population	Living below poverty line	Renter-occupied housing
Oregon	22,939	3.78	6%	43%	58%	19%	13%	33%
Benton	278	1.78	7%	28%	38%	20%	19%	43%
Clackamas*	269	0.58	17%	62%	69%	19%	8%	29%
Clatsop	171	2.72	12%	55%	71%	17%	10%	39%
Columbia	160	3.31	9%	46%	75%	12%	10%	24%
Coos	325	3.69	13%	28%	28%	15%	16%	32%
Crook	103	3.88	9%	24%	37%	12%	10%	27%
Curry	71	2.47	18%	32%	52%	14%	13%	27%
Deschutes	531	2.15	6%	42%	52%	13%	10%	32%
Douglas*	540	3.89	5%	31%	33%	13%	13%	30%
Hood River	17	0.61	24%	53%	59%	37%	5%	32%
Jackson	1,039	3.24	5%	20%	46%	20%	14%	36%
Jefferson	71	2.67	10%	20%	27%	42%	14%	32%
Josephine	332	2.91	12%	30%	32%	14%	16%	31%
Klamath	400	3.94	6%	18%	25%	23%	20%	36%
Lake	32	2.39	0%	22%	38%	16%	17%	38%
Lane*	2,048	3.24	4%	36%	42%	19%	17%	41%
Lincoln	210	2.94	15%	26%	34%	19%	16%	33%
Linn*	530	3.27	8%	19%	22%	16%	12%	34%
Malheur*	70	1.72	10%	57%	67%	39%	21%	41%
Marion*	1,531	3.24	5%	21%	22%	36%	13%	39%
Morrow*	20	1.81	0%	20%	80%	41%	15%	27%
Multnomah	9,243	6.05	7%	55%	82%	31%	13%	46%
Polk	386	3.63	5%	25%	33%	23%	12%	35%
Tillamook*	46	1.38	15%	76%	83%	16%	12%	30%
Umatilla	313	3.36	13%	43%	73%	35%	14%	35%
Union	107	2.96	7%	21%	23%	12%	14%	34%
Wallowa	13	1.47	46%	38%	38%	8%	10%	28%
Wasco	76	2.06	12%	39%	46%	26%	11%	36%
Washington	3,666	4.25	2%	47%	47%	35%	9%	39%
Yamhill	341	3.05	10%	31%	46%	23%	12%	30%

Note: * indicates counties where multiple court-systems process eviction cases.

This data only reports on cases filed in circuit courts, and therefore is only a partial representation of the eviction cases in those counties.

RENTING IN JACKSON COUNTY

Renter Occupied Units: 28,806 (32% of all occupied units)

Oregon: 616,569 (37% of all occupied units)

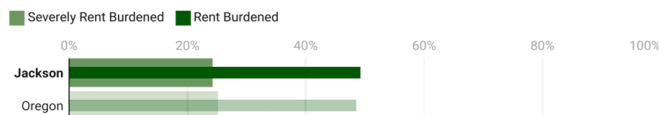
Median Rent: \$1,146

Oregon: \$1,282¹

Affordability:

49% of Jackson renters (15,586 households) are **rent-burdened**, meaning they spend **30% or more of their income on rent**

24% of Jackson renters (7,656 households) - nearly half of all rent burdened households - are **severely rent-burdened**, meaning they spend **50% or more of their income on rent**²



Source: Housing Needs Assessment Report, Housing Solutions Lab at NYU Furman Center - Created with Datawrapper

Traumatic Brain Injuries

[[The Lancet](#)] Traumatic brain injury (TBI) is a major public health issue. ... Emerging evidence suggests that the risk factors for TBI closely align with the social determinants of health and causes of social exclusion, including poverty and marginalization. Although good evidence shows that socially excluded groups, including people who are homeless, are more likely to die from injury than the general population, our understanding of TBI in these groups is poor.

By doing a meta-analysis of 22 studies identified through a systematic review, Jacob Stubbs and colleagues generated a pooled estimate of lifetime TBI prevalence in this population of 53.1% (95% CI 46.4–59.7) for any TBI severity and 22.5% (95% CI 13.5–35.0) for moderate to severe TBI.

This **lifetime prevalence of TBI of any severity (among people who are homeless) is between 2.5-times and 4.0-times higher than estimates for the general population**. Of note, the estimated **lifetime prevalence of moderate to severe TBI (among people who are homeless) is almost ten-times higher than in the general population**.

[[Oregon Capital Chronical](#)] Oregon Health Authority officials say communities of color and tribal communities are among the most likely to be affected by a brain injury, along with veterans, people who are homeless, rural populations, survivors of partner violence and people in correctional institutions.

A survey by the brain injury research center shows that, on average, brain injury survivors need 12 kinds of services, from diagnostic testing to mental health counseling and occupational therapy to help with things like transportation and social support.

Criminalization of Homelessness (NAEH Research Report)

On June 28, 2024, the Supreme Court ruled in favor of the City of Grants Pass, Oregon, allowing them to impose fines and jail time on people violating public camping bans. Many communities will now be weighing the different approaches to homelessness. The [National Alliance to End Homelessness](#) released a report comparing the outcomes of investing in homeless services versus the outcomes of criminalization. Click below to read the full report.

[NAEH report](#)

Impacts of Child/Youth Homelessness

Some of the best research on pathways into homelessness comes from Chapin Hall at the University of Chicago. One study, which was authorized under the Runaway and Homeless Youth Act and funded in part by HUD, found that [lack of a high school degree or GED](#) is the single greatest risk factor associated with homelessness as a young adult; the second greatest risk factor was [having a child](#); and the third was having a low income (under \$24,000). One-hundred percent of young adults who participated in [in-depth interviews](#) reported family-based instability and trauma; nearly 24% experienced homelessness with their family *prior* to experiencing homelessness on their own; 35% experienced the loss of at least one parent or primary caregiver; and 44% percent identified removal from family and placement in foster care as the beginnings of the instability that led to their homelessness. Racial disparities were evident in the likelihood of becoming homeless, as well as the prolonged harmful consequences of homelessness.

Such studies reveal how child homelessness can lead to youth homelessness, and then to adult homelessness, where children of homeless adults may start the cycle again.

Pediatricians have long suspected that housing insecurity is associated with negative health outcomes. A new study published in the journal *Pediatrics* followed children from infancy to adolescence. It found that teens who experienced housing insecurity earlier in life [reported worse mental and physical health](#).

➔ **Researchers looked at measures of housing insecurity** that included homelessness, eviction, difficulty paying for rent or mortgages and doubling up, which involves living in an overcrowded house or spending a night in a place that wasn't meant for residents.

➔ **Kids who experienced any level of housing insecurity** reported higher levels of depression. Those who experienced high levels of housing insecurity reported higher levels of anxiety.

➔ **Previous studies have looked at how housing problems impact adults.** The results of this study show that early intervention, which usually starts with screening families with young children, is needed for kids experiencing these issues, according to pediatrician Suzette Oyeku.

[When little kids don't have stable housing, it can affect their health later : Shots - Health News : NPR](#)

Jackson County Continuum of Care

[Home - Jackson County Continuum of Care \(jacksoncountyorcoc.org\)](http://jacksoncountyorcoc.org)

Among other responsibilities, the CoC Program is also designed to assist individuals (including unaccompanied youth) and families experiencing homelessness and provide the services needed to help such individuals move into transitional and permanent housing, with the goal of long-term stability. HUD provides funding to help support the implementation of these goals.

Nonprofit organizations can apply for HUD Continuum of Care grant funding through the local Jackson County CoC process.

HUD also provides extensive training and technical assistance, including featured guidance and best practices on the publicly accessible [HUD Exchange](#). Examples of web-based resources:

Featured Guidance and Best Practices

Centering Lived Experience	Community Examples	Coordinated Entry	Housing Problem-Solving
Moving On Strategies	SNAPS In Focus Messages	SNAPS-Shots	

Resources and assistance to support HUD's community partners


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HUD EXCHANGE

Programs | Resources | Trainings | Program Support | Grantees | News

Homelessness Assistance

Strategic Priorities | Programs | Systems | Data



CoC: Continuum of Care Program

The CoC Program is designed to promote communitywide commitment to the goal of ending homelessness by providing funding for efforts by nonprofit providers and State and local governments and promoting access to and effect utilization of mainstream programs by homeless individuals and families.

[Learn more about CoC](#)

Funding

City of Ashland

The City of Ashland has a variety of funding sources to help non-profit partners address community needs related to homelessness. These sources include:

- **Social Service Grant Funding.** Approximately \$135,000 a biennium to support a variety of activities and costs including operational costs.
- **CDBG Funding.** The City can and has devoted up to 15% of the City’s allocation of CDBG program funds to support public service (direct service) activities, and in some instances have supported activities with the full amount of CDBG funding.
- **Affordable Housing Trust Funding.** The City has often utilized a portion of the City’s Affordable Housing Trust funds to support temporary shelters, rental assistance, and operational costs of housing-focused services.
- **State Funding.** The City has both applied for and received State funding to help address issues of homelessness, including a \$1M grant from the Department of Administrative Services and a \$300,000 Emergency Solutions Grant (ESG). The City can also leverage State grant funding to non-profits by serving as the grantee for some State grants and passing them through to non-profit service providers.

City of Ashland Distribution of Grants

Program	Funding Sources	FY 23-25
OHRA Navigation Services	CDBG Program	\$15,000
OHRA Commercial Kitchen	CDBG Program	\$141,235
Maslow Project	CDBG Program	\$11,936
Maslow Project	CDBG Program	\$18,000
SOJWJ	Social Service Grant Program	\$11,667
CW Dunn House Shelter	Social Service Grant Program	\$8,000
La Clinica	Social Service Grant Program	\$13,333
OHRA	Social Service Grant Program	\$34,333
Peace House	Social Service Grant Program	\$12,500
OHRA Navigation Services	Affordable Housing Trust Funds	\$155,000
Staff Costs: Housing Program Specialist	CDBG Program/General Fund	\$80,000*
Staff Costs: All Other	City General fund	\$60,000*
Total		\$421,004

*Estimates only.

Governor’s Emergency Order Funding

In 2023, Oregon prevented more than 9,000 households from becoming homeless, created over 1,000 new shelter beds, and helped some 2,000 people move from homelessness to housing. This was done in partnership with Governor Tina Kotek, the Oregon Legislature, numerous state agencies, and many local community partners who implemented the funding and policy developed through the Governor’s homelessness state of emergency (EO 23-02) and the Affordable Housing and Emergency Homelessness Response Package (HB 2001 and HB 5019, 2023).

The following are lists of two new funding streams/purposes launched because of the Governor's Emergency Order.

Contact Jackson County CoC for details on fund distribution in the region.

Long-Term Rent Assistance Program

The new Long-Term Rent Assistance Program prioritizes support for households first rehoused through the Governor’s Emergency Order funding.

Proposed LTRA Funding Allocations			LTRA Total Funding 23-25 Biennium	Admin/Planning Advance Budget 23-25 Biennium	Program Budget 23-25 biennium
EO 23-02 MAC Region	<i>MAC Group RRH Goal #s</i>	<i>% of LTRA Funds</i>	\$35,730,000	15%	85%
Jackson County	133	10.86%	\$3,879,257.14	\$581,888.57	\$3,297,368.57
Clackamas County	170	13.88%	\$4,958,448.98	\$743,767.35	\$4,214,681.63
Central Oregon	186	15.18%	\$5,425,126.53	\$813,768.98	\$4,611,357.55
Lane County	247	20.16%	\$7,204,334.69	\$1,080,650.20	\$6,123,684.49
Multnomah County	186	15.18%	\$5,425,126.53	\$813,768.98	\$4,611,357.55
Marion-Polk County	182	14.86%	\$5,308,457.14	\$796,268.57	\$4,512,188.57
Washington County	121	9.88%	\$3,529,248.98	\$529,387.35	\$2,999,861.63
Statewide Estimates	1225	100%	\$35,730,000	\$5,359,500	\$30,370,500

Oregon Rehousing Initiative Funds

Another new program managed through Oregon Housing and Community Services is the Oregon Rehousing Initiative. These funds are also provided to the CoCs (and local planning groups for the balance of the state) for local distribution.

Local Planning Groups (LPGs)	Admin (15%)	Program (85%)	Total	Formula % of LPG Region Funds	Formula % of SPA Funds
Benton County	\$145,922.92	\$826,896.52	\$972,819.44	7.59%	2.77%
Curry County/Brookings CORE Response	\$58,618.05	\$332,168.97	\$390,787.02	3.05%	1.11%
CAPECO	\$155,046.64	\$878,597.63	\$1,033,644.27	8.07%	2.94%
CCNO	\$119,299.95	\$676,033.06	\$795,333.01	6.21%	2.27%
Clatsop County MAC	\$149,846.13	\$849,128.08	\$998,974.21	7.80%	2.85%
Columbia County and CAT	\$85,473.27	\$484,348.51	\$569,821.78	4.45%	1.62%
Coos HB 4123	\$144,093.56	\$816,530.15	\$960,623.71	7.50%	2.74%
Douglas UCAN	\$140,279.53	\$794,917.35	\$935,196.88	7.30%	2.66%
Hood River, Wasco, Sherman HB 4123	\$127,503.63	\$722,520.56	\$850,024.19	6.63%	2.42%
Housing Authority of Lincoln County	\$75,400.55	\$427,269.81	\$502,670.36	3.92%	1.43%
Housing Authority of Malheur and Harney Counties	\$125,178.29	\$709,343.62	\$834,521.91	6.51%	2.38%
Josephine UCAN	\$139,702.97	\$791,650.17	\$931,353.14	7.27%	2.65%
KCLAS	\$143,707.13	\$814,340.40	\$958,047.53	7.48%	2.73%
Linn County MAC	\$151,405.97	\$857,967.14	\$1,009,373.10	7.88%	2.88%
Tillamook HB 4123	\$52,389.64	\$296,874.60	\$349,264.24	2.73%	1.00%
YCAP	\$107,856.78	\$611,188.43	\$719,045.22	5.61%	2.05%
TOTAL for LPGs	\$1,921,725.00	\$10,889,775.00	\$12,811,500.00	100%	36.50%

EO Regions	Admin (15%)	Program (85%)	Total	Formula % of MAC Region Funds	Formula % of SPA Funds
OR-500 - Eugene/Springfield/Lane County CoC	\$314,136.60	\$1,780,107.40	\$2,094,244.00	16.35%	5.97%
OR-501 - Portland/Gresham/Multnomah County CoC	\$508,965.34	\$2,884,136.94	\$3,393,102.28	26.48%	9.67%
OR-502 - Medford, Ashland/Jackson County CoC	\$172,903.76	\$979,787.96	\$1,152,691.71	9.00%	3.28%
OR-503 - Central Oregon CoC	\$308,449.42	\$1,747,880.02	\$2,056,329.44	16.05%	5.86%
OR-504 - Salem/Marion, Polk Counties CoC	\$305,110.70	\$1,728,960.65	\$2,034,071.36	15.88%	5.80%
OR-506 - Hillsboro/Beaverton/Washington County CoC	\$175,333.54	\$993,556.75	\$1,168,890.30	9.12%	3.33%
OR-507 - Clackamas County CoC	\$136,825.64	\$775,345.27	\$912,170.91	7.12%	2.60%
TOTAL for EO Regions	\$1,921,725.00	\$10,889,775.00	\$12,811,500.00	100.00%	36.50%

Culturally Responsive Orgs (CROs)	Admin (15%)	Program (85%)	Total	Formula % of CRO Funds	Formula % of SPA Funds
Oregon Worker Relief Coalition (ORWC)	\$639,697.50	\$3,624,952.50	\$4,264,650.00	45%	12%
Urban League (UL)	\$611,266.50	\$3,463,843.50	\$4,075,110.00	43%	12%
Immigrant and Refugee Community Organization (IRCO)	\$170,586.00	\$966,654.00	\$1,137,240.00	12%	3%
TOTAL for CROs	\$1,421,550.00	\$8,055,450.00	\$9,477,000.00	100.00%	27%

Services Inventory

Services Inventory Questionnaire

Program/Service Inventory

Name of Organization: _____ Gov. Non-profit Faith-based Volunteer

Name of Program: _____ (Use a separate form for each program.)

Service Address: _____ City: _____

Contact Person: _____ Title: _____ Date: _____

Contact Person's Email Address: _____

TYPE OF PROGRAM: (circle only one) Street Outreach Supportive Service (e.g., meal program)
Day Shelter/Drop-In Center Extreme Weather Shelter Drop-in Nightly Shelter
Duration Shelter (max. # of days? _____)
Transitional Housing Program (What population? _____ Max. stay? _____)
Rapid Rehousing Permanent Supportive Housing
Other Type of Program (please describe): _____

How many beds? _____ How many units? _____ Average length of stay? _____ Pets allowed? _____

PROGRAM DESCRIPTION: (e.g., services included/offered, hours, days)

How many unique individuals did this program serve in a 12-month period? _____ Dates: _____

What population(s) by gender, age, family type?

General Men Women Youth >18 Young Adults 18-24 Senior/55+
Parent/child Families with minor children Other (please describe): _____

What populations by circumstance?

Veterans Fleeing Domestic Violence Chronically Homeless Other: _____

NOTES ABOUT POPULATION(S) SERVED: (e.g., must be enrolled in treatment to receive housing, only serve people on parole or probation)

Any cost to the client? Please describe: _____

What percentage of people who exit the program go directly to permanent housing? _____

Services Inventory Data – 49 Program Interviewed (yellow highlights = data not obtained)

Support Services through Transitional Housing by Type and Location

Program Name	Organization Name	Support Services	Street Outreach	Resource Center	Safe Parking	Emergency Shelter	Transitional	RRH	PSH	Other	Ashland	Medford	Jackson County
Homeless Veterans Reintegration Program	Easter Seals	1											1
Hawthorne Park Potluck	Hawthorn Park Potluck	1									1		
Health Services at OHRA	La Clinica del Valle	1									1		
Laundry Love	Laundry Love	1									1		
Monday Meals	Monday Meals	1									1		
Laundry/Shower Trailer	Opportunities for Housing, Resources, and Assistance (OHRA)	1									1		
Uncle Foods Diner	Peace House	1									1		
Recovery Café	Recovery Café	1									1		
Peace Meal	Southern Oregon Jobs with Justice	1									1		
St. Vincent de Paul - Ashland Conference	St. Vincent de Paul - Ashland Conference	1									1		
Street Outreach	ACCESS		1									1	
Mobile Crisis Unit	Jackson County Health & Human Services		1										1
Street Nursing Team	OHSU School of Nursing at SOU		1								1		
Veteran Street Outreach	S. OR Rehabilitation Center & Clinics/ Dept. of Veterans Affairs		1										1
Ashland Library Homeless Resources	Jackson County Library District			1							1		
Resource Center	Opportunities for Housing, Resources, and Assistance (OHRA)			1							1		
Urban Rest Stop	St. Vincent de Paul of Medford			1								1	
Car Camping	First Presbyterian Church of Ashland				1						1		
Safe Parking Program	Havurah Shir Hadash				1						1		
Shelter Programs (multiple sites)	ACCESS					1							
Extreme Weather Shelter	ACCESS					1						1	
Shelter - 24/7 at 2200 Ashland St.	Opportunities for Housing, Resources, and Assistance (OHRA)					1					1		
Severe Weather Shelter	Opportunities for Housing, Resources, and Assistance (OHRA)					1					1		
OHRA Shelter	Opportunities for Housing, Resources, and Assistance (OHRA)					1					1		
Crossings	Rogue Retreat					1						1	
Kelly Shelter	Rogue Retreat					1						1	
Medical Respite @ Kelly Shelter	Rogue Retreat					1						1	
Medical Respite @ Redwood	Rogue Retreat					1						1	
Hope Village	Rogue Retreat					1						1	
The Haven Houses	Rogue Retreat					1						1	
Veteran Shelter	S. OR Rehabilitation Center & Clinics/ Dept. of Veterans Affairs					1							1
Family Emergency Shelter	St. Vincent de Paul of Medford					1						1	
Shelter	Unete					1						1	
Parker House Shelter	Parker House										1		
Crossings Village	Rogue Retreat						1					1	
Redwood Inn	Rogue Retreat						1					1	
Long-Term Emergency House	Rogue Valley Unitarian Universalist Fellowship						1				1		
Veteran Transitional Housing	S. OR Rehabilitation Center & Clinics/ Dept. of Veterans Affairs						1						1

Permanent Housing and Other Services by Type and Location

Program Name	Organization Name	Support Services	Street Outreach	Resource Center	Safe Parking	Emergency Shelter	Transitional	RRH	PSH	Other	Ashland	Medford	Jackson County
Rapid Rehousing Programs (General and Veteran)	ACCESS							1				1	
Emergency Housing Voucher Program	Housing Authority of Jackson County							1					1
RRH - Grant per Diem Program	S. OR Rehabilitation Center & Clinics/ Dept. of Veterans Affairs							1					1
Rogue Ridge	Columbia Care								1		1		
HUD VASH	S. OR Rehabilitation Center & Clinics/ Dept. of Veterans Affairs								1				1
Night Lawn	City of Ashland									1	1		
Good Neighbor Program	First United Methodist Church									1	1		
Volunteering for homeless people	Grace Lutheran Church									1	1		
Neighbors in Need	South Mountain Friends Meeting									1	1		
Volunteer Service	The Story Ashland									1	1		
Fundraising/donations	Trinity Episcopal Church									1	1		

Support Services, Street Outreach, Resource Centers, and Safe Parking – Numbers Served

Program Name	Organization Name	# of Beds	# of Units	Max Stay Allowed	Ave. Stay	Pets Allowed	# Inds. served in 12 mos.	Duplicate Count	Duplicate Count Info.
Homeless Veterans Reintegration Program	Easter Seals						50		
Hawthorne Park Potluck	Hawthorn Park Potluck							2,000	
Health Services at OHRA	La Clinica del Valle						177		
Laundry Love	Laundry Love							805	
Monday Meals	Monday Meals							2,000	
Laundry/Shower Trailer	Opportunities for Housing, Resources, and Assistance (OHRA)							1,601	
Uncle Foods Diner	Peace House						600	6,500	125 x 52
Recovery Café	Recovery Café								
Peace Meal	Southern Oregon Jobs with Justice							6,240	
St. Vincent de Paul - Ashland Conference	St. Vincent de Paul - Ashland Conference						143		
Street Outreach	ACCESS								
Mobile Crisis Unit	Jackson County Health & Human Services							255	
Street Nursing Team	OHSU School of Nursing at SOU								
Veteran Street Outreach	S. OR Rehabilitation Center & Clinics/ Dept. of Veterans Affairs						100		
Ashland Library Homeless Resources	Jackson County Library District								
Resource Center	Opportunities for Housing, Resources, and Assistance (OHRA)					1	1,966		
Urban Rest Stop	St. Vincent de Paul of Medford								
Car Camping	First Presbyterian Church of Ashland		4			1			
Safe Parking Program	Havurah Shir Hadash		3			1			

Shelter, Transitional Housing, Rapid Rehousing, and Permanent Supportive Housing - Numbers Served and Exits to Permanent Housing

Program Name	Organization Name	# of Beds	# of Units	Max Stay Allowed	Ave. Stay	Pets Allowed	# Inds. served in 12 mos.	Duplicate Count	Duplicate Count Info.	# HHs served in 12 mos.	% Exit to PH
Shelter Programs (multiple sites)	ACCESS										
Extreme Weather Shelter	ACCESS										
Shelter - 24/7 at 2200 Ashland St.	Opportunities for Housing, Resources, and Assistance (OHRA)	32			5 mos.	1	73				23%
Severe Weather Shelter	Opportunities for Housing, Resources, and Assistance (OHRA)	28				1	146				
OHRA Shelter	Opportunities for Housing, Resources, and Assistance (OHRA)	72	52		6 m0s.	1	159				39%
Crossings	Rogue Retreat										
Kelly Shelter	Rogue Retreat	130		18 mos.							
Medical Respite @ Kelly Shelter	Rogue Retreat		18								
Medical Respite @ Redwood	Rogue Retreat		21								
Hope Village	Rogue Retreat	11		2 years							
The Haven Houses	Rogue Retreat	11	2								
Veteran Shelter	S. OR Rehabilitation Center & Clinics/ Dept. of Veterans Affairs										
Family Emergency Shelter	St. Vincent de Paul of Medford		12					6300			
Shelter	Unete							11,700	225 x 52		
Parker House Shelter	Parker House	15	5		9 mos.		15				50%
Crossings Village	Rogue Retreat					1					
Redwood Inn	Rogue Retreat		46								
Long-Term Emergency House	Rogue Valley Unitarian Universalist Fellowship	2	1	2 years		1	3				100%
Veteran Transitional Housing	S. OR Rehabilitation Center & Clinics/ Dept. of Veterans Affairs										
Rapid Rehousing Programs (General and Veteran)	ACCESS										93%
Emergency Housing Voucher Program	Housing Authority of Jackson County		132							132	
RRH - Grant per Diem Program	S. OR Rehabilitation Center & Clinics/ Dept. of Veterans Affairs										
Rogue Ridge	Columbia Care	30	26				28				33%
HUD VASH	S. OR Rehabilitation Center & Clinics/ Dept. of Veterans Affairs		313								
Night Lawn	City of Ashland		18	12 hours		1		6,570	18 x 365		

Support Services, Street Outreach, Resource Centers, Safe Parking, and Other Services – Budget and Funding Sources

Program Name	Organization Name	Annual Budget	In-Kind Donations (1=yes)	Cost to Client	Federal \$ (1=yes)	State \$ (1=yes)	Local \$ (1=yes)	Found. \$ (1=yes)	Donors (1=yes)	Fees (1=yes)	Other \$ (what)
Homeless Veterans Reintegration Program	Easter Seals				1						
Hawthorne Park Potluck	Hawthorn Park Potluck	\$ 2,000	1						1		
Health Services at OHRA	La Clinica del Valle	\$ 250,000		typically not	1	1	1	1	1	1	Bill insurance
Laundry Love	Laundry Love	\$ 900	1						1		
Monday Meals	Monday Meals	\$ 3,000	1						1		
Laundry/Shower Trailer	Opportunities for Housing, Resources, and Assistance (OHRA)	\$ 18,500			1	1		1	1		
Uncle Foods Diner	Peace House	\$ 65,000	1		1	1		1	1		
Recovery Café	Recovery Café				1			1			Grants
Peace Meal	Southern Oregon Jobs with Justice	\$ 36,000	1				1		1		
St. Vincent de Paul - Ashland Conference	St. Vincent de Paul - Ashland Conference	\$ 18,349							1		grants, thrift store
Street Outreach	ACCESS				1	1					
Mobile Crisis Unit	Jackson County Health & Human Services				1	1	1				
Street Nursing Team	OHSU School of Nursing at SOU		1					1			
Veteran Street Outreach	S. OR Rehabilitation Center & Clinics/ Dept. of Veterans Affairs				1						
Ashland Library Homeless Resources	Jackson County Library District						1				
Resource Center	Opportunities for Housing, Resources, and Assistance (OHRA)	\$ 2,024,850			1	1	1	1	1		
Urban Rest Stop	St. Vincent de Paul of Medford							1	1		
Car Camping	First Presbyterian Church of Ashland	\$ 2,100							1		
Safe Parking Program	Havurah Shir Hadash	\$ 2,200							1		Benefit Concert
Good Neighbor Program	First United Methodist Church	\$ 4,000							1		
Volunteering for homeless people	Grace Lutheran Church	\$ 1,500	1						1		
Neighbors in Need	South Mountain Friends Meeting	\$ 500							1		
Volunteer Service	The Story Ashland	\$ -	1						1		
Fundraising/donations	Trinity Episcopal Church								1		

Shelter, Transitional Housing, Rapid Rehousing, and Permanent Supportive Housing – Budget and Funding Sources

Program Name	Organization Name	Annual Budget	In-Kind Donations (1=yes)	Cost to Client	Federal \$ (1=yes)	State \$ (1=yes)	Local \$ (1=yes)	Found. \$ (1=yes)	Donors (1=yes)	Fees (1=yes)	Other \$ (what)
Shelter Programs (multiple sites)	ACCESS										
Extreme Weather Shelter	ACCESS										
Shelter - 24/7 at 2200 Ashland St.	Opportunities for Housing, Resources, and Assistance (OHRA)					1					
Severe Weather Shelter	Opportunities for Housing, Resources, and Assistance (OHRA)		1			1					
OHRA Shelter	Opportunities for Housing, Resources, and Assistance (OHRA)	\$ 1,123,042			1	1	1	1	1		
Crossings	Rogue Retreat										
Kelly Shelter	Rogue Retreat										
Medical Respite @ Kelly Shelter	Rogue Retreat										Healthcare partner
Medicat Respite @ Redwood	Rogue Retreat										Healthcare partner
Hope Village	Rogue Retreat										
The Haven Houses	Rogue Retreat										
Veteran Shelter	S. OR Rehabilitation Center & Clinics/ Dept. of Veterans Affairs				1						
Family Emergency Shelter	St. Vincent de Paul of Medford							1	1		
Shelter	Unete	\$ 450,000				1					
Parker House Shelter	Parker House	\$ 129,624		30% of income				1	1	1	
Crossings Village	Rogue Retreat										
Redwood Inn	Rogue Retreat										
Long-Term Emergency House	Rogue Valley Unitarian Universalist Fellowship	\$ 5,000							1		
Veteran Transitional Housing	S. OR Rehabilitation Center & Clinics/ Dept. of Veterans Affairs										
Rapid Rehousing Programs (General and Veteran)	ACCESS	\$ 20,000,000			1	1					
Emergency Housing Voucher Program	Housing Authority of Jackson County			% of income						1	
RRH - Grant per Diem Program	S. OR Rehabilitation Center & Clinics/ Dept. of Veterans Affairs				1						
Rogue Ridge	Columbia Care	\$ 1,300,000		27% income		1	1			1	
HUD VASH	S. OR Rehabilitation Center & Clinics/ Dept. of Veterans Affairs			% of income	1					1	

Services Inventory – Staffing and Use of Volunteers

Program Name	Organization Name	Staff FTE	# of Staff	Vols? (1=yes)	Vol. Hrs.	# of Vols.
Homeless Veterans Reintegration Program	Easter Seals	1	1			
Hawthorne Park Potluck	Hawthorne Park Potluck			1	100	130
Health Services at OHRA	La Clinica del Valle	8	9			
Laundry Love	Laundry Love			1	885	19
Monday Meals	Monday Meals			1	2,106	13
Laundry/Shower Trailer	Opportunities for Housing, Resources, and Assistance (OHRA)	2	5	1	728	2
Uncle Foods Diner	Peace House	1.75	3	1		45
Recovery Café	Recovery Café		7	1	468	1
Peace Meal	Southern Oregon Jobs with Justice	0.5	1	1	5,000	
St. Vincent de Paul - Ashland Conference	St. Vincent de Paul - Ashland Conference			1	512	1
Street Outreach	ACCESS		10			
Mobile Crisis Unit	Jackson County Health & Human Services		16			
Street Nursing Team	OHSU School of Nursing at SOU		2	1		
Veteran Street Outreach	S. OR Rehabilitation Center & Clinics/ Dept. of Veterans Affairs		3			
Ashland Library Homeless Resources	Jackson County Library District		1			
Resource Center	Opportunities for Housing, Resources, and Assistance (OHRA)	12.5	14			
Urban Rest Stop	St. Vincent de Paul of Medford			1		12
Car Camping	First Presbyterian Church of Ashland			1	100	5
Safe Parking Program	Havurah Shir Hadash			1	60	8
Shelter Programs (multiple sites)	ACCESS					
Extreme Weather Shelter	ACCESS					
Shelter - 24/7 at 2200 Ashland St.	Opportunities for Housing, Resources, and Assistance (OHRA)		10			
Severe Weather Shelter	Opportunities for Housing, Resources, and Assistance (OHRA)		3	1		
OHRA Shelter	Opportunities for Housing, Resources, and Assistance (OHRA)	17.45	22			
Crossings	Rogue Retreat					
Kelly Shelter	Rogue Retreat					
Medical Respite @ Kelly Shelter	Rogue Retreat					
Medicat Respite @ Redwood	Rogue Retreat					
Hope Village	Rogue Retreat					
The Haven Houses	Rogue Retreat					
Veteran Shelter	S. OR Rehabilitation Center & Clinics/ Dept. of Veterans Affairs					
Family Emergency Shelter	St. Vincent de Paul of Medford			1		8
Shelter	Unete	9	17	1		
Parker House Shelter	Parker House	1	1	1		5
Crossings Village	Rogue Retreat					
Redwood Inn	Rogue Retreat					
Long-Term Emergency House	Rogue Valley Unitarian Universalist Fellowship			1	15	1
Veteran Transitional Housing	S. OR Rehabilitation Center & Clinics/ Dept. of Veterans Affairs		shared*			
Rapid Rehousing Programs (General and Veteran)	ACCESS		50			
Emergency Housing Voucher Program	Housing Authority of Jackson County	1				
RRH - Grant per Diem Program	S. OR Rehabilitation Center & Clinics/ Dept. of Veterans Affairs		shared*			
Rogue Ridge	Columbia Care	7.7	9			
HUD VASH	S. OR Rehabilitation Center & Clinics/ Dept. of Veterans Affairs		18*			
Night Lawn	City of Ashland	1	4			
Good Neighbor Program	First United Methodist Church			1	10	1
Volunteering for homeless people	Grace Lutheran Church			1	156	5
Neighbors in Need	South Mountain Friends Meeting			1	680	9
Volunteer Service	The Story Ashland			1	4	16
Fundraising/donations	Trinity Episcopal Church			1		

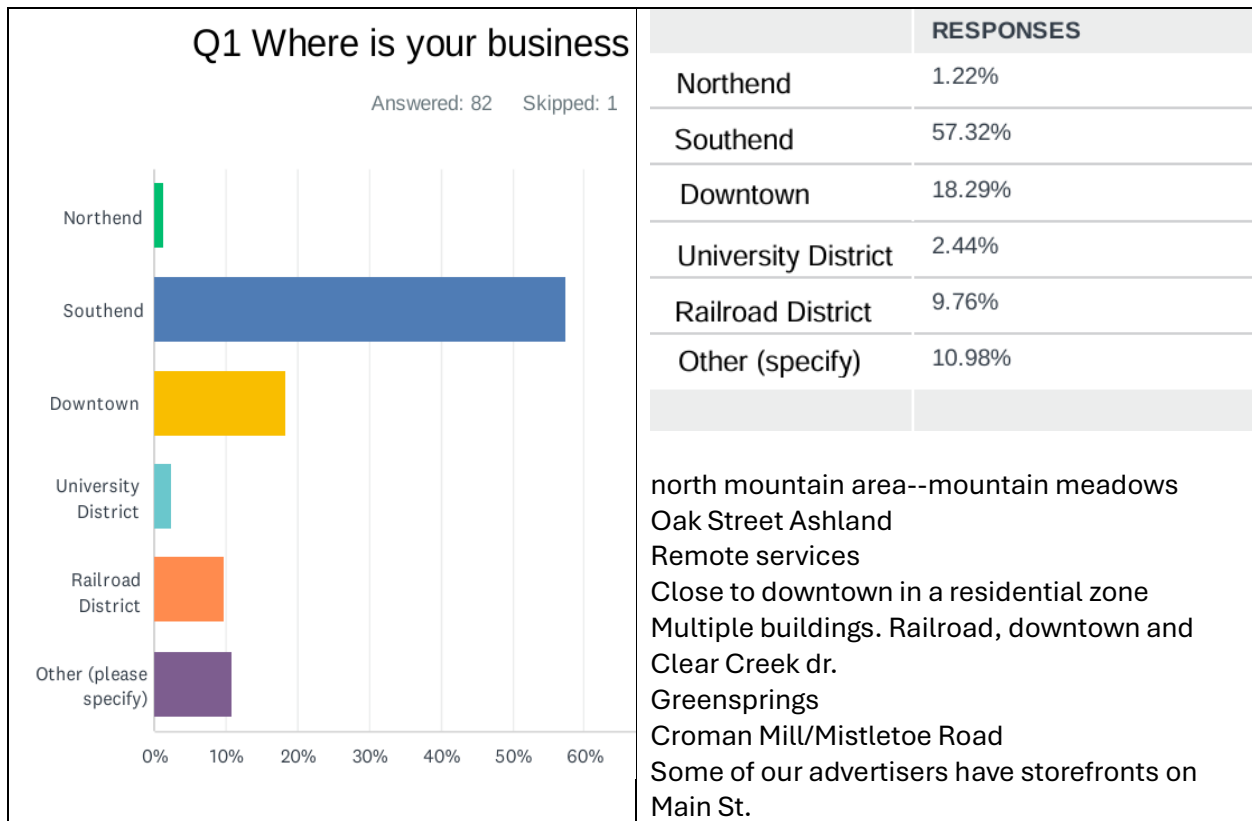
Community Survey Results

- Business Survey
- Frontline Staff Survey
- General Community Survey

Note: The survey of people experiencing homelessness was conducted by interview; results were tallied in an Excel spreadsheet. Findings are included in the body of the report.

Business Survey Results

N=82



Q2 Please describe the impact your business encounters with homelessness.

RESPONSES

We find it difficult for our people to interest clients in sales or leases largely because of the visibility of homeless, loud and drunk people. Potential clients come back to look around at the area on their own and are not comfortable investing in the area. They say it seems 'sketchy'

They make human waste messes behind our building and lease food and camping trash along the sides and by the fences. We have to hire people to cut our grass and first we have to go out there and pick everything up so they can cut.

We don't see the people much but we do have trash, old clothes and drug things to clean up weekly. They sometimes spread out their blankets in our parking lot.

I have a long-time business in the Southend. I used to be proud of this part town and the exciting things that were starting to happen here. Now the homeless are hanging around and trash and weed are everywhere. I will be moving away if things don't improve in the next year or so.

People stop here and want a place to get out and walk around a little. They don't want to get too far from the Freeway. They see homeless people hanging around and no place to get away from them, even on the edge of our parking lot, so they just leave.

We have people from other States here all of the time. They would like to get out and enjoy a break. We have no park, no picnic space, no dog park and homeless people everywhere. If they look around for a restaurant, we see them get right back on the freeway and leave.

Customers trying to sit outside are asked for food and money. Always trash from the homeless in the weeds and along the water. We are afraid of fire, as the homeless sleep and cook in the grass and tree areas.

Guests have to walk around the trash and people screaming at them for help or money to get to our office. Guests don't feel like their belongings in cars or cars are safe overnight.

They come here to get us to let them use our equipment for free. That keeps other people from feeling good about being here.

We have lost most of our customers because of the ugly corner at Tollman and Ashland Street. Homeless and sick people stay every where here. People don't come here any like they used to. We may have to close soon.

Homeless people acting out and throwing sticks, rocks, trash at cars passing by. sleeping in their landscaping against the building. at least once a week causing patients to enter the building through the back door because they are put off by the people at the front door. Often call Police. They stay until the person(s) leave. These same three people come back in an hour or so. Police try to come back but are busy somewhere else.

Groups, small to many hang out in our parking area. At least once a day, screaming and trying to get customer attention. We shoo them away and they usually move or we call the police. They go behind our storefront to our garage building at night and start fires to cook. We are closed then so we have to send someone back every night to check that fires are out. We clean up trash every morning (open at 7:00) and the material we use to put out the fires.

My business serves food and the homeless often come here and beg or ask to work in the kitchen for leftover food. Some customers feel sorry for them some would rather they just take some money and move along.

My business is on a side street and a little out of the way for traffic. That makes it a good place for homeless people to sleep. My patients are not disturbed by them but are uncomfortable with the mumbling, screaming and rambling due to their illnesses. There is always trash.

Afraid of the mentally ill when they are acting out and screaming and threatening my patients. Afraid they will hurt themselves or someone else. I have to calm my patients even though they usually understand what has happened.

Panhandling, begging , staying in everyone's way on the sidewalks and being too sick or out of it to care. Stealing and breaking outdoor equipment. The food and drinks we offer customers are eaten by the homeless.

My staff are a little uncomfortable with the homeless and mentally ill being everywhere in the Southend. There is more attention to the needs of the homeless than the needs of the businesses in the Southend. Cut the weeds on the corner of Tollman and Ashland St. Good grief.

Trash, drugs and human waste around my parking lot - nearly every day.

Our employees are often young students. They do not know how to effectively interact with challenging populations such as the homeless or mentally ill. Our customers do not want to walk around or thru a group of folks who are struggling to shop.....like in downtown Ashland where panhandling is discouraged.

Begging for food and money. Checking customer's cars for open doors and setting of alarms. Clients are made uncomfortable by the begging and approaching them for food.

Afraid of the fires that could be started along the freeway by the fences by people camping and trying to stay warm or cook. Nearly nightly there are people behind the buildings.

I am constantly having to move people off of my front entrance area and from the sides of my office. Some of my patients don't feel safe and/or suggest that I move out of this end of town.

2200 was a horrible decision by the City. Now what!?!?! My business is constantly picking up trash and apologizing to my customers about the vagrant population. They make it hard to help the truly needy.

I try to show and sell property and homes but people always ask about the homeless situation. usually they find another place to look or buy.

People sleep in our door way and in front of our store. They sneak in and steal then run. They come back that night, sleep and do it again the next day.

Customers don't feel safe. Workers are afraid after dark or to be alone in the store. Trash, needles and things like that. Bad store front look for my customers.

Theft of van parts, stolen catalytic converters, cut security fencing, broken locks.

Trash, old clothes, needles, food and human waste around the business entrance in the mornings. Screaming people on drugs, sick or drunk.

Frequent Trespass with property damage. Trash, drug paraphernalia, garbage, etc. Often call P.D.

Impacts customer interaction negatively. Frightening and off-putting for my tourist trade. Distasteful for locals.

We often have 1-2 people who camp outside our store. There's also been instances where fires have been set very close to the building, one of the instances destroying a dumpster and charring our alley facing wall. We also had a break in last year which was believed to be a homeless person's doing, but no new leads as far as I know. Aside from that, I'm really not sure. I think the bigger question is how has the homelessness in Oregon as a whole affected our commerce community. The main thing is not all homeless people cause trouble, just a 'loud' minority of them.

They scare my customers, talk to people and beg when people try to come and go.

People stop coming that have come for many years. They don't like to walk past sick, screaming people, they are afraid their cars will get scratched again like last time. They don't like that I can't keep trash cleaned up.

Homeless and sick come into my business and bother my guests and use my bathroom to wash and my lobby to hang out. Makes my guests and me uncomfortable and sometimes scared.

Staff and customers ride bikes to my location using the Bike Path. Seems dangerous now so I have fewer children and women able to get here. Bike have been stolen, had to move bike storage and parking to the front entrance. Expensive! Trash everywhere in the morning and on weekends.

1. Human waste left in buckets and also at times spread on the side of our buildings. 2. Trash left on and around the perimeter of the property as well as large piles along the adjacent rail tracks. 3. Constant flow of vehicles parked on our curb overnight, burning gas stoves for cooking, internal wood stoves, major fire risk on the vacant portion of our property. 4. Disturbance of our employees and fellow office and industrial business workers, people feel unsafe. 5. Constant flow of individuals at night roaming our property, rummaging around our property, digging through trash/recycling, pulling power or water from our buildings. 6. Have had Car campers parked in our lot overnight, found in the AM unconscious, had to call APD in case person is dead or OD'd...

Nearly none.

I have airbnb and the Homeless come and go through my trash cans looking for recycling items ect.... They leave their trash and sometimes body fluids near my property which in turn can have guests to our town and my airbnb uncomfortable

I've had homeless people break into my basement and try to camp there. I've had to kick countless homeless out from covered areas. Some have been nice some haven't.

They are camped out all around my building and in the neighborhoods around my office. I am constantly picking up garbage, needles, food items etc. The lights for my office sign have been stolen three times now and I refuse to replace them at the continued expense. I will not go on my normal walks by the police station as that is their base camp. What does that tell tourist in town when they drive past the police station and the lawn is trashed and filled with "campers"

No direct impact. View on a daily basis.

People live/camp near the tracks. Come onto our property without permission when we are closed, concerning our employees and making them feel unsafe at times.

After the **DeBoer's** successful elimination of the homeless from their downtown home area/Lithia Park, it appears all areas of Ashland are suffering from trash, tents, human waste, foul language and possible dangerous situations.

Trash, general appearance of the neighborhood. Loitering. Mentally ill on the street.

Sadly, we have had multiple issues with homeless folks that need psychological help. Screaming, sitting in front of stores, trashing garbage cans, etc...

Very little impact as the business is located off of main street. Collect bottles from recycling bin but generally respectful. One theft from two homeless in past year but police did arrest them as it was all caught on cameras.

I have had homeless people come into my store and be disruptive (many forms including carrying a 6 foot tree branch and cursing me out). I have had a couple smell so pungent that other customers have left, and one time when there were not other customers it was so bad I had to open the doors and light incense the smell lingered for over 20 minutes. They have shot up underneath tarps on the side walk, sat bare-assed on the sidewalk 10 ft from my door, pulled the plants out of my potters out front. They have walked by screaming or stood outside my storefront screaming at nobody in particular, but I have noticed that there have been folks that were going to come into my store that have seen this and got back into their cars and left. I've had them sit outside my service door and get sick all over walls so I've had to hose things down.

Transients coming on to our property and creating a disruptive environment for our customers

Scares away customers

Sleeping, and using our campus grounds as a public restroom .

Coming into store to get warm in winter extremes and cool off in summer extremes

low impact. neighborhood regularly sees individual homeless people camping or walking around the railroad tracks near 8th & A (and frequently at A St. Railroad park)

They sleep at the entrance alcoves

Daily issues with litter, trash, property damage.

It's gotten better, however, in the past, I have dealt with homeless people sleeping in my stoop, leaving litter behind, urinating, and defecating and smoking. When my lease is up, I will not renew. Too many headaches.

Our business is indirectly impacted by the complexities of unhoused people. We work directly with the restaurants and eateries throughout Ashland.

The homeless sleep on our property at night, they sneak into our elevators, tuck themselves into the entry ways and do not clean up after themselves. They urinate and defecate on and around our buildings. They hassle our staff & customers walking by and do their drugs in plain sight.

Parking/camping in cars on our street. Leaving garbage and spreading belongings out on the side walk.

Occasionally we will have someone come into the shop displaying some behavior that is uncomfortable to my staff and customers.

None

Unsafe Pedestrian Walkway's and individuals sleeping under Metro bus stops.

Enters buildings and uses bathrooms, tries to sleep in facilities.

They often panhandle on the side of our business where there is customer parking. They know not to bother customers at the entrance. I think we have reached co-existence. Not ideal.

The bench outside my business and the one to the left of me (your back toward E. Main) offers a place to sit for many locals but also, often serves as a bed for those without shelter.

None

Sleeping in parking lot and doorways. Scaring staff. Urinating and defecating in front of door entrance. Litter on property.

None

People camp in empty lots around us. Patrons have had encounters with people who appear to be high or aggressive. Yelling at late night.

Ashland is a tourist destination. It is desirable (off I-5) for transients and the homeless. They seem to congregate in the south end of town a lot more lately. Use some of our lodging or food taxes to provide more services. It's not a good "feel" for those in need; and not a good "look" for those visiting or living here.

I am not affected by it as much as those who have businesses around town.

None

People with Mental illness on the streets

Higher amounts of theft, showering in our bathrooms, laying out on our lawn, and coming in to get free food.

They camp out across the street and get into fights, yelling, making a commotion, and playing music. They also walk up and down the street with all their belongings taking up the sidewalk. They also come into my business. Some are respectful and others are disruptive. All of this can impact whether people come into the store to shop, disrupt shoppers from the store experience, and on occasion cause police to the area.

Occasionally walk into motel to drink our coffee. Have been to hop over the fence to sleep in cabanas or use our outdoor shower.

Tourism affected by aggressive panhandling drug alcohol abuse affecting mental health and trash disposal.

Our office operates M-F, 9a to 5p. From time to time we have had the unhoused sleeping around our building, and during more inclement weather they have slept against the door so they can be under the awning. We have had to ask them to leave when we arrive in the morning. We have had to remove the hose tap at our location because of water usage to bathe or drink. We also keep our doors locked at all times because we have had too many strangers wander in looking for a restroom. As such we have installed a doorbell for clients to use, which is not ideal.

We have a lot of homeless that hang out most of the day and night. Some leave trash, some leave feces, others store their stuff against the back side of the building. It makes patrons feel less safe and welcome at our place.

None

Mainly folks trolling the neighborhood for valuable garbage and recyclables.

Littering, dumping, camping and theft.

Q3 What recommendations do you have for improvements?

RESPONSES

Clean things up and keep them clean.

More shooing people away and coming around to get them to move on.

Help them get away from having to live like they do. Get them someplace to stay where they get straightened out.

Clean the Southend up, give the businesses and the streets some thing that looks appealing and move the homeless along rather than concentrating their shelters here!

After the homeless and sick and drunk people are helped or gone somewhere else, make a nice little park on each side of the Freeway - North and South. Welcome the people

Give the homeless people who scream and threaten and beg somewhere else to be. Clean them out so they can be safe but not dangerous or disruptive.

Cut down the tall grass, clean up the trash and patrol the spaces where they hide. Make the Southend as nice as downtown. We can't survive here. We are too small and can't afford the rents in town.

Clean things up. Everything. People too.

More policing. Less loitering allowed.

Too late for us now probably. Make things look ice and clean again. Plant flowers. Cut weeds. Have the homeless people go away and get them jobs.

ORHA attracts people who need help but can't help them all so the people wander with nothing to do but cause harm to themselves and property and scare other people away. Don't continue to attract people with these challenges to the Southend.

We know they are sick or on something but it costs us time and money. Keep them away better with police or someone helpint the police.

Don't know.

Nothing to offer. Seems hopeless for them and us.

Give the ill and poor a place to be and help them get to those places. In Ashland or Medford or wherever there is help, until they have whet they need,

Make folks move along - out of town - if they won't accept help.

Needs to be better services for people who are ill. Accountability for those on drugs. Count them, get them together and survey what they need to succeed - then get it for them or make them move on.

More police and someplace away from the South end. It isn't as bad downtown. Why?

Give the sick and homeless help somewhere that they can get clean and sober or get mental help. Give them a ride to someplace better for them and us who work hard.

More money for proper police depart staff. A way to take offenders away.

A place for people to go even if they don't want to go. A way to go away. Transport.

The need for law enforcement, cops that walk where the homeless are and move them along. Help with what they need and get them transportation away.

Clean up the trash and get the homeless into shelters where they get what they need and will have to stay until they are better.

More City paid daily trash clean up. Why should my business bear this expense? I pay taxes and my people work hard and don't need to clean up after those who don't work.

Not supposed to answer regarding ANY recommendations . Corporate Office frowns on making any improvements or discouraging them.

Police presence increased and more personal interaction with business owners and workers.

Get open fields and greenway and freeway right - of - way jurisdictions figured out and properly maintained and 'policed'

Don't know what to say. I feel like I shouldn't speak out. There may be even worse homeless activity if they find out.

Low barrier housing, wrap around services with low expectations, especially in the beginning.

No ideas...I am sure this is a problem that has many sides to it....I wish their could be a warehouse or something where Homeless peeps could stay while they get a job or ??

EDUCATION, Mental Health and DRUG rehab. I am all for creating housing but there has to be a strict drug or alcohol program. With that teach them a skill. I have personally asked many of they why they live on the streets and this is the answer I get " Why not everything I need is free. Why have bills? I don't want to work for the man" Meanwhile I pay taxes for "housing the unhoused" doesn't seem right. Stop making it so easy for them to live rent and expenses free! There would be less of them in Ashland. Like a stray cat if you make food scarce they will not be here. If they are truly choosing to live this way it should not be my responsibility to pay higher taxes to house them. If they want to live on the streets do it where we don't have to see it. My property taxes are too high for my building to be next to a homeless camp. Open a state funded non profit or whatever you want to call it or the mentally unstable. While walking past Morning Gloy yesterday a mental unstable man was screaming and flailing around at my boyfriend and I. This could have been a very bad situation for said character if he actually did any thing to us.

Day services. Mental health outreach. Low barrier shelters and day services. Places to park safely with rest rooms with these monitored for safety. Heavier patrols during fire season as we often see campers in the field next door (Oak Knoll fire start location).

Find help/housing/therapy for these people.

I wish there was an answer--the Supreme Court may decide for you in Grants Pass v. Johnson!

Find a location for homeless services away from residential housing and businesses. Make it less appealing for our streets to be the gathering place.

The biggest issue is offering people who have given up on life a chance regain themselves. They don't believe it can happen and just will keep continuing how they are even when help is offered. Not all the time, but for a lot of them, they feel like they can't live a normal life. Mental health foundations and housing have to be one of the biggest factors that aren't addressed. We aren't offering enough care to these people who need it. Sure you can *give* them food. Sure you can *give* them shelter. But there's more to it than that. There's hospitality, care, belief, encouragement, mental health care. If they aren't supplemented with that stuff they desperately need, then change can't come. Rehabilitation is not just a word.

More Police and help for sick people so they go somewhere good for them. Clean up their trash and messes.

Make places for them and take them there or lose my business. I have been here many years but I can't keep losing my guests. Police come and are nice to sick people but can't take them away.

More Police. No overnight parking to sleep at the curbs on my street. I need Police to come in and say Hello and be seen. All the time.

Police bike patrol constantly on the bike path as their 'job' - 'get out of the car' like downtown sometimes only make it ALL of the time. Pick up the trash - not me and the other people who work here!

More enforcement. More patrol for Police. Trash pick up by the City - not my employees.

More police presence. More often patrols on foot and in cars. A way to take homeless, drunk or mentally ill away to safe places - right away.

Change the current public understanding up and down the I5 that Ashland is the place to go if you want free stuff, give more power to APD to enforce existing rules without leniency. APD is good to work with, yet are hamstrung in their ability to enforce and demand better behavior, decency and decorum from the homeless. There appears to be very little respect from the homeless for other citizen's ways of life, other citizen's personal property, other citizen's personal safety, other citizens use of Parks, sidewalks, etc. ...Our small community cannot sustain taking in every homeless person around the valley or coming up the I5.

Medical services. Affordable living...

In Ashland it's hard because the freeway is right there with a constant supply of drifters.

24/7 Licensed Social Safety Disrupters/Monitors.

Stiffer rules and enforcement.

What could you possibly do other than kick it down the road to another town? Make our town more strict. It's a national epidemic and they go where it's easiest to exist. The real solution is in education, healthcare, fair wages, and strong communities all helping to raise children and create strong, happy adults.

Keep working on creating spaces, indoors and outdoors, where homeless can feel safe without infringing on the rights of others. As well as working on the most difficult part, the mental health needs of the majority of these people.

Enforce the no smoking ban in all areas of downtown where it is in effect. If enforced on Main Street only it pushes to other areas of downtown.

Not sure - they're humans I understand they have certain freedoms, it's just hard knowing I'm losing business when they're creating disturbances

More city ordinances regarding camping (car and tent) and pan handling.

Fine them for encroaching in sidewalks

Most people are in need of mental assistance. They need housing in a mental facility with mental health assistance.

Warming and cooling center(s) on E Main St by Police station

Clean up A St. Railroad park (less shrubs, bushes for them to sleep / camp under)

Keep the shelter on the south end of town. Less impact on the tourist & businesses that keep the economy going.

I have had homeless people come here because it is less restrictive than Medford and that OHRA actively encourages it. While homelessness will unfortunately never be completely solved, cities need to regulate what is proper population for available resources.

I like years ago how there was kind of an exclusion zone downtown. Some people felt that it was heavy-handed, but I feel like there needs to be some sort of agreed-upon code of conduct. If you choose to be in the city and are enjoying the services that all of our taxes are providing for you, then we expect a certain code of conduct from you while being in the city (Downtown or otherwise). This includes keeping your dog on a leash, not blocking sidewalks, not threatening, or making people feel uncomfortable.

Being unhoused is generally just one piece of a large pie of challenges and issues facing people that don't have a home address. Disallowing them access solves nothing except a momentary sigh of relief for people who prefer to not see one of the realities of this international problem. Affordable housing would offer significant help but it's not the whole pie. Mental health support is a piece. Opportunities for meaningful employment is another piece. Shelter in severe weather/smoke situations is a piece. Compassion for this part of our community is another slice. Without a holistic approach to this, little will change. Sadly, there is nothing unique about Ashland's challenge. Our inability as a society to embrace this is a LARGE part of the problem. Criminalizing poverty, drug and alcohol addiction, lack of health care except the emergency room, mental health challenges and very high rents are contributing factors.

This is such a complicated issue. It feels hopeless. Any recommendation I would have would be a bandaid. What I do know is that it is a societal issue that needs to be addressed by our whole community and culture.

A real building/facility that offers shelter to those without. City and park benches aren't an answer or solution. In the city I lived prior, they made use of an abandoned apartment building. Refurbished it and made it available for many without homes. Granted there was a limit to the length of the stays, but it was more than just for the night. Unless that's all an individual felt they wanted or needed.

Keep them in one area

Cracking down on drug usage, we find that a lot of our theft comes from homeless people who look under the influence. Providing information where they can take showers instead of using our bathrooms.

The encampment area away from businesses was a huge improvement. We really miss the police presence downtown like we used to have, seeing them walking the streets.

I don't

Stop the panhandling by making it illegal. Bring back our Police to do street patrols every day/evening in the downtown and Lithia Park area. Stop enabling the homeless by doing everything for them. They need to start by learning how to clean up after themselves. If they cleaned up we could live with those who do not want to live under a roof. The obvious trash cans, needle/drug disposable bins and dog poop bins with bags. There is no easy answer sadly.

More homeless services, oversight by an agency for the "Night Lawn". Across the board, homeless individuals state that the night lawn is a very dangerous place.

Invest in mental health and addiction resources. Create affordable/low-income housing.

More places for them to be that is safe and has shelter from the weather.

Keep up the good work!!! Police have done a very good job of having any multi day stayers move on. They have encouraged us to call right away. We all do not want our dead end street to become a known camping area.

Not sure. It's a tough issue. Kind of beyond Ashland's responsibility as a town. Tax the rich. Stop sending \$\$\$\$\$ to Israel and put it towards our country's people. Mental health services.

More frequent sightings of law enforcement in the area, just more reminders that law enforcement is around in general.

I think this is one of the hardest issues we currently have to deal with and I have no idea how to solve it

Portapotties available downtown. Build affordable housing.

Don't push them around. They have enough problems. The only route to changing anything is through helping them, whatever shape that takes.

Understand and take heart the impact this is having on small businesses. Forcing mant to consider leaving Ashley.

More common police patrols, or other people of authority. Better policing of empty lots to make sure they are safe and not camping or fire hazards.

More housing! More shelters (not just seasonal)! More opportunity to shower, wash clothes, store belongings! More places for community meals! (Bring back the Community Center & Pioneer Hall.)

It is complicated.

Help for people with mental health issues

Q4 What other comments would you like to offer?

RESPONSES

Seems hopeless that anyone will get on this and fix things very soon.

I guess other businesses feel like us. Not much of a chance to build a business like there is in town - though businesses are closing there too.

Our end of Ashland is pretty junky looking. Not appealing

It's frustrating to see the unhoused all around town. It doesn't create a welcoming environment for residents or tourists. The unhoused situation has created a political divide not only across the country, but here locally and it's very frustrating.

I like the designated sleeping areas with law enforcement nearby.

We moved to the Ashland area because we perceived it to be a kind and thoughtful place. Whatever actions are taken, I encourage you to make them kind and thoughtful.

If there were more options for housing/meals for those in need, there would be fewer people camping in the parks, on the greenway, or at the Police Station.

Thank you for addressing this issue

You want to bring in family housing. I would not buy a house or rent in this part of town. Even the bike path isn't safe or pretty.

Something has to get better. We are drowning under expenses to operate and no way to build up business with drive-thru people.

We try to be kind and move people who are sick or drunk or high out of our store and business but they cause problems more often than not and have no place to go. By then our customers have walked out.

Why can't people who need help from the old motel go somewhere else when the motel is full. They just hang around this part of town waiting for a vacancy.

Fewer and fewer of my guests are returning here now. They say they don't like how this part of town looks or feels anymore.

None

Too bad this has happened.

The attraction and concentration of people who are poor, sick, addicted and homeless is ruining our attempts to make the Southend as business healthy as it can be.

Need a Southend business group to hire security and split the cost with the City?

More people come here because Ashland has help right off the Freeway - then they stay or move on.

City trash pickup more often with not increase in cost to businesses.

Need to make the Southend of Ashland pretty like downtown. Trees, cut the weeds, plant flowers and such.

Clean up the area. OHRA attracts people who don't qualify for services there. Dead animals left here from time to time. Need the police to come and then come back if needed and take the people away - not just talk to them.

Police presence is badly needed and more attention to the Southend where people first come into Oregon. It Looks awful!

More trash pick up and more police to patrol when businesses are closed.

More foot police presence. Very glad that there will be a kiosk police presence. Have cops in the stores and walking the sidewalks.

The Southend of town is not an "Entryway" to Ashland. It's a place to get through as fast as possible. Too bad.

People should NOT be allowed to panhandle like downtown Ashland. Southend is ignored.

Please get folks to agree to get help or leave Ashland. Don't think that's legal but they are destroying my livelihood and our beautiful town.

The voters keep spending money to 'help' and it's getting worse - not better. Fis it City Council!!!!!!

I doubt this survey will make a difference but I appreciate that the City acknowledges there is unmet need and unhappy Ashlander's will be leaving if nothing gets better.

We need to be a safe, clean place to have or business, our kids and our schools. Not gargage from the homeless and their dogs.

This survey is a nice try but when will we see change? It is taking so long that we can't hold on.

This is wrecking Ashland. Not safe for kids, ugly encounters with sick people, losing customers and costing small business money so they go out of business.

They need help and then work if they can. They can't help it sometimes but their presence is dangerous and ruining Ashland's South end.

The city of Ashland is doing its best, but it can do a lot better. The problem isn't "get rid of the homeless/unhoused", the problem is how do we *actually* help these people? Genuinely, it's a lot, and kind of a loaded question. We have to acknowledge we can't help everyone, but we should strive to try anyways. This city is important to the homeless in the same way it's important to the people taking this survey; it's their home.

Business person refused to answer any further questions. Said they were afraid they would loose customers if they speak out against the Homeless.

City needs to pick up trash. Cut weeds on empty lots so they can't hide in the grass and leave trash. Get Police to walk around behind buildings and see the messes and make the people who make messes move.

This problem is bad for the Homeless people of course. This problem is ruining Ashland and my business. I am loosing money because people don't come back

Homeless people need help but they are ruining Ashland. Help them and Ashland soon!

Do Something! This is my livelyhood and the Southentrance to our town!

Trash, old clothes, garbage removal - every where - more often. Ashland entrance looks ugly and forsaken.

Stop talking and take action on the ground. Action is not solely in the form of just hiring more city staff and providing facilities, beds, tons of free services, etc at the cost of millions of dollars and taking properties off the tax rolls especially without accountability for the people receiving these services. This model just isn't working to reduce the numbers, it just allows more and more to move here and be served. These failed solutions invite others to come to Ashland to partake in the benefits, but few are truly interested in improving their situation. They've said as much to the City Council that they "want to disrupt our way of life". I am not lacking compassion for the situation across America and in this valley, but it has gone too far, in that there is not equality for the hard working citizens who just want to enjoy the quality of life they are paying for and are working for. We need a regional solution, the Valley needs to solve this as a whole, combining resources into one full service facility with resources, shelter beds, mental health, addiction recovery, and transitional housing is the best option. If someone isn't housed and are unable to care for themselves we need to move them into a place they can get help. Having each city stand up the likes of OHRA or its own shelter is wasting resources, we all have a common goal of ending homelessness/transiency we should work as one to solve the problem, not expect each city to stand up its own solution its just too expensive and not sustainable.

none

Put this on them!! If they don't want to start educating themselves and getting rehab, then they need to leave Ashland! Period!!! Ashland should want to help NOT hinder the situation. The community needs to help the struggling small business and tax paying citizens first!!!

It always pays to begin with kindness. Trauma Informed Care training offered to staff, volunteers and police.

Isolating the homeless to one area of town is not fair for all! It always appears you are catering to the wealthy homeowners in Ashland and only the plaza businesses when the city does move the homeless-- little focus on businesses outside the plaza or the other residents.

Ashland's current policies are attracting transients to our town. Allowing them to sit at corners for hours is like a big welcome sign.

This is not an easy subject. Thank you for your efforts to help them and us.

As a business owner, I would love to be educated on what are my options/what should be protocol when dealing with someone that is homeless that is being disruptive to my business, or the community.

A lot of the homeless in our area want to be homeless. They do not want to follow any rules, just the freedom to live life the way they want...but they still want to beg for money for their alcohol , drugs and cigarettes .

Work on the shelter purchase and its operation being functional again. Maybe fix that by paying attention to the details this time.

It's ok for the city to define solid metrics (number of beds, etc) and stick to them and say we are unable to accommodate any additional individuals over our resourced max.

There are so many different reasons why people are or become homeless it's impossible to "solve" it. The people that truly cannot afford housing could be helped by Affordable Housing. The people who have substance abuse/addiction issues could be helped by better/more robust mental health services and care/treatment options. The people who just want to live off grid and not contribute to society could go live in the wilderness like the ancient people did. What do the unhoused say? There should be a survey to them of what would motivate and enable them to secure a place to live that's off the streets? It's my understanding that some choose that lifestyle and nothing would convince them to live within 4 walls.

A city self-directed 411 for ambulatory persons experiencing Homelessness, i.e. Pacific Coast Trail Hikers.

I know it is easy to stereotype the homeless. But they are very diverse. It will be interesting to see how the Supreme Court rules on the Grants Pass case.

While I understand the average community member may have feelings such as, "not in my neighborhood" and may be concerned about their own safety, as a community I feel we all have some skin in this game of homelessness for adults and children. If we don't wish to step over them or criminalize them then we best come up with a more than one solution to address the many sides of this reality.

I think that the homeless population affects me as a consumer in Ashland as well. Makes me not want to frequent places downtown, in Lithia Park, or even the Food Coop. I have even called for wellness checks on a homeless person who is often on the street where I park my car.

" Pay as you go" toilet on or off the Plaza somewhere for our visitors. Going round the back of the Creek is always quite terrifying when the homeless are there for some folk.

Losing 30 shelter beds in the city of Ashland creates a huge negative impact on this community. Fortunately, with the hard work of the OHRA team, not one single individual was turned out to the street on April 1st.

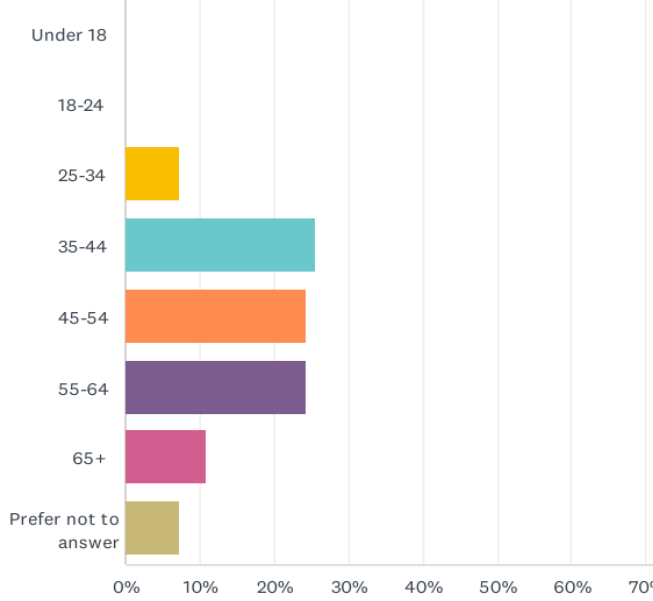
It seems like we're making steps in the right direction. However, the unhoused population seems to have a very large vocal representation, whereas those of us who live in town are not speaking up about our concerns. Thank you, the survey is a step in the right direction.

Ashland could learn a lot from looking at successes in similar sized rural communities in the U.S. and around the world. We don't need to re-invent the wheel. We can glean what's worked elsewhere and modify it for our community. Our resistance has changed little. OHRA can't pick up ALL the pieces. Thanks for asking these important questions.

Perhaps provide support for the homeless but do not be soft on the laws they should be upholding.

There have been homeless here since I moved here in 1989. There were only about 6 and they were part of our community. They had nick names and were all suffering from mental illness. I am okay with these folks being here and on the streets if that's what they choose. I want the criminals and hard drug users behind bars!!!

Q5 To help us understand who we have reached through this survey, please answer the following questions.

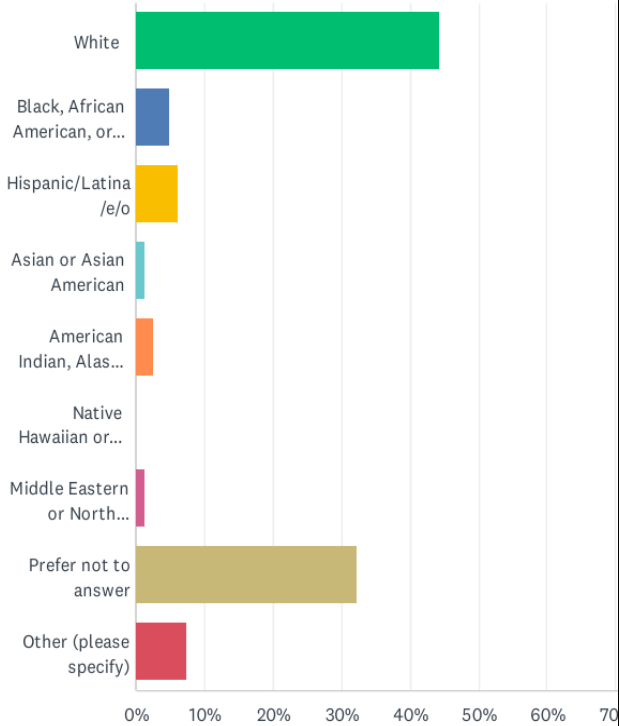


What age group best describes you?

	RESPONSES
Under 18	0.00%
18-24	0.00%
25-34	7.32%
35-44	25.61%
45-54	24.39%
55-64	24.39%
65+	10.98%
No answer	7.32%

Q6 What best describes your race

Answered: 81 Skipped: 2



ANSWER CHOICES

- White
- Black, African American, or African
- Hispanic/Latina/e/o
- Asian or Asian American
- American Indian, Alaska Native, or Indigenous
- Native Hawaiian or Pacific Islander
- Middle Eastern or North African
- Prefer not to answer
- Other (please specify) Two or more
- TOTAL

Frontline Staff Survey Results

N=8

Q1 What type of work do you do and where do you do it?

	THROUGHOUT JACKSON COUNTY	IN ASHLAND	IN MEDFORD	OTHER AREAS	N/A	TOTAL
Street Outreach	14.29% 1	0.00% 0	14.29% 1	0.00% 0	71.43% 5	7
Support Services (resource navigation, education/employment, healthcare, etc.)	50.00% 4	25.00% 2	12.50% 1	0.00% 0	12.50% 1	8
Peer Support (walking alongside / whatever it takes)	28.57% 2	28.57% 2	14.29% 1	0.00% 0	28.57% 2	7
Supplemental Services (providing meals, clothing, bus passes, etc.)	37.50% 3	50.00% 4	12.50% 1	0.00% 0	0.00% 0	8
Program intake and/or CE assessments	28.57% 2	14.29% 1	0.00% 0	0.00% 0	57.14% 4	7
Emergency Shelter	14.29% 1	14.29% 1	0.00% 0	0.00% 0	71.43% 5	7
Transitional Housing	28.57% 2	14.29% 1	0.00% 0	0.00% 0	57.14% 4	7
Rapid Rehousing	14.29% 1	0.00% 0	0.00% 0	0.00% 0	85.71% 6	7
Permanent Supportive Housing	28.57% 2	0.00% 0	0.00% 0	0.00% 0	71.43% 5	7
Affordable Housing	25.00% 2	12.50% 1	0.00% 0	0.00% 0	62.50% 5	8

OTHER (PLEASE SPECIFY)

We help people stay safely housed.

Jail visit and service support/navigation

Behavioral health supports(therapy addiction counseling, connection to needed services)

Q2 What would make your work more successful?

ANSWER CHOICES		RESPONSES
More resources, such as:	5	62.50%
System integration or coordination with agencies, such as:	6	75.00%
Information about things, such as:	5	62.50%
Skills to do a better job at things, such as:	1	12.50%
Ways to manage demands/heavy workload, such as:	1	12.50%
Other:	3	37.50%
Other:	1	12.50%

MORE RESOURCES, SUCH AS:

More grant funds

child care resources, car repair, and car financial help

housing, getting money allocated flowing to clients, therapists

mental health supports including emergency shelter for folks with MH concerns, Co-occurring treatment centers, secure, safe, mental health housing

Low barrier shelters, access to treatment beds, co-occurring residential for higher acuity presentations, same day MAT and pcp

SYSTEM INTEGRATION OR COORDINATION WITH AGENCIES, SUCH AS:

ACCESS, HUD, and other forms of state and federal funds

permanent housing, child care,

this is happening barrier is getting staff invested to stay or understanding how to work with vulnerable populations

MH providers, MH treatment facilities (local and remote), MH housing (local and remote)

more collaboration with partners

Full transparencies and access to services across the city

INFORMATION ABOUT THINGS, SUCH AS:

available funds for housing and utilities assistance

permanent housing, child care,

how to engage clients, trainings DBT/CBT

Pathways for systems change around MH needs

Who has funding and how to access it

SKILLS TO DO A BETTER JOB AT THINGS, SUCH AS:

meeting clients where they are, staff actively seeking new ways to motivate clients

WAYS TO MANAGE DEMANDS/HEAVY WORKLOAD, SUCH AS:

staff work/life balance, recruitment, secure money for cost of living wages

OTHER:

A year-round shelter with resource navigation in addition to OHRA.

A safe place for housing the homeless during the day, providing an urban rest stop where the homeless can take showers, launder clothing, eat, rest, meet with representatives from social service organizations like ours.

Improved awareness and subsequent collaboration between service providers

OTHER:

Removing barriers that prevent organizations from engaging (funding that only allows specific things prevents integration and collaboration)

Q3 If you had more resources, coordination, information, skills, etc., what would the tangible outcome be?

FOR CLIENTS:

More housing and utility assistance; more funds for rental deposits

easier transition back into self supportive, healthy lives.

more engagement, lack of consistent staff clients get discouraged

A continuum of MH housing would offer dignity and provide support for folks when they are not able to make healthy, safe decisions on their own

less hoop jumping

Better access to the available resources in Jackson county

More stability

FOR YOUR AGENCY:

more success

better work flow of coordination of care

Reduced recidivism which would ultimately lighten the burden clients carry and make stable, safe, healthy living easier (fewer fines, and other financial burdens)

no change

Cleaner reputation, relationships with our patrons

Help support more people in moving toward their goals

FOR THE SERVICE SYSTEM:

A better-functioning system for helping the homeless

resources to be used to help those who want to better their lives

able to see the bigger picture for success

Right opportunity, right place, right time will make services appropriate and effective

better communication

Stronger support for our most vulnerable citizens

Less impact on emergency services like ED and Law enforcement

FOR YOU, PERSONALLY:

I want to see the women and children thrive in life.

true focus on program development vs training new staff routinely

I'd work myself out of a job ;)

Less burnout

FOR THE COMMUNITY:

More affordable housing and a place other than the public library for the homeless to go during the day where they can shower, eat, and wash their laundry.

unity

witness bigger impact agencies are having on clients lives

Our community - individuals, families, businesses - would enjoy the benefits of a robust economy, safe, family-friendly recreation spaces, and we could recruit the workforce we need

people in need would be better served.

OTHER OUTCOMES:

A better lodging system than the night camping scenario.

Less grabbing of existing funding and more sharing/collaborating to serve our community effectively and efficiently

Q4 What are the top 1-2 things that get in your way?

RESPONSES

Lack of affordable housing of all types. Fragmented approach to helping the unhoused.

A lack of safe, affordable housing, a safe place for the homeless to gather during the day where they can shower, launder their clothing, eat, rest, and meet with social service organization representatives. and approximately \$100 worth of fees attached to city utility bills before a single tap is turned on or a light switch is flipped!

staff retention, recruiting quality applicants

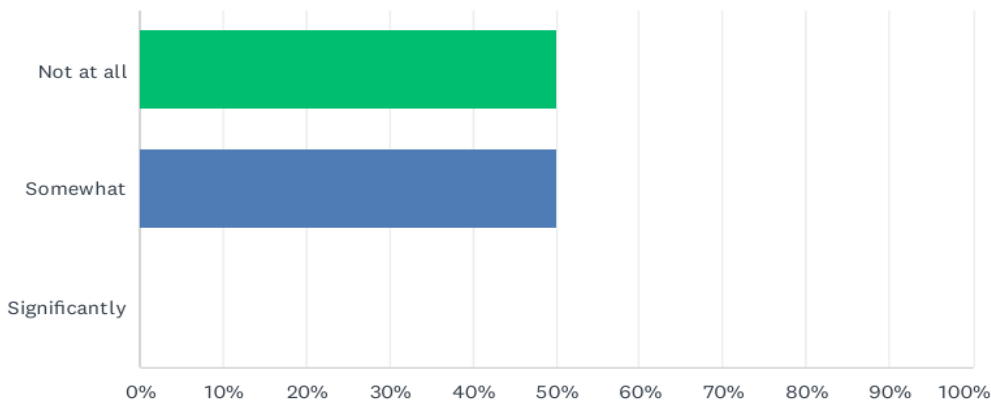
1. Long waitlist for treatment; 2. Lack of MH emergency shelter

staff turnover at agency partners

Siloing of resources

Sheltering and immediate access to treatment

Q5 To what degree has the City of Ashland (city government) gotten in your way?



PLEASE EXPLAIN.

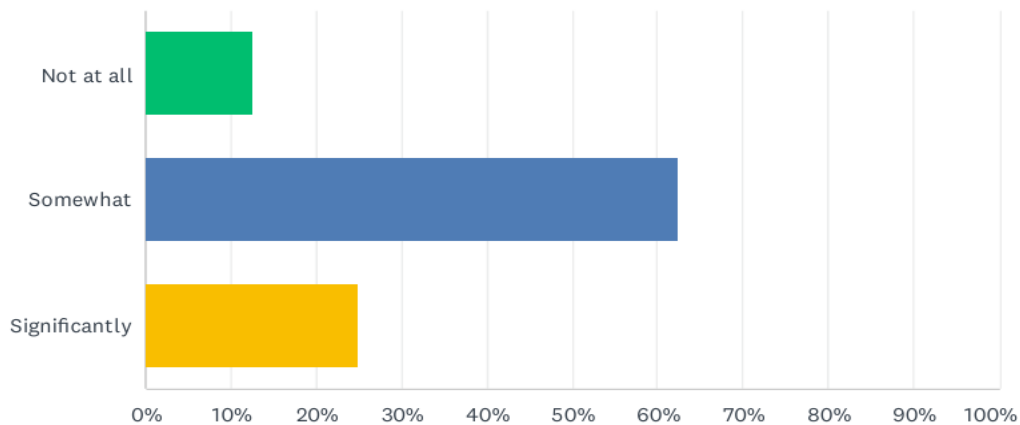
The building @ 2200 Ashland Street would be better used if it were a year-round shelter in addition to being a severe weather shelter. It started in that direction but stopped when time crunch didn't allow for a proper cost appraisal review of needed improvements.

Utility bills for renters that include \$100 in fees before renters have turned on the tap or any electricity is a real obstacle. Landlords have little incentive to weatherize their properties, and renters wind up paying these fees without any opportunity to economize! The fees are on the bill before they have turned on any utility in their space!

Always very supportive

The lack of consistent treatment of our unhoused makes navigation very difficult

Q6 To what degree has the City of Ashland (city government) been helpful?



PLEASE EXPLAIN.

The city is trying to address the homeless population on several fronts, but is hampered by funding and available staff.

The Social Services grants from the City of Ashland were sorely missed during the pandemic. While we would welcome a return to more robust funding of the Social Services grant program, we are grateful to receive the funds we do.

law enforcement has worked hard to keep clients safe and discuss ways to improve coordination

The Dusk to Dawn shelter meets needs of folks that sometimes are ineligible for other shelter options

this is the first year, we've applied for a community grant and it may be awarded. it's not completed yet.

No low barrier emergency sheltering

Q7 Who or what has been most helpful in your work?

RESPONSES

Having a partner like OHRA to navigate with the homeless population.

We welcome the opportunity to share with the Housing Committee the ways in which we use the funds awarded.

The person who allows us to use our facility

How agencies in Ashland have worked together through mistakes and retakes on referrals and all continuing to improve. It hasn't been just one person, a collective community

The best, most helpful thing in this work is relationships with service providers :) These relationships truly make magic happen for people we are serving.

My longterm relationship with community partners

Q8 What action could the City of Ashland (city government) take to be more helpful to your work?

RESPONSES

Work to provide a year-round, safe place for shelter and navigation for the homeless.

Provide space for an urban rest stop during the day where homeless people can gather, meet with social service agency members, wash clothes, shower, and eat. The City needs to extend the ALIEAP utility assistance program to operate year-round for low-income persons and families of any age or condition (not just seniors or the disabled). Household income limits need to be lowered to allow more working families to qualify for assistance. Also low-income families need to be exempt from the approximately \$100 in fees that appear on each bill before a tap is turned on or a light switch is flipped.

not charge for utilities :>)

Continue with what you are doing. I am comfortable addressing needs as they arise

Zoning changes to facilitate innovation around service provision

refine the applications to ask information only that you will use to determine funding.

Provide consistent places and rules for unhoused individuals to perform daily tasks of living. Eating, sleeping, using restrooms.

Sheltering options with targeted case management and access to a continuum of housing services and treatment

Q9 What else would you like to offer?

RESPONSES

I think it best not to locate too many resources for the homeless population at the library as we will wind up having problems similar to what the Medford library experienced. We don't want to drive patrons away from the library who come for it's intended purpose.

The City could do more to let local non-profit agencies know of state and federal funds that are available to help low-income residents.

Help with afterschool / weekend child care/ money for car maintenance.

Thank you for the survey

Thank you

Lack of consistent rules and their execution cause disruption in the lives of our unhoused population. The continual lack of consistent treatment causes added unnecessary trauma for every unhoused person in Ashland

General Population Survey Results

N=282

Q1 Have you personally experienced homelessness?

ANSWER CHOICES		RESPONSES
Yes, I am currently homeless.	2	0.72%
Yes, I have experienced homelessness in the past 5 years.	14	5.05%
Yes, I experienced homelessness more than 5 years ago	33	11.91%
No, I have not experienced homelessness	228	82.31%
TOTAL	277	

Q2 Do you personally know anyone who is living in any of the following circumstances? (Select all that apply.)

ANSWER CHOICES		RESPONSES
Temporarily living with friends/family	100	36.50%
Living in a vehicle	71	25.91%
Living in a tent	48	17.52%
Living in an emergency or transitional shelter	44	16.06%
None of the above	140	51.09%
Total Respondents: 274		

Q3 In the past two years, have you experienced any of the following difficulties related to finding or purchasing housing for yourself or your family? (Select all that apply.)

ANSWER CHOICES		RESPONSES
None of the above	172	62.09%
Shortage of affordable rental housing	80	28.88%
Limited number of affordable homes for sale	64	23.10%
Don't have enough money for fees/deposit/down payment	54	19.49%
Can't qualify for a mortgage/home financing	37	13.36%
Other (please specify)	21	7.58%
Total Respondents: 277		

OTHER (PLEASE SPECIFY)

Unclear guidance from City of Ashland re: zoning & permits for creating affordable housing

I inherited my mom's home, having been her caregiver for many years. Otherwise I wouldn't be able to afford one

Can't afford the high cost of land

Loss of income which risked housing

tried to sell to move to less expensive, smaller house. No buyer emerged

I have been denied housing multiple times for not making 3 times the rent.

Inflated real estate prices post-Alameda fire

I feel incredibly fortunate that my family has long-term, stable housing so I haven't experienced the above difficulties, but I have many friends, colleagues, and acquaintances that have struggled with all of the listed difficulties.

Mortgage interest rates

Inhabitable rental space conditions that owner won't resolve

Unable to get a job that offers a stable income

earlier in my life but not in the past 2 years.

Rent too high

Limitation of urban boundary prevents affordable housing subdivision choices

Utilities. Cost of living here compared to wages is so unbalanced we want to leave.

I already own a home but Ashland is not an affordable place to live. The vast majority of individuals working downtown can't afford rent in Ashland let alone be able to buy.

We are constantly afraid of no cause eviction

don't meet application requirements for income and rental history

Can't afford to purchase a home in Ashland or Talent.

discrimination

limited places allowing pets and smoking

Q4 In your view, how important is it to address the following aspects of homelessness in Ashland?

	NOT IMPORTANT	SLIGHTLY IMPORTANT	IMPORTANT	VERY IMPORTANT	TOTAL
Costs to taxpayers	7.27% 20	21.82% 60	26.55% 73	44.36% 122	275
Impact on local businesses	6.50% 18	14.44% 40	26.71% 74	52.35% 145	277
Impact on tourism	10.43% 29	17.99% 50	22.30% 62	49.28% 137	278
Access to public restrooms	3.62% 10	10.51% 29	27.17% 75	58.70% 162	276
Health and well-being of people experiencing homelessness	5.45% 15	13.45% 37	21.45% 59	59.64% 164	275
Public safety	0.73% 2	5.47% 15	25.91% 71	67.88% 186	274

COMMENTS:

The public safety concern I have seen most is fire in Lithia Park

treat them with respect. Each one of them have a right to exist and thrive. Do unto others!

When I have to say I'd rather have "accessible toilets" rather than the safety of my unhoused neighbors, it says a LOT about the societal infrastructure of this town.

"public safety" includes people living unsheltered

Homeless are the "public", too. They need "safety" as well

It's bad enough that I, and others I know, fear walking in certain public areas because odds are they will be approached and/or accosted in some way by aggressive homeless people. Also, the blight on our city is palpable. It's right out there; the disparity, filth, unsafe conditions.

Several times I have taken my young child into a restroom only to find someone smoking, or sitting on their sleeping bag using it as a bedroom.

There has to be a limit. Were a town of 23k people how many shelter beds, affordable housing options, etc does the city need to provide. I would say great than 100 and less than 23k.

Public safety for everyone, including our unhoused neighbors.

We can do better. Also why aren't individuals that are homeless asked these questions where they have the ability to speak and advocate for themselves?

Some homeless people don't want permanent housing. They like to travel, but often run out of funds.

The city needed to do it's homework before buying a building that is fatally inadequate. It' crazy that pioneer hall has been shut down.

The categories above are hard to answer--because of their inherent bias against houseless people and because of one simple fact: If time, effort and money were spent on assuring the health and well being of people experiencing homelessness, impacts on things like tourism and local businesses wouldn't be an issue. The category "Public Safety"....we are ALL 'the Public'. It seems to me that the people suffering the most from lack of safety are the houseless people in Ashland.

Despite biases some may have against the homeless they are still human beings and they should be treated as such and their safety and well-being are just as important.

Public safety is important and the unhoused community is part of the public.

I live off of Ashland Street. There are homeless all around. The City has chosen to make this part of town the place to stuff all of the homeless. Crime is up. Businesses are impacted. Three of my neighbors have moved citing the homeless issue as the driving factor. Ashland needs to find solutions that are equitable and spread across the whole town, not just in south Ashland. It has to stop.

I worry that people without adequate shelter and heating and sanitary facilities will not only have personal issues but might ignite a wildfire or somehow pass on contagious diseases to the public

It's a complex problem that will require a complex and multi-faceted solution.

Homelessness is a crisis across the US. Housing is the #1 cure coupled with services to treat mental health and substance abuse, and lack of enforcement when necessary to keep our community clean and safe . The hidden costs of not addressing it need also to be calculated.

As a woman, I am uncomfortable with homeless men hanging around my streets and neighborhood

We need to provide services and housing without the perception of possible conflict or threats to residents and tourists

I'm not sure what the bathroom question is about.

People need help, not pushed out of sight.

The homeless ARE the public and should be safe.

I object to the treatment of the homeless as an entity that needs to be removed from our community. I see them being regarded as less than.

Need more local support for chronic mental illness located here and not in Medford.

Ashland is driving me out of here. We are moving and it is because of this and the city's approach. Welcoming all of them to Ashland. Sick of it!!

I would like to see importance of rehabilitation programs to help homeless people get the help they need.

Need facilities for homeless families the mental ill and drug addicts.

People who are unhoused are way more often victims rather than perpetrators of crimes

I am all for the health of people experiencing homelessness, but it cannot be at the expense of everyone else and the businesses in town, or even the general vibe in town, which is a big part of what makes some places "A great place to live" or " a really fun town to visit."

Ashland is too attractive to the "travellers".

We need lockdown treatment centers. Addiction can't be cured with words.

We need to do a better job in providing safe locations and services for the unhoused.

This is hugely important!

I think there are some other aspects that aren't listed here, including impact on residents of Ashland who are housed. It's really important to center the needs of people who experience homelessness and I understand that they are a marginalized group who need support, but failing to recognize the impacts on other residents has the potential to undermine goodwill that folks have toward these efforts. It's great to be concerned about the impact on tourism for example, but people who aren't tourists but live here also want to be able to feel comfortable using the parks and walking downtown and visiting businesses. Ideally, addressing root causes for homelessness and providing homeless services will improve the quality of life for everyone, housed and unhoused.

Your definition of homeless failed to include those with substance abuse issues. Please do not conflate the two issues. You need to treat those with substance abuse BEFORE you place them into any shelter or housing or you will not solve the problem. Street people with addiction are not the true homeless who are not drug addicted. Prioritize: Single women with kids, families, single women/men all of whom are not drug/drink addicted need help now. Addiction need detox/rehab/recovery + guided recovery housing.

We need housing first and then a collision of social and medical needs.

Move them along unless they want help. Most of them are drug addicts that don't want help or rehabilitation.

I don't frequently get out anymore, due to the fact that I don't feel safe around aggressive homeless individuals , which are increasing.

Health & well being needs to be vested interest of the homeless people as much as us taking this survey

There is a difference between bums who feel entitled to camp and delinquent anywhere and people who are homeless and need assistance to get a roof over their heads. It has become unsafe to walk the parks like I use to. It is awful to have vagrants crap in our neighbors yard. Been here since 1968 and for the first time feel we need fencing and security cameras. Drug addicts need lock down services and the mentally ill.

I work for an employer located adjacent to the recently closed shelter. It was an absolute nightmare in dealing with the continual influx of both the legitimately homeless and the many who have opted for that lifestyle. Theft, disturbances in one form or another, were ever-present. Since the closure of the shelter,, the amount and frequency of the above, while still an issue, has diminished.

Providing food, clothing and shelter needs to be provided in exchange for working/contributing to society. If they are incapable or not willing to engage in a functioning society, they need to leave the area or have a higher level of care.

More time, eneregy and resources need to be directed to enforcing the laws, supporting Ashland businesses and keeping them safe, and having a chief of police that will enforce the law and not turn a blind eye to any breaking of the law, however minor it may seem. Also, stop pouring money, resources and time into catering to the homeless. The more services that the city provides the more homeless the city will attract. If you offer it they will come.

3 facet approach: 1}homeless due to circumstances, 2} homeless due to mental illness 3} homeless due to personal choice

Daughter was just harassed by a homeless tweaker. We don't feel safe here. Sick of seeing tents and car camping everywhere

dont put them all in the same nbhd

Public Safety for houseless persons as well as other residents and visitors to Ashland

As a mother and business owner in Ashland, my top priorities are my family's safety and protecting my business from vandalism and drug use/trash. I would like more public safety.

big facility required with rooms, common rooms, laundry and other services. HELP THOSE AT THE NIGHT LAWN NOW!!!! Get them help....stop ticketing them all the time. Find places vehicles can park. stop punitiveness..but get them into care they need...mandatory not voluntary if mentally ill etc

We need to build more transitional and affordable apartments

I think the biggest thing to focus on is the wellbeing of our fellow people and community. This includes unhoused people to a huge degree.

Stop sweeping people who live outside

i dont understand why public safety is on here. are you implying that houseless people are a public safety issue? cause that would be f██████████ up.

The city is not a charity and 'The Homeless' are not all Ashland residents. Ashland should help its own, but it has insufficient resources to help all comers.

Those aren't aspects of homelessness, they're aspects of the dehumanizing aspects of your ersponse to homelessness.

It's not safe for children nor adults on our bike path

Need night lawn supervision and homeless coordinator

Poorly worded question! Access to restrooms... for who? I would like to see less homeless people able to camp out and ruin the public restrooms for the rest of us, many of whom have kids and would rather not be confronted with blood and needles in the bathrooms, dilapidated as they may be.

Homelessness leads to sex trafficking of children. Any attempts to make homelessness criminalization increase makes you a pedophile's best friend. The city council know seem like they want homeless people dead, or sold to sex slavery somewhere else so we don't have to think about them. [REDACTED] this city council and [REDACTED] mayor.

These are confusing

The city needs to expand long-term housing alternatives for different household sizes on publicly owned land, operated by a non-profit, so that profits do not drive management decisions.

The city job is to make sure our city works. Social service agencies are appropriate vehicles to deliver service. Everything the city touches it screws. UpAFN ski area shelter maybe they should just do what we elected them to do. Keep our city working and citizen safe that's why we pay huge taxes for. In November we will vote a new slate of hopefuls in.

Cost to taxpayers should be limited to wealthy and corporate landlords not low income ones.

make drugs illegal again

The homeless problem is dragging our entire city into a downward spiral. We know several friends who are moving out of Ashland because of all the focus and money put into the homeless issue specifically for those who have been in and out of the justice system and don't choose to be helped. Some homeless residents here don't want to abide by the rules of shelters or transitional housing. Those are the people we have on the streets here in Ashland, the ones who chose not to access services for whatever reason.

More in-depth coordination between the folk experiencing this lifestyle, purposefully or not, and local resources/ businesses is vital

Homelessness is now a huge problem in Ashland that is causing me to reconsider living here. Moving is not a solution to the problem I realize but it's getting to the point where I am not always comfortable living here/being in this town.

Criminalizing homelessness does not solve it, or make anyone safer, it just provides fuel for your jails.

while the health & wellbeing of all beings is very important, in my view, we need to not attract people who do not already live in the valley to live here. Perhaps all homeless register in order to receive benefits, such as food, shelter, etc, but no one new can come into the area unless we have enough resources, housing etc, for them. Take care of who truly is from this valley and is homeless, YES

Q5 In Ashland, how frequently do you do the following?

	DAILY	WEEKLY	2-3 TIMES PER MONTH	MONTHLY	MULTIPLE TIMES PER YEAR	NOT AT ALL	TOTAL
Notice persons who appear to be homeless	84.89% 236	11.51% 32	1.44% 4	0.36% 1	1.44% 4	0.36% 1	278
Acknowledge the presence of unhoused persons (make eye contact, nod, say hello, etc.)	36.10% 100	37.91% 105	9.39% 26	0.72% 2	5.42% 15	10.47% 29	277
Talk to persons experiencing homelessness	12.73% 35	18.55% 51	12.00% 33	9.82% 27	17.45% 48	29.45% 81	275
Give or buy food for a homeless person	3.97% 11	8.30% 23	7.94% 22	10.47% 29	34.66% 96	34.66% 96	277
Give money directly to someone who appears to be homeless	2.53% 7	6.50% 18	5.05% 14	7.94% 22	23.47% 65	54.51% 151	277
Donate items to groups that support homeless persons	4.68% 13	4.32% 12	9.35% 26	20.86% 58	40.29% 112	20.50% 57	278
Volunteer your time to organizations that provide services to homeless persons	3.99% 11	5.43% 15	5.07% 14	3.99% 11	15.58% 43	65.94% 182	276

Q6 Where do you see or encounter people experiencing homelessness in Ashland?

RESPONSES

around the co-op; the plaza (I live near there), in Lithia Park, especially in the evening during summer, in parks sporadically. In front of the Police Dept, etc. on E. Main. Much less of a problem than large west coast cities experience.

Downtown

outside the co-op, also Main St where the tents are, or just walking with their few belongings

In every area of town.

Literally everywhere. Main areas are close to the junction of ashland street and sisqiu (near the 711), and downtown.

At the severe weather shelter, waiting to access the Night Lawn, walking along sidewalks, outside of grocery stores, at the south I-5 exit into Ashland

On my street, downtown, at Shop & Kart, BiMart, Alberton's

Near Albertsons and on the way to town, city hall, on I-5 going to Medford

In front of my home, also on my property illegally and pretty much everywhere in Ashland

Around the plaza on Main St., in front of the Chamber of Commerce, and on the slopes of Lithia Park

City wide

Food Co-op, downtown, parks

Work, streets, on walks off street

On the Plaza, in front of the police station, begging on corners and intersections, courthouse on Main St, along Ashland Street, in Lithia Park, and parked on public streets and parking lots.

All over

Ashland City Hall, a complete eyesore I drive by multiple times a day. Also downtown near the Plaza and in front of basically every grocery store besides Market of Choice.

On drugs sleeping on sidewalks and at library.

On the bus, by the Co-op, near Bi-mart, by the police station, at the library, by Safeway

Everywhere

Railroad Park, in front of City Hall, alley behind our house

Food coop, police station, plaza

Plaza/Park area and obviously the police station.

All over town.

Everywhere- walking, sitting on curb, parks, shelter, grocery store, in their cars on the street where I live

Near south freeway inter and downtown

On the streets, in the parks, in front of the city hall building.

Main Street, Lithia Park, downtown, N. Mountain Park and all over the Bear Creek pathway, bike trail.

On street corners and outside of grocery stores.

at church, on sidewalks, in front of stores

Everywhere

BiMart/ShopnCart, library, downtown, Lithia Park, Food Co-op, Umpqua bank lot, Police station, Goodwill area, Rite Aid area, Hwy exits

I see them on the street and I see them at the Peace Meals. I cooked for those meals for a year and I still donate supplies regularly.

Around schools, parks, police station, greenway

I prepare meals and help serve meals 3 days per week in Lithia Park with Uncle Foods Diner and with Peace Meals. I also volunteer at the Ashland Community Food Bank 1day a week. week with Uncle Foods Diner and with Peace Meals in Lithiaith

All over.

I see them on a daily basis walking up and down Siskiyou Boulevard in from of our house, partying in Garden Way Park, sleeping on our property, going through our garbage cans and hanging out around Henry's Laundromat.

the entire south end of Ashland around Siskiyou and the parks

Bi mart area, Grove parking lot area, others

Off the Bear Creek Greenway, the grocery stores, parks and many living in cars.

BiMart parking lot, in front of police station

Everywhere in south ashland, particularly near parks or the cop shop

Throughout the town as I go about my regular activities.

Co-op and Shop-n-Kart

In front of the police station.

Ashland Municipal Court area, all areas downtown, Ashland Co-op, Shop n' Kart, The Grove area, Lithia Park.

South end of town

Near my home on North Mountain and downtown.

albertsons, shop n kart, library, plaza

Downtown, in neighborhoods, south end of town.

Traffic intersections, on sidewalks near businesses, along the greenway, parking lots especially near grocery stores

Nearly everywhere. South exit area. City hall. Plaza. Lithia Park.

Everywhere on flat ground from Lithia Park all the way to both exit 14 & 19

Shopping plazas (BiMart, Albertsons), Exit 14 interchange & gas stations; Main St by police station

At Laundry Love where I volunteer once a month.

East Main Street, Safeway, I-5 exits, shelters, YMCA, downtwon

Downtown by the Mix. At the entrance to Albertsons, Rite Aid, and the Dollar store. At I5 south entrance.

Greenway and trails, Downtown

Hwy 99, E Main St, near Lithuanian Park, Ashland St, near Shop'n Kart

All about town. Often at grocery shops. I volunteer monthly for laundry love

Around parks and in front of public offices

Some of the many intersections in town, especially at I5 exit 14 and Highway 99 at Valley View as well as outside the various grocery stores

Ashland Community Food Bank
Greenway, Downtown and City Hall on East Main
Night lawn, outside grocery stores, walking around town
Plaza, parks, near library, east main, downtown
All over town
At every shopping area and outside my job.
Police department
By my house regularly.
Everywhere
Just about everywhere
South Ashland
Under the Ashland St. overpass at Clay Street.
Downtown near Lithia Park and off Hwy 5 on south end of town
On sidewalks, parks, shelters, greenways
In all areas of the city
All over the city but concentrated in the southern end
Southern Ashland
Ashland Street and council chambers
Everywhere I look. Our street, nearby park, on the way to school.
At the Laundry/Shower Trailer, which is now at OHRA again
All over town!
Under Clay St Bridge along the greenway toward and at Hunter Park.
Everywhere
I work on Oak & B streets, and there are many homeless people there. They are constantly there.
Downtown, near Market of Choice and Shop N Kart
South part of Ashland
Exit 14
I'm front of the police station, downtown, along the bike path.

Ashland St between exit 19 and Walker

Downtown, police station, Albertsons

Around the police station, sometimes in parks

Shopping center, passing the Police station

On the streets, sleeping in cars/buses at Lithia Park

Everywhere. Most of them aren't homeless by lack of choice. We have created a haven for people to live ferally. Actual homeless people are the ones seeking the help that is already available.

Mostly south Ashland

In front of the police department mostly.

parking lots, public spaces, lawns, the GRove

The parks where my children play and outside of every grocery store

entrances to the BiMart/ShopNKart parking lot, Albertson's, walking along Siskiyou Blvd, around the DHS office and laundromat, near Taco Bell and Wendy's

The Plaza, all grocery stores, around SOU most everywhere.

Wandering the streets

on Main Street; on Lithia Way; in front of, at or behind the library; at the plaza; in front of the co-op; in the Safeway parking lot

Mostly south Ashland especially in the bike path under the over pass near Clay Street, cemetery and in and around Hunter park.

EVERYWHERE. One of Ashland's finest threatened to fight me. I am an old woman and I was at the laundromat doing my laundry in the day time. That is when it all changed for me. And it has steadily deteriorated alot since then sadly.

Every where

In thw plaza, getting on and off the freeway.

In front of city/municipal building, public parks

Outside the civic center, at street corners. At the food bank.

South Ashland and in the parks

The south end of town near freeway, albertsons, shop n kart ,good will, and also the police station near east main and ashland st.

I live on the south side of town and have seen a big increase in the number of unhoused people on this end of town as they've been somewhat pushed out of the downtown area. When I am driving, I see folks every day near the south I-5 on/off ramp, and I see folks daily when I drive by the dusk to dawn night lawn. I don't got to Albertson's/Rite-Aid every day, but every time I go to that complex I encounter people experiencing homelessness and I see people often at the intersection of Ashland St and Tolman and along Tolman. I don't find the south end of Ashland to be very walkable at this point so usually I see folks rather than encounter them on the street so there's not much opportunity for direct interaction (eye contact, saying hello, etc.). When I do see people when I'm not driving I try to acknowledge them. I also know a couple of guys who congregate near my place of employment and sometimes sleep near the building. We always chat and have a good rapport and I've given them food/snacks when appropriate. Sometimes they are under the influence and I give them space at those times.

Downtown, south of town, police station

City hall, the Grove I am not out much because I am handicapped

On the sidewalk outside Stop & Shop. They hangout on the sidewalk to smoke, drink, and demand money from tourists and anyone else trying to walk on the sidewalk.

Everywhere. Especially downtown, south Ashland & by the police station.

Ashland hospital, Main Street, downtown, near Umpqua Bank by food coop, library, East Main St., in cemetery, in parks, by railroad tracks, near university, near Market of Choice, near Shop n Kart, near Albertsons, near RiteAid

Everywhere!

Police station, plaza, along main by cemetery, etc..

Ashland Police center. Plaza. Railroad Park. 7-11 near SOU. Library (!)

parks, benches, sidewalks, plaza, civic center, grocery stores, parking lots, pretty much everywhere

Police station In the mountain trails and along the freeway Ashland exit.

South Ashland only, they were all put here because of OHRA and the new shelter

Parking lots

Bear Creek Greenway, downtown Ashland, Tolman Creek Rd area

South Ashland, police station, case coffee, co-op, Safeway, cemetery

South Ashland

Bi-Mart, Shop N Kart, Ashland Food Co-op, parks, in front of the police station, downtown...along Bear Creek. And every other week on our street going through recycling bins.

The shopping centers, car wash, almost anywhere now. Don't give food after having hot soup and food thrown at me. Won't give dog food after being told their dog only eats premium foods. Yeah. Sad for the truly homeless who would live help. Ashland has been so huggy that they have the bums coming by droves.

Main street, south Ashland, Ashland street, co-op, downtown, etc

South Ashland

Under the bridge at Clay St, I have seen people smoking crack right in front of my children i we rode by on our bikes in daylight. Near the freeway, near the emergency shelter, Ashland police station.

everywhere

In south ashland in ashland street

I work for the Ashland school district and we have more families experiencing homelessness than is visible on the streets. I appreciate the effort of the Ashland Library, however, as a women with an infant child, the have been several instances I didn't feel safe when houseless people at the library were in a mental health crisis.

all over town, but in particular, on the "south end of town, since our local government has seen fit to locate most of these people on that end of town.

library and parks

All over the city

Along I-5, walking the streets, tents around town

Ashland Food Co-op

Mainly on the South side walking my dog

Library, Parks, Grocery Stores

Parks, downtown, E. Main St.

Parking lots on the south side of town (shop n kart, Albertsons.) near the police station. By the freeway off ramps, down on the north side by the wellsprings and sometimes downtown

Parks, downtown, in my job

Railroad park, near Ashland police hq

Downtown plaza, street corners, parks

downtown, grocery stores, parks, in front of Police Dept

On the street; on bike paths; in the parks.

Freeway on /off ramp

E. Main St. sidewalk, downtown, freeway exits/entrances, Co-op, parks

All of the parks, downtown Ashland, all grocery stores, freeway on/off ramps, N Main St, Ashland Street, Railroad tracks, Tolman Creek area, Ashland library, Ashland police station yard and in front of The Grove on E Main St, the field behind Albertsons, all culverts, creeks crossing under roads.

Along roadways
Downtown and at my work
Freeway entrances and exits, parks, in and around local business, the undrepass/bikepath in South Ashland. In and around ORHA and 2200 Ashland Street.
South Ashland
pretty much everywhere. Fewer in the downtown/tourist oriented plaza.
Ashland Street, Tolman crk
Triangle Park, Downtown
every grocery store in Ashland
Night Lawn and street, freeway offramps,
South Ashland, downtown, police dept area, bike path.... Freeway, highways
Near Shopping Kart, by City Hall, parked in neighborhoods, near railroad tracks. Mostly South Ashland.
in front of my house /on main street/sis-q, etc
Near or around Exit 14
South Ashland, around OHRA, Shop n Kart, Bi Mart, the Overpass and the railroad tracks
Lately there is a concentration of folks moving from the Nightlawn to in front of the Police station, near the Co+op, at Shop N. Kart and at the two I-5 Exits. There doesn't seem to be many who are on the Plaza as it was before the ordinance was passed.
Outside the police station, walking on the street
Downtown and at grocery stores
parking lots of most grocery stores, plus downtown area of Ashland
We mostly seen them loitering around the exits, all over South Ashland, and around the businesses near Southern Oregon University
Plaza, library, Garfield park, in front of the police station, the shopping center where Wendy's is, the parking lots of Bi-Mart and Albertsons, at bus stops.
7/11, triangle park
grocery stores or by the night lawn
Public Library, food co-op, plaza, parks
All over
By grocery stores

Along siskiyou and 99 near sou

Unhoused folks should be allowed to exist everywhere, unfortunately this is not the case. There are select spots where the most unhoused folks feel as safe as possible in Ashland. The last big camp I saw was actually right in front of the Police Station. I pray it is still there, intact.

All over

Largely the area around SE Ashland. Tolman Creek/Ashland Street.

Everywhere

The homeless are everywhere just like every other city.

Police station, parks, walking downtown

In Lithia Park, outside city hall and in high traffic areas downtown

APD, downtown, ShopNKart parking lot

At the bi Mart and Taco Bell and the on-ramp towards Yreka

Everywhere

South Ashland

Everywhere

At the stores and by the police station

all over town

On the south side near Taco Bell mostly but also down town

Everywhere, downtown, Ashland St, Exit by I5

In my neighborhood , multiple people passed out in the sidewalk, not safe for the exposed to the elements or my kids trying to walk to school

E. Main St.

Everywhere. Hard to find a place where they are not.

sidewalks, parks, encampments, Greenway, streets, yards

Outside

Pretty much anywhere in town. And I see their tents/spaces wherever they can hide them until they're kicked out of that area too.

Brought in by APD or AFR to the emergency department.

downtown, parks, walking trails

downtown, coop parking lot, grass area near the grove

Downtown, plaza, Safeway, bus-stops, library, Triangle Park, City Govt offices

Everywhere

All over everywhere. Mostly on the south side.

Walking North on the south bound I-5. Very dangerous!!

City Hall eyesore, bike paths, plaza, Bi-Mart, etc.

Bimart, Shop N Kart, Green Way path in south Ashland

The Grove night lawn, OHRA Resource Center

Outside the police station

I live on the south side, so see many daily.

Everywhere! Walking by my house even on Morton Street, where they never used to venture. Parks, streets, everywhere. I bet if Tighe did a count, it would have to be hundreds.

Everywhere. ██████████ for trying to hurt homeless people.

South end of town, Co-op, Police Station

Exit 14 off/on ramp-Shop n kart-rite aid

On-ramps, courthouse, the plaza

streets, parks, outside stores and in parking lots

Everywhere

Everywhere throughout the city limits (parks, streets, store parking lots, near I-5 exits, greenway, while driving)

Mostly in front of the police station, near grocery stores (all), at the library, and at the plaza.

Downtown streets, on the Plaza, at the library, Lithia Park, along the city-wide bike path, at Triangle Park, Railroad Park, outside of grocery stores, Bear Creek Greenway, outside of Wendy's and the Dollar Tree...might be easier to ask where I don't encounter them.

On the street, in Bi mart parking lot

I am a local community minister and clergy

Everywhere

On Pioneer, downtown streets, E Main, Tolman Creek, Clover St,

Every where in town

By plaza. Food coop rvs on streets. Lithia park. Police dept Main St

Everywhere, but especially surrounding SOU and bu the 7/11

On A Street.

we housed and paid phone and y membership and helped with food, a heater for his tent etc. one for 7 months in a tent and let hm live in our back yard until his drunkenness became a problem for us and our neighbors. even helped him get into OSHA low income housing. However he managed to get himself kicked out of there in three weeks. So, we're done!!

Near city hall / police station, local grocery stores

everywhere

Lithia park, by the police station

Downtown, Shop & kart,

Most of the main streets

In front of the police station/on the plaza

police station, library, food co-op, downtown, parks

Bi-Mart/Shopn'kart lot, near Albertson's and Rite Aid and down town

All over Ashland. Especially in South Ashland.

At the Vallley View Road access to I5. Along Siskyou St.

Griffith park, bear creek trail

Downtown

Downtown, walking from downtown on Main Street toward the police station, in front of Shop and Kart, on Ashland Street in the Albertson's shopping center or on the sidewalks

Mostly by the police station

From south to north end, in all 10 of the fire zones across these 7 odd miles of city limit

Where I shop. On the street where I live. In public places (like the library) where I am now sometimes uncomfortable going. In front of our very own police station - what an unsightly mess! In our parks. Sometimes even in my yard (confused or high up n something)

Downtown, on E Main St near the Grove, grocery store parking lots, walking on Siskiyou Blvd and Main Street

downtown and on siskiyou blvd

Everywhere

Q7 How much do you agree with the following statements?

	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	TOTAL
Services to homeless people in Ashland are adequate to meet the need	32.36% 89	28.73% 79	18.91% 52	8.73% 24	11.27% 31	275
Services to homeless people in Ashland should be reduced	47.25% 129	14.65% 40	17.22% 47	8.79% 24	12.09% 33	273
Services to homeless people in Ashland should be expanded	16.25% 45	11.19% 31	14.44% 40	21.66% 60	36.46% 101	277

COMMENTS:

The fact that we have to BEG for anything, and this poll allows people to full stop say they think that what meager scraps have been handed out aren't enough.

There is a spectrum of needs, but all services should meet people where they are at and be focused on the next step to stable permanent housing.

Don't know for sure

Better solutions are needed and camping / loitering/ soliciting and intimidating residents is too common and needs to be addressed

I honestly haven't studied enough to know if the services in our city are adequate enough. I do see a lot of them but also a lot of homelessness. Is it because we do offer services that homeless feel comfortable being here and out in the open and publicly approaching and sometimes accosting folks just out doing their own business OR it's like this because we are not addressing it adequately.

This is a systemic societal problem based on the network of support fraying often due to addiction and mental health issues. Wherever there is money, homeless will come to panhandle and seek out resources. Businesses need to collectively unite around anti panhandling laws and require busking licenses. Further, they should all have public statements encouraging tourists to donate to a vetted local charity rather than give cash to the homeless. If those experiencing homelessness aren't willing to submit to the charity requirements they will need to move on.

See previous comment about limits. We can't house everyone in the country.

We need more shelter.

Come on- human decency- we can do much better

Those who want it, should be able to live in adequate housing, be employed, and join the rest of us.

this isn't going away without increased low cost housing

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this isn't going away without increased low cost housing

The city has been unremittingly callous in its treatment of houseless people. It's been one poor choice after another. (Spending millions on that building without dealing with the fire insurance issue???, lying about access to Pioneer Hall. Offering NO PLACE for the Peace Meals. Offering next to no place for people to camp, sleep unaccosted, sit down for a break, eat a meal (a meal, I might add, that costs the city nothing). Houseless people are constantly harassed and blamed for circumstances and events that are either beyond their control, or actually fomented by the city's cruel treatment of them.

It takes a village and no one person is any better than the other. Housing, food, clothing are all human rights and we, as a community, should do what we can to help those in need.

Ashland has become a magnet for non residents

It sounds callous but it seems like the more that is provided, the more homeless there are. Many homeless have mental health issues which somehow become the problem of the police. Some have been the victim of circumstances. Others just don't want to work or be part of society. Those are the ones that are frustrating and dragging everyone else down with them.

We need more regulated camp sites like the one by the police station. And the motels purchased for temporary living. But not in areas meant for public use.

If people get too many services for free it will increase the need as new folks are attracted to the services here.

HOUSING is the answer to homelessness.

Mental health services are important. What about enlisting homeless persons to perform some service (ie trash pickup, bathroom cleaning, help at the food bank etc) in exchange for some benefit they receive. This would help some benefit their self esteem, +/- or sense of purpose

If you build it they will come (to Ashland).

Forcing people sleep outside during the cold rainy or icy season is inhumane. I have donated many meals over the years to the various spots where shelters have opened and later closed. My church donates a lot already. We can do better, and that means all of us, including homeless people who are healthy enough to pitch in at Food Bank and similar places. This approach worked well in a small community I moved from.

It's a basic need to homed

I recognize there are \$\$\$ limitations to how much can be done

This is a national problem, not just a local or Oregon problem.

You've created a significant hazard at the night lawn by taking no responsibility. [REDACTED] has succumbed to his injuries from the January altercation there.

The more services the more homeless will come. It seems to be a minimal impact on our town at this point. More services only bring more homeless

A day shelter. Place to stay inside in the day

I think that they should be given the respect and dignity that any human being deserves. the reasons for homelessness can happen to any one of us.

There is food opportunity but there should be some more housing available

Not being homeless myself I don't feel qualified to answer this. What I feel strongly about is the sidewalks/parks/bathrooms can't become taken over by the homeless.

Must increase beds and services available to take unhoused off the streets

The more services we provide, the more people will come

The city is merely placing a bandaid. Spending money on extremely temporary solutions and welcoming transients to rifle through our cars, loitering our business and trash our parks.

I can't understand how we can have homeless seniors and children. In England they have something called "sheltered housing" where such people are placed. No clue how it's funded though.

Seems like we keep doing more and more, is it working? We don't want to create an ecosystem of NGOs that really on function to support themselves

I don't know if services are adequate to r the homeless just don't utilize the offered services because there are way too many homeless people on the streets.

I see two distinct groups (of course there are outliers): unhoused families, who should immediately be housed for safety, and individuals with acute mental health needs. Of course all deserve homes, but families, for safety and well-being, need housing & support in job placement and quality child care. Those with acute mental health needs should be provided counseling support first and foremost, along with transitional housing, such as Osha, with support through tracking & check-ins.

Homelessness is a national issue and trying to solve it at the local level will not work

these statements are too vague for me to rate them. When you say adequate, do you mean that I think the current services are being adequately administered? Or that the fact that they are offered is adequate? For example, I think it is important for people to have a location to sleep and also don't think people who are protest camping should be pitching tents in the parks and on the plaza. I think having the night lawn is an adequate service to ensure there is a place for people to sleep AS A CONCEPT. But I don't think the night lawn is adequately managed or supported. That's just one example of why I don't feel I can agree/disagree with these statements. There is a ton of nuance that is not captured in them.

Put yourself in their shoes

Housing first

What is meant by services?: Healthcare? Food? Lodging?

The pallet homes in storage on B/mountain MUST be used for the homeless! They have just sat there for four winters while people froze.

These are not the right ranked questions. This is a national and state issue. Ashland can never solve this problem, and there are not enough local resources. To think otherwise is a mistake on the part of the Mayor and council. We know you want to do right think however in this instance it is nearly impossible.

the more services Ashland provides the more homeless persons come to Ashland

Stop attracting more people here offering them more stuff. This is a small town!

I just don't know

Services to the homeless should NOT be offered as a cookie cutter approach because every homeless person is unique and has a different experience

Individuals need to be invested in improving their lives as much as those providing them services.

Give a hand up, not a hand out. zero tolerance for home free on public land. If mentally ill or drug addicted, require social services and raise taxes to provide funds for these social services

read my earlier comment, that says it all. These questionnaires don't really fit how I see things. I'm completely compassionate but don't want to attract hoards of people from out of state etc.

You cannot tell the truly homeless (and ill) people from those that prefer that lifestyle, yet will take everything that society/government offers them. Homeless people are stationed all over the Bi-Mart/Shop N Kart parking lot. At one time, all of those businesses were hiring (Taco Bell, BiMart, Shop N Kart, Miller Paint, and the Oil Stop. When I inquired of several of the homeless why they wouldn't take the opportunity to seek help and present themselves for employment, I was told that they weren't interested, or I was told to "Go [REDACTED] off." Whatever empathy I may have had for many of these people, is quickly dispersing into the ether. lot

It's a tough call.. As long as we continue to provide food, shelter, and clothing homelessness in Ashland will never go away. In fact this will be the place to come. Sad to say, even if they all got jobs it would be almost impossible to live here due to the cost of living.

rotating shower trailers around town, more access to bathrooms and hand washing

Every community in the US and the US government needs to start providing services of all kinds and we need to house people.

It's a hard question. More services seem to draw more homeless

"expanded"??? Services could be better organized, better thought out

Services should not be expanded for those who choose to be unhoused.

The more that is free !! The more will come . Get to Root of issue. Do some math , on population vs homeless?

Free housing and food gives the homeless no incentive to improve their lives. They simply become complacent and do not strive to improve their lives.

Not sure about expanded but better thought out and managed

A few hundred dollars for rat traps around the "Night Lawn" would be a huge improvement at minimal cost.

see comment re: 3 facet approach

Providing more services will attract more homeless

Needs to be distributed so it's not all in south Ashland. I regret buying a home here so much. We want to move. It's a bigger problem than just homeless people I realize

Not sure what the solution is. I know OHRA does a good job. Maybe another similar situation on the North end of town.

i live between 2 shelters and the value of my home has decreased

The expansion, however should be funded by a regional/national/ state collaboration

It's a very complicated population to help, with many different backstories and ability levels. Underlying drug use and mental health issues make some of wary of interacting.

"Build it and they will come" as the saying goes

getting them services will help us all....start with the Night Lawn and anyone who seems mentally or physically disabled. Find places for folks to park their vehicles and store their gear.

Lets define "services." I think access to daily community meals should be prioritized over access to high-cost shelter options. A functional camping area should also be prioritized over cost prohibitive shelter options.

Unhoused people are people. Regardless of their relationship with drugs, the law, and/or mental health they deserve access to services that help keep them alive and safe. There are kids, families, pregnant people, disabled people and other minorities included heavily in unhoused populations who all need access to services. Until I stop hearing about unhoused friends dying from the cold, the heat, brutality, or any other easily avoidable circumstance, the services provided are not enough.

There needs to be a multi-layered strategy with multiple shelter options and camping allowed, but with services and accountability and support.

The term "homeless" is a weighted and will skew the responses. The term "unhoused" should have been use for the purposes of this survey.

Housing first approach, people will not make it out of the street if they're ticketed, forced to remove most of their belongings and beloved pets to stay in a shelter, and not have to worry about paying rent while dealing with mental health or drug dependence.

The more services we provide, the more homeless people will gravitate to Ashland

The city is so far off track in this regard

More services means more homeless without drug treatment

There are not enough services to help people, all the shelters require sobriety and that is extremely hard and unrealistic for people living on the streets especially when there is no place for them to go and detox. No one is going to be able to get sober on the streets. There needs to be detox centers and separation between the women/family shelters and places for people who are not sober to be.

We need a Cahoots type program to deal with the welfare checks and wellbeing so it doesn't tie up our law enforcement and 991 services for medical emergencies

I think a dedicated camping site, with porta potties and security, is needed.

A badly worded question. If you are speaking of city provided services, my answers would change. However, we also have a fairly robust private safety net that also enables continuing homelessness.

Shut down the night lawn and let people sleep at night without being hunted in the night for sleeping. They don't need fines NOR do they need a concentration camp.

As long as housing is costly and inadequately available we should have more services.

temporary shelter is a bandaid, need a real solution not only in Ashland, everywhere, federal government should do more

It was cruel what happened to the shelter

Services only draw more bums here.

Need supervision of night lawn and homeless coordinator

Enablement is NOT the solution.

OHRA proves that their utility function is actually negative every day they kick someone out. Before we had rampant homelessness, we had the gumption to put the mentally ill in institutions. OHRA is a sad excuse for an institution. These people need hardcore care, not opt-in/opt out care. Concentrating these (mostly) drug users only exacerbates the problem, the data is clear.

This should not be an issue, you should care about people with no homes. █████ ashland and it's racist hate for poor people, no wonder young people hate it here and you can't find workers.

If we keep putting more money into this they will just keep coming from other places. We are a small town and can't handle anymore influx of people. Serve the people who actually live here or are resident.

Need to help people who are willing to change and also help those who are mentally ill and aren't able to take care of themselves

I don't feel that I know enough about what services are offered to make an informed decision on whether there is enough of not. Working for the library system, I know that we offer a lot, but I'm not sure what else is provided, and if it's easily accessible for people to actually use.

I don't know how many homeless people are in Ashland. Homeless advocates say all the homeless are long-time residents, but when I speak to them they are almost always from other places. We seem to be becoming a destination for homeless people in the Rogue Valley and outside of it.

Very clear questions thank you

Regional efforts to address the problem cannot be successful without the assistance of state and federal partners.

We are a community of 20,000 we can't support the world. We are over taxed and most of us tired of watching our tax money wasted like shelter and cleaning up after druggies.

Addiction and mental illness however is much of the problem that needs to be treated.

homeless people are generally not from here. It isn't Ashland's job to house out of town bumso

Ashland is a very giving city but the more we give, the more people come here and expect more... I'm not talking about the women with children/people who are having trouble finding housing, I'm talking about the chronically homeless. We cannot help them if they don't want to step in that direction too. No one rides for free--none of us.

Making people move from one side of the police station to the other is mean spirited and cruel. These are people too. Ashland council members who approved it should be ashamed of themselves, and replaced by people with compassion.

The outreach and advocacy needs to be readjusted, not made larger or smaller

I sound like the privileged white person who doesn't want homeless "in my backyard". In some ways I am because I truly don't know what the answer/solution is. I just know it's become a huge eyesore, a public safety issue, a detriment to our tourism and a complicated issue that the city has spent a ridiculous amount of money on recently, to no avail.

Q8 Where do you think funding for homeless services should come from?

	1	2	3	4	5	6	TOTAL	SCORE
Federal government programs/grants	48.86% 129	17.80% 47	15.91% 42	14.02% 37	0.00% 0	3.41% 9	264	4.91
State government programs/grants	21.59% 57	47.35% 125	14.02% 37	13.26% 35	3.03% 8	0.76% 2	264	4.69
County budget (taxes/general fund)	2.27% 6	9.47% 25	42.80% 113	16.29% 43	25.76% 68	3.41% 9	264	3.36
City budget (taxes/general fund)	7.58% 20	4.17% 11	9.85% 26	31.44% 83	10.61% 28	36.36% 96	264	2.58
Charitable foundations/grants/giving programs	12.12% 32	9.85% 26	12.50% 33	15.53% 41	45.45% 120	4.55% 12	264	3.14
Community giving/philanthropists/donations	7.58% 20	11.36% 30	4.92% 13	9.47% 25	15.15% 40	51.52% 136	264	2.32

Q9 How many organizations do you know about that are working to provide homeless services or working to end homelessness in Ashland?

ANSWER CHOICES	RESPONSES
1-3	161 59.41%
4-6	85 31.37%
7-9	16 5.90%
10 or more	9 3.32%
TOTAL	271

COMMENTS:

funding from whatever sources have programs that can provide funds and are sources of sustainable funding

Night Lawn, OHRA, and the COA shelter which NO LONGER IS OPEN!!!!!!

Volunteer and private donations and charitable organizations are all I'm aware of at this time.

Didn't you guys just buy a giant building near the Waldorf school to how is all the homeless people with our tax dollars?

directly and indirect services- I work for a mental health org

I've attended seminars on this subject to see if I could get help for my daughter who was homeless for ten years.

OHRA is doing an amazing job

SOJWJ, OHRA, Sunrise Village Sanctuary, Ashland Food Bank

Not enough

OhRa. [REDACTED]. Various food distribution points, including the library and some churches.

not enough

We live in a generous and caring community

We need mental health facilities, detox centers and otherwise a work for housing program (on farms, in construction)

Mental health services are very much needed as well as drug and alcohol treatment.

None

Way too many. All they do is entitle these people. They do not help or eliminate the problem. Huge money maker.

Better coordination would help.

I can think of at least 3; I suspect there are more that I am just not aware of.

Asante hospital charitable care, Asante Foundation, Ashland Community Health Foundation, City of Ashland, State of Oregon, U.S. Government, HUD, Oregon Health Plan, AllCare Health CCO, Ashland Food Bank, OHRA, SOJWJ, UnitedWay, Maslow, Ashland Schools Foundation, Access, Rogue Food Unites, Community Works, BASE, Ashland Growers Market, Goodwill, SOU

there doesn't seem to be a central oversight organizations of all the providers

Nonprofit organizations would do more for the community, if they considered working with the homeless population to change their behavior; provide help needed. Been there, done that!

Like said above, I appreciate the services the library is providing, however wonder about the safety of having these around children.

This is a national issue and the Federal Govt needs to at least participate in the solution. Non profit organizations need to be supported as they are grassroots and understand the issues. E eryone needs to chip in to solve this problem.

please stop attracting homeless people to our little city of 21,000

Probably more. OHRA being the most out front. Number of religious organizations overwhelmed through CoVid have not recovered

need more coordination and more funding for all

Ashland should support local non-profits versus trying to to take over the services themselves.

None, they're coming from medford

Question 8 is terrible. Don't you test these things?

Housing is a human right, support habitat for humanity.

OHRA,ACCESS,AllCare,LaClinica,many grants,FoodProjectPeaceMeal

Barely any services. I met my girlfriend to years ago when she was living at the only shelter in town. The manager ██████████ her because they knew they could put her on the streets if she spoke up. On the streets she faced rape and assault. Ashland people who don't care are monsters killing this country.

All I know about is Jackson County Libraries, Maslow (are the in Ashland?), and OHRA.

NOt counting the City

The funding should be put forward in part by the unhoused community itself

Q10 What role(s) do you think Ashland city government should play in addressing homelessness? (Select all that apply.)

ANSWER CHOICES		RESPONSES
None of the above	21	7.55%
Deliver services with City staff and funding	90	32.37%
Fund services provided by non-profit organizations	128	46.04%
Secure grant funding	198	71.22%
Convene or lead plans to address or end homelessness in Ashland	174	62.59%
Collect data/monitor efforts to address or end homelessness in Ashland	182	65.47%
Participate in plans to address or end homelessness in the region (Jackson County)	196	70.50%
Other (please specify)	53	19.06%
Total Respondents: 278		

OTHER (PLEASE SPECIFY)

Literally all of this, and it should have been happening DECADES ago.

Provide and require housing for homeless people

It should be a collaborative process between city, state, federal government entities and charitable and volunteer groups, as well as homeless representatives themselves.

It should be an issue that is discussed but not one that puts the needs of often seasonal residents and travelers over those of low income working class families.

Why can they camp anywhere in town with no repercussions but me and my family who pay taxes cannot camp anywhere we want?

I think salaries for serving would need to be considered if council is to do more.

Educate our city council on how to act with more decency

I think developing a "speaker's bureau" consisting of houseless people and advocates would be a good start. Then organize ways for them to be invited to speak and meet and greet community members. The city needs to take this on not as a "Problem that needs to be policed" , but an indicator of an ailing community (and nation, really). It seems to me that providing ways for creating a series of events intending to introduce houseless people to housed people would be great.

Assist the local charitable organizations in their efforts to provide services to the homeless and not obstruct our efforts by placing roadblocks by denying our group access to community facilities.

Pay attention! Frankly, I am embarrassed by our zeal to add bike trails and the grand plans for the water treatment pla. I'm seriously considering moving to Talent or Phoenix because, as a retiree on a fixed income, I will be unable to afford the already-high fees. I used to recommend moving to Ashland. I no longer do.

Hurry up and do something.

Allow grant money to be utilized for it, Those who are "homeless" or nomadic has always been a part of ashland. There is a wide range and there should be housing available even if it's not free and has some payment involved or work trade - just trying to eliminate those who live off the land is like eliminating an element of Ashland culture. It's been around for a while and it won't affect tourism - those who live off the land are respectful and actually afraid of getting booted- they are not tweaking on drugs or being aggressive so let them be.

Follow what Grant's Pass did

I am concerned that funding more services in Ashland but not the broader area will lead to more homeless people coming to Ashland for those services. I think all homeless services and providing housing needs to be done on a large scale so one area is not "better than" another in terms of services and housingl

Lockdown facilities with addiction treatment,not jail.

Get rid of it. Stop inviting them here which is what Ashland does. Sick of it.

On the street counseling & LSWs whose role it is is to collect data to inform planning with local & government agencies, provide basic needs (such as blankets, shoes, socks, immediate food vouchers & water, etc), connect unhoused with appropriate services

Work to provide better housing options for all.

Ashland should coordinate with the county, county should coordinate with state and the state with federal government. Again, local resources cannot solve the problem and will only divide the community if scare resources are spent and no resolution results. Just watch.

Truthfully, the community needs the awareness that not all homeless individuals are bad, or at fault. Ashland is racist towards the homeless population and the low income, which add to their woes.

address homelessness of those who truly come from this city and county; don't bring in others.

Deal with drug problem. No weed shops , no mushroom shops . Etc

Consider implementing the MHSA program that has helped homeless in California.

Pay attention to cost. What was the average cost per homeless person that the city spent last year? How does this compare to the cost, e.g, of a motel room?

Lower taxes for home owners and businesses affected (south Ashland) our property value goes down yet our taxes go up. I pay crazy taxes for the schools yet my child is afraid to walk to school

they are not adequately trained to address the problem. 2200 was a \$2 M failure. please stop

The City has been leading efforts already. Other regional and state agencies need to step up to th crisis. The City has a lot of other priorities to take care of

Stop making it illegal for homeless people to exist. Offer them the help they need to survive.

Public rest rooms are paid for by the city, correct?

The Ashland city government should prioritize the well-being of its citizens/community members. Yes, the city should address the issues of the unhoused. The city should not do this by continuously pushing unhoused people out and making the city of Ashland unsafe for them. The way to end houselessness is to provide stable, affordable housing for everyone.

Open the 2200 Ashland emergency shelter / stop overpaying for commercial property.

City staff SHOULD NOT include police

Discourage homeless people from descending on Ashland!

Create/build housing for low/no income individuals/families

Get the hell out of the way of the people actually doing the work. Find space for meals! Stop being jerks.

If

I'm not sure what the city should do, but the problem is only getting worse :(

Stop the fining and arresting people for living here without housing. People are living in every city without housing and you're not going to make a homeless mecca by letting them sleep at night and ticketing away their money. Those ticket funds don't get spent at local businesses, and the obvious anathema to counterculture keeps a lot of other money from being spent here too.

Get supervision for night lawn, hire homeless coordinator

Vote out ██████████

Resist/do not support efforts to criminalize homelessness

Change laws to require families take responsibility for homeless members, disallow panhandling

Provide space for volunteers to feed thr needy (such as Pioneer Hall.)

listen to the experiences of people navigating shortages of housing

See comment to #4 above

Coordinate the construction of permanent housing (I.e. land trust) and acquire assets to effectively address the underlying problems that contribute to the problem.

Stay out of way please don't help we can't afford it. Tax payers are maxed out

make city camping illegal

Enforce city regulations on homeless access to city parks and public spaces

Have a shelter!!!!

Encourage working with other cities, for example, if Medford has available beds, bus fair to send people there. I don't think there is inherently a right for those who come to Ashland to require Ashland provide them all services (ie housing). Depleting all our resources.

Challenge yourselves to live this life, one day, one week, however long it takes to get the fullest experience

provide people housing

Q11 What other actions should the Ashland city government take to address or end homelessness?

RESPONSES

need to be coordinated effort within the community & the County

Not sure yet. Just moved here one year ago but feel something needs to be done to at least get them temporary housing and work so they can improve their lives

2020 & 2021 Federal Child Tax Credits/COVID relief: Big checks were mailed to parent automatically that had filed taxes recently. \$300/mo for children 4 yo. \$350 for children under 4yo. Homeless parents were the least likley to have filed. Potentially, thousands are still available if they receive help from a tax professional to file back taxes. 2020 refundable tax credits may bot be available anymore, 2021 probably will be???

Ashland should have a drop-in center open all day and a large congregate shelter open every night with a separate wing for families with children.

Create community outreach and support; in a town where the majority are rich, entitled "hippies" who only think Peace and Love is deserved if you have 401K and property taxes. A lot of the issue is that the attitude towards houselessness in the community is toxic at BEST. We cannot see good change until our houseless companions aren't regarded as trash.

Ongoing analysis of the effectiveness of the homeless services SYSTEM, as a system. Engage with state agencies and legislators to make progress. Only secure grant funding when not in competition with service providers. Work cooperatively with service providers throughout the region.

Create affordable housing

Protect residents, visitors and property from safety and sanitation concerns associated with homelessness

We are sympathetic to the plight of homeless people, as we have a close family member who is homeless. However, as small business owners, and as residents of downtown Ashland, we understand first-hand the very negative impact homeless people have on businesses, tourism, parks, public health and safety — all things vital to Ashland. Panhandling should NOT be allowed anywhere in downtown Ashland, nor should loitering. Homeless housing should be created and required for those wishing to remain in Ashland.

Mental health counseling, retraining and job application procedures. Garbage collection sites are necessary.

Create concrete plans for creating affordable housing-rent or own-without taking land also needed for public access, like parks.

Perhaps a focused centralized location where it is clear homeless individuals and families can go for basic supports, job training and opportunities, transitional housing, medical care, food assistance, showers, veterinary care, etc. ONE place, like they have/had in Salem, and like St Vincent's offers in Medford only organized and supported by all interested parties and with transparency and public involvement.

Work with businesses to end loitering and panhandling. Make the library a place where I can take my four young children without walking by sleeping homeless people who absolutely wreak.

The majority of the homeless people in Ashland or not from Ashland they have decided to come here because of all of the services and benefits we provide them. It's not like a bunch of people we grew up with became homeless and now we need to lovingly support them these are strangers from other cities here to sap off our resources.

Pallet shelters and campground

It's not the city's problem to provide services to homeless people. They should be housed outside city limits and supported by state funding

We should do everything possible within the confines of our city size and budget. We should set a goal to house X number of people, where X is a percentage of the city population deemed appropriate by a committee. I personally think that's somewhere between 1% and 5% of 23k people. Once we achieve that goal we re-evaluate .

Make it easier to get help of this sort. Many people are afraid of the beaurocratic mess they will get into, and hesitate to try to get help. My daughter preferred living in her car and getting chashed by the police to going through the paper work. She called this "freedom."

Provide social services and make them go to drug rehab or get the psychological services they need.

Use current city owned land and buildings for shelter buildings, tiny houses, - such as the one in Medford. Do the necessary upgrades to re-open Pioneer hall.

Create affordable housing

Use building that was purchased to provide shelter and other services to help the unhoused get back on feet

Houseless people need to be embraced as part of our community. The city could sponsor art days, swim-picnics, self defense classes, dances, a theatre company, writers groups... all kinds of events that are aimed toward housed and unhoused people hanging out together and getting to know each other as humans. Many community members and organizations could be enlisted and supported to do this, and some training for that would be useful. The Hardesty property could be easily developed into a wonderful center for houseless people to live. I don't understand what the reason is for it not being used in this way. The zoning issue could easily be addressed. There are knowledgeable people able and willing to run it and the city could procure grants or other funding for salaries. Tent platforms along with those pop up houses that were purchased a couple of years ago and have been sitting in storage (while people are unsheltered) could be set up there. It has an infrastructure (water, electric, etc.). It's perfect, but someone(s?) are just stonewalling any discussion or efforts to make it happen. Villages have proven to be very successful in other cities. In Portland houseless people produce and sell a newspaper called "Street Roots" that serves to connect housed and unhoused via interviews as well as small moments of connection with people who purchase the paper from houseless friends. It provides creative outlets and teaches usable skills, and introduces houseless people as PEOPLE! As members of the community. Ashland focuses too much on policing houselessness as if it is a crime. It is NOT a crime! It's a public health emergency. The city has relied for too long on a few people who provide all kinds of services for houseless folks and receive little to nothing in payment. These people are burning out. It's grossly unfair, and perhaps more importantly, it's unsustainable to rely on them, yet give them nothing to work with.

Assist housing, human services, & homeless /nonprofits with an appropriate plan for Ashland & the size of our town. The focus should be on local citizens first (lived here for 2 or more years). Ashland government & staff are not equipped to solve this problem & should get help from nonprofits. Ashland government & staff Should stop pretending they know what they are doing in this space. Ashland government & staff should be managing the city & its infrastructure while assisting others with solutions.

Recognize the efforts and all that the charitable organizations do for our unhoused citizens and the many in our community suffering from food insecurity. We feed hundreds of people every week . .

Do like the 90s and drop them at city or county line.

The solution will be a process. Not sure the city can end it. As the issue gets bigger and resources are allocated to address homelessness, the city has to anticipate and plan for additional support for the permanent community. Specifically, excessive garbage, loitering in public and addressing behavioral problems (drugs, public excretion, sexual acts, and hostile pet behavior)

That is a good question, especially with what's going on in the World as the old economic structures crumble. It might take a few years for the Transparency Ledger technology and the Token Economy to get established as the corruption gets dealt with more and more! This issue is inevitable until we abolish the old Worlds "Debt Slavery Systems." Decentralized Finance, Transparency Ledger technology, Smart contracts, Hedera Hashgraph Networks, Bridged Blockchains for specific purposes, like Cardano for Farming, etc. is where we are heading as the co creators of a civil and humanitarian society build more Open Source and transparency into everything we do! Blessings and consider looking into alternatives for the very nearest future will be difficult for us all. (Temporary housing and more Public Gardens for sure!) - [REDACTED]

Provide paid temp jobs that put cash in needy peoples' pocket while providing them with purpose and providing residents with small services (e. g. Picking up trash from the creek — but not from residents' trash cans, or trimming weeds and over- growth from public areas)

More places for bathing and restrooms.

If services are rendered the person that accepts the services should be required to give back to the community in some way. Maybe one this is clean up trash. Sweep sidewalks is another.

Create and aggressively enforce laws/ordinances banning illegal camping, scattering rubbish, pan handling, littering, public intoxication, illegal drug use, and theft.

Partner with agencies, county, state, and make a sincere effort to provide shelter/camping areas with sanitation in the meantime. Enforcement of current laws to address mental health, blocking sidewalks, drug use in public, littering, and aggression needs to also happen. We must have both.

Make better fiscal and planning decisions around property acquired or already owned and then underused. Rely on the experts in the city whose mission is to address homelessness issues by funding their missions to meet city needs.

Not sure

The City government should research and consult the public for purchases and not turn away or have to return any state funding.

Create more affordable housing. Otherwise the issues leading to homelessness is multifaceted and beyond the realm of control of the City. I don't think the city should do anything more that will attract and accomodate more homeless in this city.

There are Ashlanders who are priced out of the city. For these people, take steps to make Ashland more affordable to live; including cutting utility costs. There are also the transient homeless. Ashland cannot solve this problem alone; we need to work with Medford and other I-5 cities to assist these people who are passing through.

Take ownership of the mess known as the winter shelter. It's easy to blame the former city manager, but supposedly you are in charge.

Convene neighborhood discussions about community issues of concern to residents.

Provide more resources to OHRA for support and transition, provide far more resources for temporary shelter. We must also strongly support the severe weather shelter operation

Don't allow city to support them

Provide shelter. The whole debacle at 2200 Ashland Street was avoidable. Provide space for meals to be served. You discriminated against the homeless when you prohibited them from using Pioneer Hall but allowed the Boy Scouts to utilize it. Have some compassion!

somehow addressing the mental health side and seeing about getting people in proper care. Also help with shelter and showering/ self care

Not their responsibility

Forced treatment for addicts and people experiencing mental health issues they won't treat

See if the state will allow for forced care with regards to mental health.

There will never be an end to homelessness. Offering services in a productive, fair and complete way is all that you can do to manage it. The programs like ORHA need to be funded and overseen. That's it.

Remind people that the constitution of the United States guarantees the life liberty and pursuit of happiness, not there property values. property owners moral values are a war crime. Cruel and unusual punishment.

Homelessness is an enormous and complex problem nationwide. There are no easy solutions, but I believe every city/community should strive to find solutions for their area. When many people put their minds to solve a problem, together, ideas can lead to solutions.

Safety and protection. Health care.

The city police and the mayor and city council need to give up their adversarial role in dealing with the homeless issue and work with those of us who are volunteering our time and money to help alleviate the issues of the homeless.

Provide designated camping areas much like the one in Medford. (? [REDACTED] name)

Provide temporary housing funded by grants - work programs available for them to earn

1. Build more low income housing within city limits 2. Hire health and mental health workers and social services providers to work alongside our police in assisting unhoused people. 3. Stop punishing unhoused people with fines.

I think it's going to be a never ending battle. If most of the homelessness was by misfortune, or circumstance, I would support more efforts to help. But - in my nearly 40 years of public safety career experience, I found that most of these folks are homeless by choice and refuse to take advantage of programs, shelters, counseling, etc., because that choice involves responsibility and accountability!

End all Airbnb rentals, offer financial incentives to offset high rents, change zoning laws to allow more affordable housing to be built, to convert existing structures to rentals, and create an urban campground for people living in vans, busses, campers, and vehicles. Put a cap on rent increases, and incentives or some program to create affordable housing for locals.

Provide detention centers with mandatory substance abuse and mental health treatment for repeated criminal behavior.

Outreach to homeless people to help them find resources for mental health treatment and addiction treatment

Continue to convene and look to address root causes of homelessness. Why is there an increase? Work with the State to address affordability of housing.

There can be a designated place for them to camp outside of town with port a potties and portable showers and a bus service to take them to any form of work. I see a lot of these folks who have tattoos (which are really expensive) and are not willing to work. My biggest fear is more fires that are caused by the homeless will only get worse. Additionally, there are cheaper towns nearby where these folks can seek work/rent. They can be in White City vs Ashland for example. They travel here to hit up the tourists, which are a big part of the lifeblood of the Ashland economy. We can't scare those tourists who spend money at our businesses away.

Let the police and not social workers

Mental health treatment and drug and alcohol treatment are needed. Transportation to these services and residential facilities are needed.

Stop groups like the ██████████ that is the Stabbin Wagon that are only perpetuating the problem. We live in Ashland to have a safe community for our children. Not to live like the Bay Area.

Why aren't we using the pallet houses we bought several years ago? Is it too expensive to pay someone to monitor a homeless camp of pallet houses somewhere? I'd like to see a "safe parking" area like Havurah has, but larger - and monitored for bad behavior. I'm definitely in favor of more manufactured home parks as long as they are actually cheaper than stick-built housing, to provide more affordable housing. Also, if the housing built by Columbia Care behind Rogue Credit Union is working out well, I'd like to see more of that, with the wraparound services so many of the homeless seem to need.

The homeless that are not addicts or mentally ill are not really a problem. There are services for them to get a leg up. Sometimes it means moving to a more affordable place.

Eliminate air bnb, assure affordable housing, prevent corporations from buying family homes, quit enabling homeless individuals with handouts. Additional taxes on vacation homes to encourage selling of vacation homes. Encourage state and fed governments to continue easing zoning regulations.

I strongly believe that all efforts and monies focused on addressing and ending homelessness be balanced between services for the homeless and public safety and city sanitation! Our entire city needs to remain garbage free and police need to be able to keep our sidewalks, parks, bike paths etc, free from camping, litter, loitering, drug use, etc. South Ashland has become overwrought with garbage, vagrancy, panhandling and indecent behavior such that walking on the bike path doesn't feel safe.

END it.

Create tiers of support. Families first and foremost need to be housed with transitional support & job placement training! Perhaps jobs can be created to help the greater unhoused needs by people within the program. Giving options for meaningful purpose and employment while alleviating some of the unhoused could benefit all & increase buy-in. I am a teacher of 20 years- elementary & special needs, with a background in trauma informed practices and social emotional development. While I am busy throughout the year, I would welcome venues in the summer to volunteer my time & expertise, but don't know where to best offer this.

Stop being an obstacle.

Work with state to petition the federal government to work on this issue

I am really conflicted on this. I obviously want actions to be taken to address or end homelessness. I question what the city's role ought to be. It is a massive problem that can't be solved at a city level. I believe the best possible course of action is to try to prevent people from becoming homeless and that is where I think the city could have the greatest impact. Address housing shortages and exorbitant rental fees, reduce the barriers to building more housing, tax second homes and air b&b's and investment properties. I think the cost of utilities in Ashland are an awful, regressive burden on lower income households and that is an area where the city has the ability to make a difference as well. I am not sure it is the city's role to provide direct services to end homelessness; it's a huge, never-ending challenge that is a tremendous drain on staff time when the city already seems to have insufficient staffing to efficiently manage basic services. It's also a super specialized area of work and I don't think the city has the expertise to be in the role of leading this work, and I don't think the city has a very good track record in this area. I think the city could throw every bit of its resources toward ending homelessness and homelessness would still exist. Addressing root causes seems like a more achievable and appropriate role for the city.

Don't spend millions without better analysis and including the people of Ashland. Open the community center and Pioneer hall for meals for unhoused

Most of the homeless I have interacted with are able bodied & capable of working & participating in society. They are choosing to live their life homeless, they think we are fools/suckered for holding jobs and paying rent/mortgage & taxes. If it is their choice to live homeless I don't think they should receive help. We should reserve resources for those unable to care for themselves & those that had unfortunate circumstances & just need a helping hand to get back on their feet. I was homeless at one point. I worked 2 jobs and found a room to rent. Eventually I was able to get my own place. If people are too comfortable getting all of their needs met by others they will never make an effort to take care of themselves.

I think the city needs to address establishing transitional shelters, accessible restrooms/hygiene stations and venues to serve daily meals. Also, stop building everything at the south end of the city. If you want to continue to have Ashland be desirable to tourists, this approach seems bizarre. The main entry into Ashland should be inviting to tourists. It currently appears as if nobody even cares. This is not saying that homeless people create this. They do contribute because there is nowhere for them to be.

Incentivize, encourage, motivate, support homeless individuals to work and become active contributors to society. Perhaps work in community gardens, pick up trash in parks... Time Place Manner

Create more truly affordable housing for seniors with modest income struggling to remain housed.

Open the community center in the park to community meals, food, please don't let anyone and their children in such an affluent town go hungry. Create low income housing for people having a hard time. Social safety net assistance for lower income and homeless. Drug and alcohol centers and mental health care that are affordable for care for people with drug and mental health problems.

City MUST distinguish addiction from true homelessness. To believe ALL those on street are homeless is a fatal flaw in addressing this issue. In urban areas fully two-thirds suffer from addiction. On Ashland street perhaps half are into a drug or drink lifestyle. Please, use your eyes, walk and observe for at least several hours each day. I have lived in an area with extensive street people and what I see in Ashland strongly resembles the same scene. You can choose not to believe my words...unfortunately we will see who is right in the end, and in this instance i hate to be right. Fenty is a game changer and it is only a matter of time before those on the street OD and die right here in Ashland.

Stop providing services and start enforcing citations for negative behaviors e.g. drinking alcohol in public, smoking pot in public spaces, leaving trash, defacing public property, lighting fires...why is it OK for homeless persons to engage in negative behaviors and not have consequences?

Daily food delivery. Weekly health interactions at specific places.

Move people along that will not accept active help, rehab including drug rehab.

The local business and neighborhoods must be protected

Connect with and actively listen to the personal testimonials from local citizens who have experienced and overcome homelessness - including those who were helped by the local nonprofit organizations; follow up.

Consolidate the possessions of homeless individuals to a specific area. Collections of items that are not manageable by those that are homeless should be removed from public areas

They need somewhere to go, multiple options depending on the reason they are homeless (drugs, mental illness or just flat out of luck). It's expensive to live here - I'm not sure how anyone with low income can make a go of it. Maybe the entire county could work together to come up with multiple places? Funding is a big concern but federal/state grants plus we have some really wealthy people in our communities that give big to the arts and other foundations. Could Ashland form some kind of foundation for homeless? I have no idea but once it was normal to see people busking around in the plaza but after the recession in 2008, I've noticed so many more people ... it's overwhelming. Plus the intoxication with drugs and alcohol is scary at times. My children and I have been intimidated by people saying horrifying stuff (while drunk or high) in parks. I'm not a "pearl clutcher" but I don't like walking downtown at night anymore, especially alone. I know this isn't the spot to mention these things but it's changed how I view my hometown. We had friends visit over Spring Break, and they were shocked to see people shooting up drugs - I barely blinked. There has to be a structured, lasting system that treats the whole problem. We need more help that a city government should have to provide.

Make it less comfortable to squat on private and public property. Trespassing. Keep drug offenders and criminals jailed.

city council members could personally financially fund them if they are bringing them in from out of the city/county

Rehabilitation services, help with drug abuse and people doing drugs near parks, schools, and other places where children are. Help facilitate job placement to over jobs that benefit the community. Affordable housing and showers to keep clean.

Provide shelter that is safe and healthy (no rats, crime) and that are available 24 hours a day (no making people move every day).

Work with state government and neighboring cities to determine how to address the homeless issues.

I do worry that more services here will just draw more house less people from the region.

As a newcomer, I appreciate the respect the city is giving the homeless. I feel safer living with the homeless in Ashland than other cities.

I think ashland is doing more than many cities in our county, I don't know what the real solution is.

Promote a variety of affordable housing options including ADUs and sublets

Reduce police citations, manage expectations of city's well-connected,

I am not confident that the Ashland city govt (in it's current configuration) has what it takes to address the issue in any meaningful or positive way.

Stop criminalization of unhoused. Plan for land and funding for more shelter and tiny village projects

Which council member should be homeless for a week do the reconnaissance - and then plan accordingly.


leave lawn camping behind police station open 24/7 or find another place for such that is less in the public eye(sore) cite those camping in city parks cite those soliciting on city property (downtown/Co-op)

Stop offering services to those who contribute nothing to Ashland but instead burden law enforcement, park personnel, business owners and tax paying residents.

Continue to participate and monitor state programs

Not sure this city government has shown the capacity to tackle such a complex issue

Stop passing laws and ordinances that make homelessness a protected class. Stop funding organizations that simply exist to direct homeless people to all the free resources and services that already exist. Increase the size of the local police force. Arrest people for theft, vagrancy, public drug use, defacing public property, disturbing the peace. Listen to your local business owners and citizens who own or rent homes and pay taxes and direct your time, energy and resources to keeping their places of business and neighborhoods safe. Restore Ashland to the vibrant and safe community that it was 20 years ago. Make it a place where people want to come and visit or live here because it is a safe and vibrant community. End the stigma that Ashland has a homeless problem. It is not the job of the city of Ashland to feed, cloth, provide housing, showers, washers and dryers, transportation for anyone that can not provide those services for themselves. That is the job of the local churches, individuals or non-governmental charitable organizations. I recall about 20 years ago the "homeless individuals" that sat begging at the usual locations held signs that read "will work for food". I have not seen a sign like that in the last 10 years. My observation is that a large portion of the homeless population today are people with skills and the ability to take of themselves if they were not enabled to continue with their current unproductive lifestyle. Most are able to organize their stuff into a stolen shopping cart, know where to go and be for all the free stuff, know the specific rules and ordinances that keep them from being arrested and know even if they are arrested they will be back out on the street in very little time. I know that a certain percentage of the homeless population have serious substance abuse problems and some are mentally ill. I do believe their is a large percentage of the homeless population that have simply "checked out of being responsible, contributing members of the society because it is easier to game the system. Recently I had a conversation with a homeless individual and he shared that homelessness has been "institutionalized" just like the prison system. You break the rules and are not a contributing memeber of society and you end up being taken care of: food shelter traspotration, medical care whether you are an incarcerated criminal or a homeless person. Why work or contribute to society if that same society will take care of you if you don't.

 it's a hard question! But we do all we can to keep them from camping on our commercial property, it's a big job. The police are doing a good job I believe.

THE only permanent solution to homelessness problems is affordable housing. Shelters, aid, etc are merely band-aids.

develop a plant based on other country-wide models from various cities: keep the public informed: made difficult choices that take tax-paying citizens into account first.

None. And we definitely should NOT add a full-time position to monitor homeless efforts to our City staff

Lower property taxes and utility rates so we can afford to live here

Work with those whose efforts are working, whether it be government, private sector, or non profits.

They need to hire trained folks to deal with this problem. Ashland city government has enough on their plate

This is a tremendously complex issue. The City is moving in the right direction in taking the lead, but cannot be expected to be able to fund it all. Working with the Housing Production Strategy and funding those efforts should be front and center. Providing All Social Services necessary to keep folks in their homes and find homes for everyone who needs one cannot be met by the City.

It would be helpful to know the numbers of unhoused people who need psychiatric services, who need substance abuse services, or who have fallen on hard times and need a hand up. Its important to hear from homeless people what THEY want and need rather than deciding for them.

None. We need to stop becoming a "hotspot" for transient, drug users, and mentally unstable people who are harming our community. This also brings predatory drug dealing to our area.

I wish the city could be more strict on letting the homeless just loiter around. I have stopped going to Garfield park with my young children because of what the homeless have done. I feel like we are catering too much to the homeless. They get all these benefits. What about the family's who work 2 full time jobs and struggle everyday to get by...we play by the rules and don't get help. So it's frustrating to me to see the "homeless" who refuse help to just get to do what they want.

Re-open the emergency shelter

supervised camp grounds prepare for summer NOW with inside places, food, storage of gear, showers, laundry etc.

A regulated campground could be much more cost effective than indoor shelter options.

Grant funding for small sleeping pods with doors and a bed placed in medium size groups.

We can't do it alone this is a nation wide issue we need federal and state funding and support

Literally just provide affordable housing. Work with the community you are going to be affecting, listen to them. Listen to us. Make sure there are heating and cooling shelters, that are open and accessible. Keep public bathrooms open so people can actually use them. Make affordable housing options. Look into opening safe use sites for PWUD. Work to make mental health resources of all kinds more accessible. You cannot fully address houselessness if you refuse to look at the systematic reasons for it existing as it does.

Research successful programs in the world and country and try to emulate one. Our city's efforts are disconnected and ineffective.

It is a fool's errand to think that Ashland will end homelessness this is a national issue. Services should be provided to the unhoused such as shelter, food, restrooms/showers, medical and job assistance. Not every unhoused person will want to enter back into "society" but efforts should be made to help those who want to.

Provide bathroom and laundry services

Take a housing first approach, don't make housing dependent on being able to hold down a job. You quite literally cannot recover from drug dependence or severe mental health while trying to hold down a job or pay rent, which tends to be some of the main characteristics of those living on the street. Stop trying to appeal to tourists, make Ashland affordable for the residents and people living there so you're not creating more homeless people, 1k a month and anything close to it is an insane number, it's unaffordable to locals who have been living here for their entire lives. Any job here should be able to cover the cost of living, the solution isn't raising the minimum wage, small business will suffer and corporations will just raise prices to make the change null, it's putting caps on the amount landlords, utility companies, food chains, and more are allowed to upcharge residents.

Make it unpleasant for homeless people to beg on the streets, litter the town, camp in our parks and potentially burn the place down. Alameda fire was an obvious warning...

Provide services like work force training , helping individuals find jobs and housing, rehab facilities, free mental health services

Less police involvement. More autonomy and self governance for unhoused individuals

Your doing enough at this point. The services you offer are overwhelmingly generous. If you continue to offer so much then you will get homeless people who take advantage. Do more to offer residential drug rehab transportation services to Medford programs.

1. Attitude change! 2. Work to establish credibility! (I lost ALL faith in city govt when the mayor—who I don't even know—resigned. Since then I and most people I know think of local govt as a collection of [REDACTED] That perception affects ALL local government activities and decisions.)

studying ways that other cities have adressed supporting unhoused community members that are centered on their voices and experiences. explore lots of different ways to approach the ways we offer support, understanding that there is no one way to approach this.

People living on the streets are primarily a drug addiction problem.

Decriminalizing substances without adequate resources to help people was one of the biggest disservice's ever done to our community, keep your promises when proposing bills. We were lead to believe that if we voted to decriminalize it would help the community because infrastructure to help people with addiction would be put in place but instead, nothing happened, and there was no follow through. We need from centers I, free rehab, more shelters

Sidewalks and street corners should be clear of dwellings and beggars. Criminalize it.

Consider funding a cahoots style program if response. Having homeless folks who are also struggling with drug and alcohol use is very unsafe :(I worry about my kids safety (needles, paraphernalia, disease) as well as the safety of people who are unconscious in public/ in vehicles and exposed to the elements. These issues are not unique to our city of course. Also very concerned about drug trafficking and substance abuse (as attached to transient population).

Make it easier for developers (and be more supportive of) to build low-cost housing. Also, develop a tiny-house village.

See #10

Designate permanent campground with restrooms. Subsidize basic low cost housing.

Community kitchen, decriminalize having blankets, etc. while sleeping at night, find competent replacements for yourselves, and/or learn what your job is and how to do it.

Include experts on the subject and people experienced in the matter in the discussions. And stop actions that expect homelessness to just disappear from view.

more rent control rules. Build truly affordable homes for rent & /or purchase. Lots of them! Increase the number of units in every PUD that must be affordable. Strengthen what those rules are. They are a joke right now.

encourage higher level government to get to the root cause of homelessness and fix the problem, no more bandaids like temporary shelter.

None

Re-open Pioneer Hall for feeding people. Push back on the ██████ instead of letting them buy you off. Better communication with the whole community. Stop lying. Stop covering things up. Listen to the advocates who are already working with this community. Stop, absolutely stop, allowing our police force to abuse these individuals. We see the crappy job they are doing... and you are just letting them get away with it. Most importantly, EDUCATE our population about HOW people become unhoused, and then when they do lose housing how completely impossible it is to get back on track.

Enforce ordinances against vagrancy, loitering, littering, harassment, public intoxication, public defecation, public disturbance, etc.

Immediately hire people to supervise night lawn and hire a City Homeless Coordinator

Increase police investigations of drug dealing among the homeless. Incarcerate or send to rehab.

NOT ██████ ARREST PEOPLE FOR BEING HOMELESS YOU MONSTERS.

It Is very important that we establish someway to help for people that are about to lose their home or Apartment due to an emergency in the household. I feel very strongly that there should be a fund established so they are able to continue to live in their housing. And prevent them from coming Homeless Once they have become homeless and also think they should have place to store belongings close to the area designated for their tents

Keep the safe camping area but everyone else should be moved along. It's out of control and we need to stop babying some of them. Case by case basis, and the ones that don't qualify or take help should be moved along.

Have a strategic plan to get the homeless to where they can get actual help. Drug rehab, mental institutions, family responsibilities, work with shelters

I don't know.

Need to provide mental health facilities as well as help with drug/alcohol addictions.

I appreciate that a decision was made to move the encampments from the parks. I did not feel comfortable bringing my kids to the parks when that was happening, and although I don't feel totally great saying this, the optics weren't good for the tourism. We need tourism to survive as a thriving economy, and it is an important part of our town. I think having a dedicated campground for people to stay would be nice, so that they don't have to be in front of the police station. I also a lot of concerns about children living on the street. I see some families that have multiple children living in tents, and I really am worried for them.

Strictly enforce drug laws. Providing more public bathrooms (not just for homeless.) Work with nonprofits to find a place for the pallet houses.

Find some way to involve the faith community more

The emergency shelter should be open year round

Not city government role so stay out of non profits way city job is to run city not become a social,service agency we have plenty of those. City has no idea how to run shelters or deliver services. That should be pretty obvious by now

You won't end it. Some folks refuse the help offered. Help those that can be helped. Prioritize persons easier to help.

Increase the number of affordable housing units. Provide more transitional housing and and services.

make city camping illegal!!! Make drugs illegal!! Problem solved

Follow the US Supreme Court decisions on homeless access to public property (Grants Pass case)

Build a shelter that homeless can actually use. Stop criminalizing homelessness

More affordable housing, rental caps, collect data on landlords who are discriminating

Secure permanent funding Homeless Manager and staff at city level

Take the steps to meet, converse, and agree upon a long term unhoused resident/ group for advices from all aspects.

Stop spending so much time and money trying to fix the problem! The police station was a decent idea for folks to stay in front of but it is now a total mess. These are people who are chronically homeless and have been ticketed/arrested numerous times for illegal camping and other things. Very much opposed to the purchase of the transitional housing shelter that is now no longer. There is no way our city is going to end chronic homelessness (as in those with criminal records/alcohol/mental health issues usually all wrapped in one). I don't believe that as a city, it is our responsibility to try to meet the needs of those who don't want help and don't want to participate in their own climb up. Please, city government, don't make this the top of your agenda all the time. We have enough other things to focus on.

give homeless people housing. the proven way to reduce homelessness. Reduce the price of housing currently so it is less than 30% the median salary so people can afford to live.

none

Q12 To help us know who we reached with this survey, please answer the following questions. What age group best describes you?

ANSWER CHOICES		RESPONSES
Under 18	2	0.72%
18-24	7	2.52%
25-34	15	5.40%
35-44	41	14.75%
45-54	50	17.99%
55-64	41	14.75%
65+	103	37.05%
Prefer not to answer	19	6.83%
TOTAL	278	

Q13 What bests describes your race or ethnicity?

ANSWER CHOICES		RESPONSES
White	199	71.58%
Black, African American, or African	6	2.16%
Hispanic/Latina/e/o	11	3.96%
Asian or Asian American	4	1.44%
American Indian, Alaska Native, or Indigenous	10	3.60%
Native Hawaiian or other Pacific Islander	1	0.36%
Middle Eastern or North African	3	1.08%
Prefer not to answer	52	18.71%
Other (please specify)	12	4.32%
Total Respondents: 278		

OTHER (PLEASE SPECIFY)

Mix

Irish, German, French, American Indian

Mixed European.

Not listed

Mixed race

Swedish/German.

Where is the "Multi-racial/multi-ethnic" option?

Human

Not relevant

Forest creature of variable skin tone

Irrelevant: stop dividing us by "race"

Jewish, one you are trying to kill with a second Holocaust when you hate homeless people

Q14 What is your relationship to Ashland?

ANSWER CHOICES		RESPONSES
I live or work in Ashland	268	96.06%
I visit Ashland multiple times a week	4	1.43%
I visit Ashland weekly	1	0.36%
I visit Ashland 2-3 times per month	2	0.72%
I visit Ashland monthly	0	0.00%
I visit Ashland a few times a year	0	0.00%
None of the above	4	1.43%
TOTAL	279	

Q15 Do you have children in your household?

ANSWER CHOICES		RESPONSES
Yes, under age 5 (infant/preschool)	12	4.36%
Yes, ages 5-18 (K-12 school age)	62	22.55%
No	201	73.09%
TOTAL	275	

Process Notes

Process to Recruit and Appoint Subcommittee Members

From mid-December through January 15, 2024, the City advertised the establishment of the ad hoc Homeless Services Masterplan Subcommittee on the City’s website, and the Ashland News online newspaper ran a story on the establishment of the Subcommittee and the request for applicants. Some Housing and Human Services Advisory Council (HHSAC) members advertised on social media and did direct outreach to individuals who had presented at an HHSAC public forum, and/or who had expressed an interest in this topic at one of the many public engagement events the City held on the topic of the 2200 Ashland Street project. The City received 15 applications from interested candidates.

At their regular meeting in January 2024, the HHSAC reviewed the applications and made the following appointments to the ad hoc Homeless Services Masterplan Subcommittee:

Subcommittee Members	
• Jan Calvin*	• Alexandra Reid
• Echo Fields*	• Rich Rhode
• Ro Henigson-Kann*	• Dennis Slattery
• Debra Neisewander	• Avram Sacks
• Deb Price	• Helena Turner
*Subcommittee Leadership Team	• Lawrence VanEgdom
Liaisons and City Staff	
Dylan Bloom, City Council Liaison	
Bob Kaplan, City Council Liaison	
Sgt. Robert Leonard, Ashland Police Department Liaison	
Linda Reid, City Staff, Housing Program Specialist	
Veronica Allen, City Staff, Associate Planner	

Subcommittee Operations

The Subcommittee met twice a month for a total of 12 meetings from January 30 through July 2, 2024. Each meeting was at least two hours in length and open to the public. Decisions were made by consensus of the Subcommittee members.

The Subcommittee elected a chair and two vice-chairs to manage the workflow and meeting agendas.

Two City Council members served as liaisons between the Council and the Subcommittee. A police sergeant served as liaison from the Police Department. Two Community Development Department staff members provided meeting logistics, record keeping, and information in support of the Subcommittee charge.

Learnings

Subcommittee Charge

There were lengthy discussions during the first two meetings about how to interpret the City Council charge, how to weigh different words, information that was lacking, and how much could be done within the limited resources and timeframe. After the group agreed on its approach, there remained some concern that the end product wouldn't meet some City Council members' expectations. Council liaisons reported that they did not have adequate time (or perhaps the venue) to share information from the Subcommittee with the Council.

Services Inventory

The **list of homeless services** the Subcommittee was able to generate is not comprehensive of all services within the county. However, the Subcommittee felt relatively confident about the list of services in Ashland.

The **process to gather information from service providers** was inconsistent. Eight Subcommittee members volunteered to do this task. Not all service providers responded to (sometimes multiple) inquiries. Service providers were not prepared (and sometime unwilling) to provide all the requested information. And the timeline did not allow for follow-up. In addition, written instructions were not as helpful as anticipated, and Subcommittee members did not opt to participate in either of the two Zoom sessions scheduled to prepare for the process.

Data

Desired data points were suggested by just a few of the Subcommittee members, and follow-up on data collection was tracked by the leadership team.

Gathering data required the assistance of City staff who either gathered or identified the sources for much of the data. Members of the leadership team reached out to various sources and gathered data available online.

The limited capacity of the Jackson County CoC to engage in data sharing impacted the ability to gather more local, population- and service-specific data.

Community Input

Stakeholder groups were identified by the full Subcommittee, then members formed small groups to develop the questionnaires for each population.

An extensive effort was made by a few Subcommittee members to engage with businesses in South Ashland and with people experiencing homelessness in Ashland, without which, the results would not have been as robust.