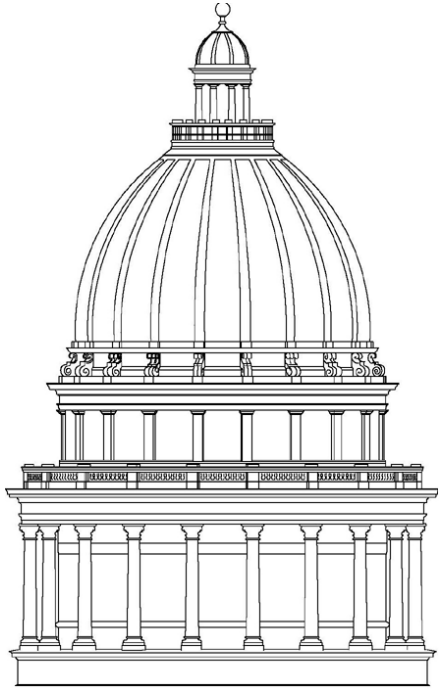
A Limited Review of

Three Facilities Operated by The Road Home



Presentation to the
Social Services Appropriations Subcommittee

June 19, 2018

A Review of

A Limited Review of Three Facilities Operated by The Road Home

Drug Use is Common at the Downtown Shelter

FOR MORE INFORMATION

See page 2

Drug Use is Common at the Downtown Shelter

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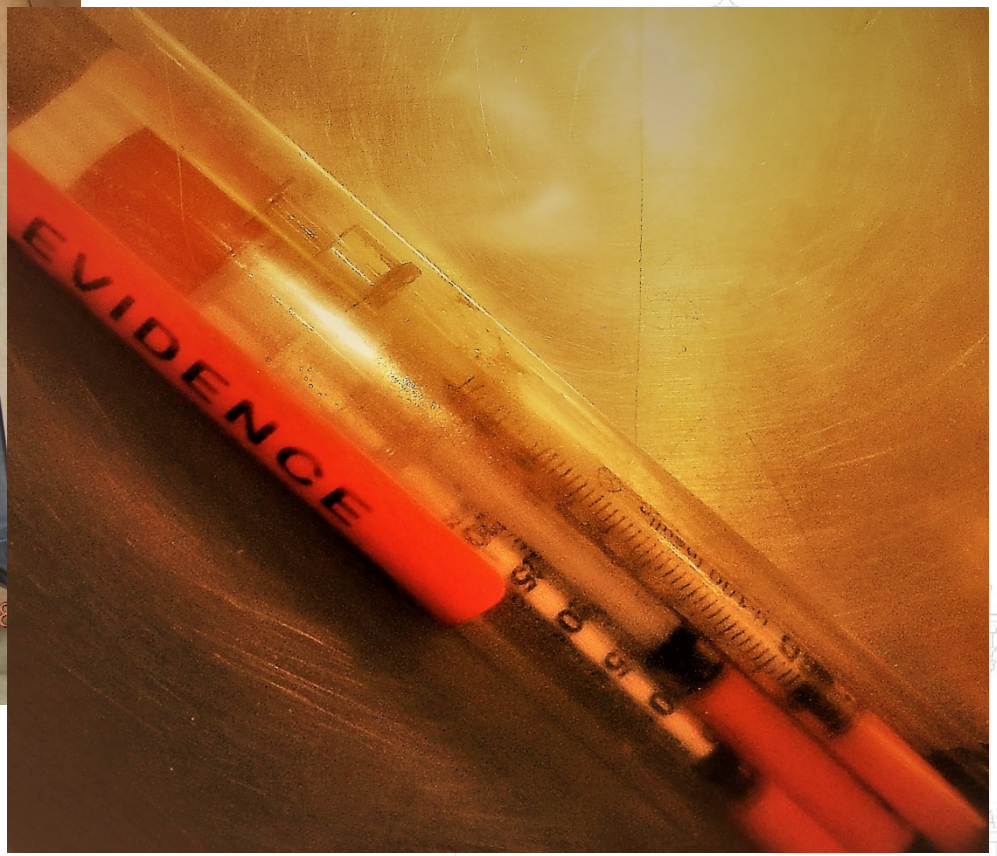
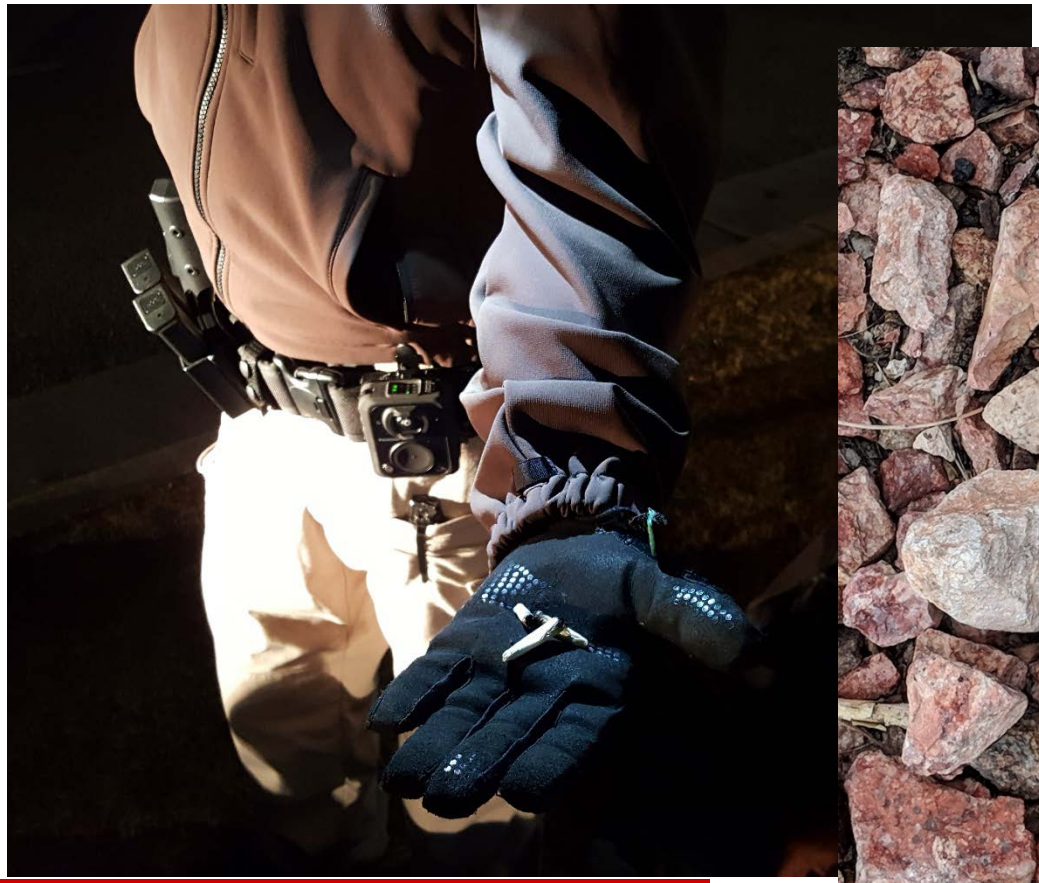


FOR MORE INFORMATION

See pages 3-4

Drug Use is Common at the Downtown Shelter



FOR MORE INFORMATION

See pages 5-6.

Drug Use Reported at Family Shelter

FOR MORE INFORMATION

See page 7-8

Drug Use and Security Concerns

FOR MORE INFORMATION

See page 8

Use of Illegal Drugs is Common at Palmer Court

FOR MORE INFORMATION

See pages 8-10

Use of Illegal Drugs is Common at Palmer Court

FOR MORE INFORMATION

See page 9

Use of Illegal Drugs is Common at Palmer Court

FOR MORE INFORMATION

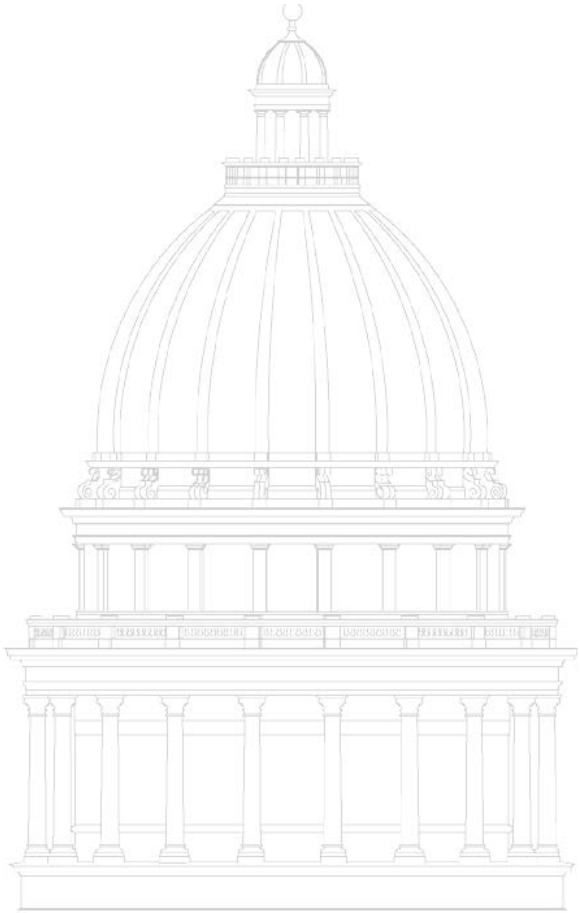
See page 9

Use of Illegal Drugs is Common at Palmer Court

FOR MORE INFORMATION

See page 8-10

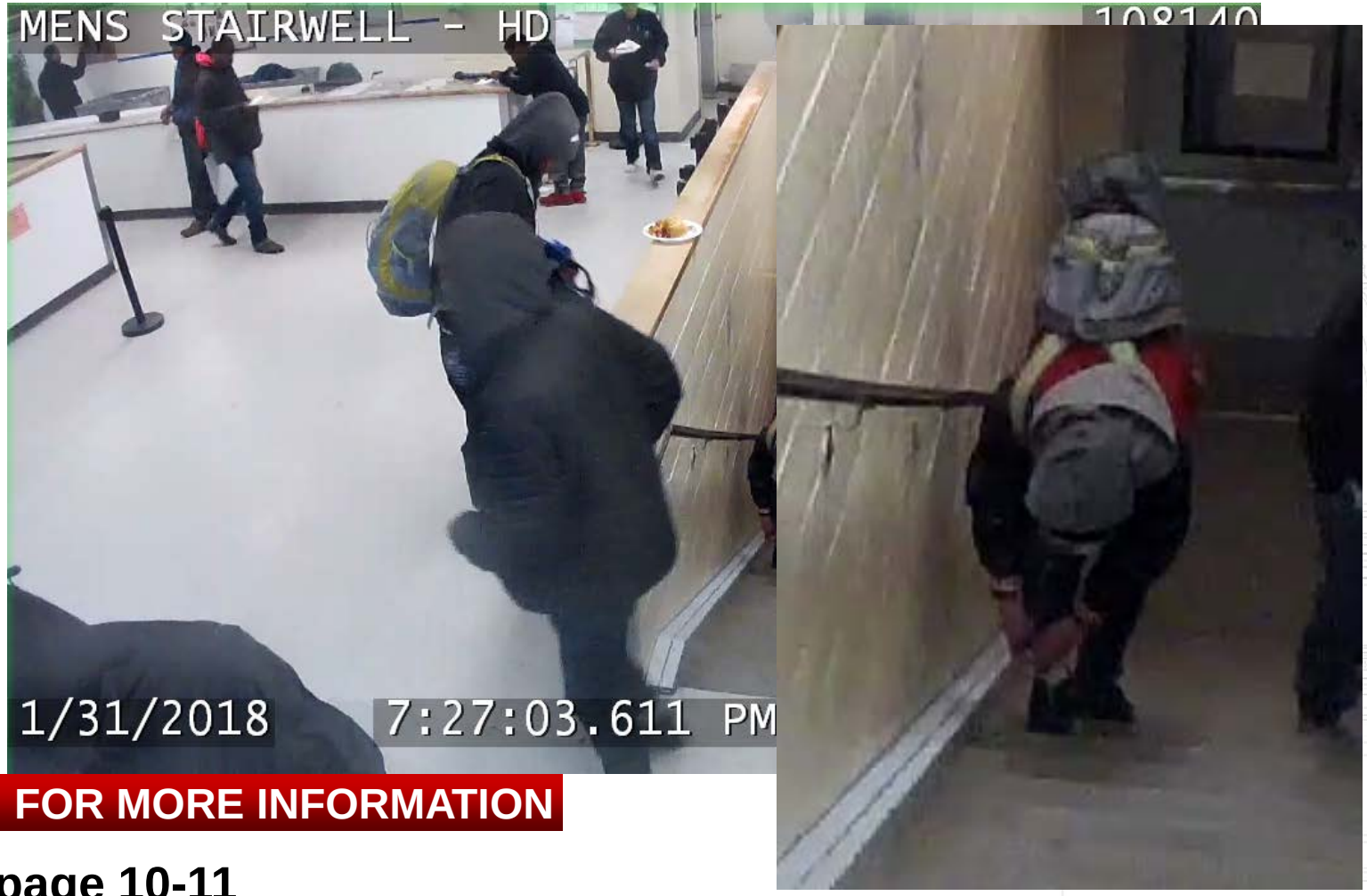
Security Concerns at Downtown Shelter



FOR MORE INFORMATION

See pages 10-11

Security Concerns at Downtown Shelter



FOR MORE INFORMATION

See page 10-11

Security Concerns at Downtown Shelter

FOR MORE INFORMATION

See pages 10-11

Security Concerns At Palmer Court

FOR MORE INFORMATION

See page 11

Health Inspections Uncovered Health and Safety Concerns

FOR MORE INFORMATION

See page 12

Health Inspections Uncovered Health and Safety Concerns

"No imminent health hazards were identified… ."

FOR MORE INFORMATION

See page 12

Health Inspections Uncovered Health and Safety Concerns

FOR MORE INFORMATION

See page 12

Lax Enforcement of Shelter Rules Enables Drug Use

- All guests will have their belonging searched and be wanded every time they check into the shelter.
- Gloves will be provided for all shelter staff to wear while this is being done.
- Staff will have guest open their bags for checking.
- If the bag is full, staff will have the guest empty items or dump the bag out to help with this process.
- Staff is to search through each bag ensuring tools/weapons and/or contraband items are detected.

FOR MORE INFORMATION

See page 14

Lax Enforcement of Shelter Rules Enables Drug Use

FOR MORE INFORMATION

See page 15

Lax Enforcement of Shelter Rules Enables Drug Use

The Road Home and Palmer Court is committed to ZERO tolerance of the use or possession of illicit drugs or drug paraphernalia in our apartment community, common areas, exterior premises or units. The use, selling or possession of illegal drugs, gambling, prostitution and other illegal activities are strictly prohibited and will be reported to the police. Violation of this policy by any resident will be a violation of the terms of the lease and may lead to eviction.

FOR MORE INFORMATION

See page 17

Lax Enforcement of Shelter Rules Enables Drug Use

"The Road Home needs to ensure its staff follow its existing procedures."

FOR MORE INFORMATION

See page 18

Governance and Oversight of The Road Home Must Improve

1. The Board for The Road Home needs to provide better policy guidance and hold the organization accountable.

2. Management needs to draft a clear set of operating procedures and hold staff accountable to follow those procedures,

3. The Board for Shelter the Homeless should also defined its expectations… .

FOR MORE INFORMATION

See page 19

Governance and Oversight of The Road Home Must Improve

1. House Rules not Enforced.

2. Rent Obligations not Enforced.

3. Debt Forgiveness Policy was not Authorized by the Board.

FOR MORE INFORMATION

See pages 20-21

Recommendations

1. Standards of Conduct for Residents

2. Written Intake Policies

3. Adopt Written Policies and Ensure They are Followed

FOR MORE INFORMATION

See page 25

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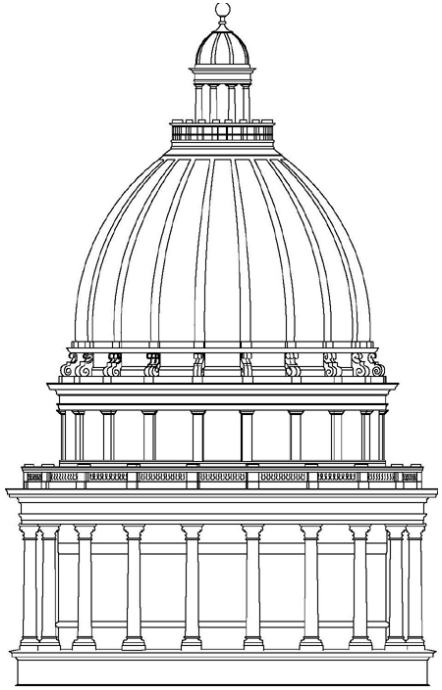

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