

**CITY OF PHILADELPHIA
SHARED PUBLIC SPACES WORKGROUP
CODE OF CONDUCT, SERVICE ALTERNATIVES SUBCOMMITTEE
THURSDAY, MARCH 2, 2017**

Attendees

Becky Altemus – Wawa	Julia Hinckley – MDO
Beverly Harper – Portfolio Associates	Kate Hagedorn – Chamber of Commerce
Bill Parshall – Temple University Center City	Krystle Okafor – MDO
Brian Korn – Center City District	Laura Weinbaum – Project HOME
Bruce Goldman – Chamber of Commerce	Liz Hersh – Office of Homeless Services
Chris Luebbe – Office of Civic Engagement and Volunteer Service	Michael Harris – South Street Headhouse District
Dave Simonetti – Wawa	Mike Barry – District Attorney’s Office
Dawn Summerville – Commerce Department	Mark Squilla – City Council
Don Haas – Building Owners & Managers Association	Marsha Cohen – Homeless Advocacy Project
Edd Conboy – Broad Street Ministry	Mary Horstmann – MDO
Eva Gladstein – Managing Director’s Office (MDO)	Paul Beideman – Avenue of the Arts
Harold Epps – Commerce Department	Sandy Vasko – Department of Behavioral Health and Intellectual disAbility Services (DBHIDS)
Jennifer Chang – Free Library	Sue Buck – Parks and Recreation
	Tom Nestel – SEPTA Police Department

Meeting Materials

- Panhandling Campaign Message Options
- OHS Frequently Asked Questions: Spotlight on Transit Stations
- Suburban Station Concourse How to Respond Guide
- 2016-2017 Panhandling Intercept Survey Presentation
- System Maps (Substance Abuse, Severe Mental Illness, and Panhandling)
- Goals Summary Chart

Discussion

Subcommittee Updates

- *Chronic Street Homelessness.* The subcommittee is examining ways to increase movement in the homelessness system pipeline between robust outreach and engagement on one end and the City’s housing opportunities on the other end. Mayor Kenney recently announced a \$1 million investment in new housing subsidies, the City’s first new investment in homelessness in many years and a reflection of the current energy behind this work. The City will create 100 new units of affordable housing next year.
- *Food Access, Safety, and Dignity.* This subcommittee has focused on promoting engagement centers, day sites where homeless and otherwise indigent individuals can spend time and access services. The group is also considering how to incentivize meals provided safely and with dignity by meal providers and to prepare for the reopening of Center City parks later this year, which tend to be homeless hotspots.

Communications Strategy

- OHS has prepared two documents that are now available for distribution—a set of Frequently Asked Questions, focused on transit stations, and a guide on how to respond to quality of life issues in Suburban Station.

- The Marketing and Public Education subcommittee is leveraging longstanding work at OHS for the Workgroup's communications. Prior to the formation of the Shared Spaces Work Group, OHS issued a Tips for Human Kindness palm card on what's being done to address homelessness, the progress made, and what additional resources are needed.
- Their latest project is a poster to curb panhandling behavior. Code of Conduct, Service Alternatives subcommittee members are invited to provide feedback on it.
 - While redistributive giving campaigns are a common strategy for preventing panhandling, they do not raise much money. The main goal will be to change giver behavior.
 - The group briefly discussed preliminary reactions to the various messages. Additional feedback on the panhandling message campaign should be sent to Bev Harper (bevharper@portfolioassociates.net) or Liz Hersh (Liz.Hersh@phila.gov).
 - Participants recommended considering new apps like Donafy and Street Change. They also recommended having mobile social service providers collect donations as they work.
- The Marketing and Public Education subcommittee's efforts will culminate in a toolkit of various communications materials.

Panhandling Survey

- Krystle Okafor presented the results of the City's survey of people asking for money on the street, administered from November 2016 to January 2017 in Center City. Highlights included:
 - *Panhandling Behavior.* The surveyors interviewed 129 individuals total. Most surveys were collected on Market, Chestnut, and Walnut Sts. between 8th and 17th Sts. The median sum earned panhandling each day was \$20.
 - *Residence:* 66% reported that they would be sleeping in Center City, 12% in North Philadelphia and only 4% outside of Philadelphia.
 - *Employment:* 84% of respondents said they would prefer an alternative, such as a City-run day labor program, to panhandling, if it was available.
 - *Housing.* 94% of respondents had experienced homelessness in the past year.
 - *Income and Benefits.* 45% of respondents made their only income via panhandling. 8 were employed, while 18 received SSI/SSDI and 23 received TANF.
 - *Health.* 35% of respondents had used opioids in the past year. 63% reported a drug/alcohol abuse issue and 52% reported a mental health issue.
 - *Demographics.* 71 of the 129 participants identified as Caucasian. Of that group, 40 reported being opioid users.

System Maps

- DBHIDS, Homelessness Outreach/Project Home, and HHS collaborated on draft flow charts designed to show how interaction with the system should work, and to identify gaps and areas for improvement. There are draft maps for those panhandling, abusing illicit substances, and experiencing severe mental illness.
- The group will send any comments or questions on the maps to Julia Hinckley (Julia.Hinckley@phila.gov).

Next Steps

- Contact Center City District to discuss their Make Real Change donation cup campaign and glean any additional lessons learned.
- Send comments on the Panhandling Campaign Message Options to Bev Harper (bevharper@portfolioassociates.net) or Liz Hersh (Liz.Hersh@phila.gov) by close of business Friday, March 17.
- Send questions and comments on the system maps to Julia Hinckley (Julia.Hinckley@phila.gov) by close of business Friday, March 17.
- Update system maps to reflect additional information on services and subcommittee recommendations.

**CITY OF PHILADELPHIA
SHARED PUBLIC SPACES WORKGROUP**

Code of Conduct and Service Alternatives Subcommittee Meeting
Thursday, March 2, 2017 8:00a – 9:30a
1717 Arch Street 31st floor-Reed Smith Conferencing Floor, Room 31-F

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|------|---|------------|
| I. | Welcome, Updates | 10 minutes |
| II. | Communications strategy discussion | 15 minutes |
| III. | Panhandling survey presentation | 20 minutes |
| IV. | Review draft path “maps” | 20 minutes |
| | a. Substance Abuse | |
| | b. Severe Mental Illness | |
| | c. Panhandling | |
| V. | Re-review of Goal Planning Chart | 20 minutes |
| | Discussion of Action Items and Next Steps | |

Handouts

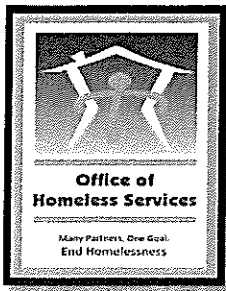
- Panhandling Survey Presentation
- System Maps
- Goal Planning Chart
- Frequently Asked Questions
- How to Respond Guide

Upcoming Meetings

- Thursday, April 6, 9:00a – 10:00a
- Thursday, May 4, 9:00a – 10:00a
- Thursday, June 1, 9:00a – 10:00a

**SHARED PUBLIC SPACES WORKGROUP
CODE OF CONDUCT SUBCOMMITTEE
GOALS SUMMARY**

	SHORT TERM (3 MONTHS)	MEDIUM TERM (6-12 MONTHS)	LONG TERM (12-24 MONTHS)
<p>Easy Goals</p> <ul style="list-style-type: none"> • Expand BenePhilly to provide benefits access assistance at site that serves the street population. <ul style="list-style-type: none"> ◦ By year's end, enroll [###] individuals in Medicaid and SNAP. • Debut redistributive, text-to-give campaign to encourage the public to donate directly to Philadelphia-based social service agencies. • Develop truncated version of <i>Where to Turn Guide</i> to distribute amongst panhandlers. • Develop Shared Spaces frequently asked questions info sheet. 	<ul style="list-style-type: none"> • Develop partnership with the Homeless Advocacy Project to incorporate SSI and SSDI applications into benefits access strategy. <ul style="list-style-type: none"> ◦ Enroll [###] homeless individuals in SSI or SSDI by year's end. • Reassess Police-Homeless Outreach procedures for disrupting aggressive panhandling. 	<ul style="list-style-type: none"> • Bolster financing mechanisms for affordable and permanent supportive housing. <ul style="list-style-type: none"> ◦ Attract additional funders and investors. ◦ Implement innovative financing models such as Pay for Success. 	
<p>Hard Goals</p> <ul style="list-style-type: none"> • Launch Engagement Centers in North Philadelphia and Center City to relieve public spaces that cannot meet vulnerable individuals' needs. 	<ul style="list-style-type: none"> • Launch employment intervention for Center City panhandlers. 	<ul style="list-style-type: none"> • Open Engagement Center in dedicated, brick-and-mortar space in Center City. • Coordinate with Philadelphia Police Department to develop diversion protocol for aggressive panhandlers that utilizes the Engagement Center. 	



FREQUENTLY ASKED QUESTIONS AND ANSWERS ABOUT HOMELESSNESS ~SPOTLIGHT ON TRANSIT STATIONS~

UNDERSTANDING THE PROBLEM

How many people are homeless in Philadelphia?

About 6,200 are considered to be homeless in the city, which includes about 900 people who are unsheltered.

Why do so many people experience homelessness?

Homelessness is caused by poverty, lack of money to afford a place to live and food to eat. Sometimes mental illness contributes. The Opioid crisis has caused many new people to become homeless. Homelessness in Center City is more visible now due to construction and fewer public spaces for people to live unnoticed. Kensington is another area with a high concentration of homelessness, but homelessness is a city-wide issue.

What is the City doing about homelessness?

Together with our many nonprofit partners, the City has developed an extensive system of emergency, temporary and permanent housing. In fact, the permanent housing programs have an 85-97% success rate in preventing a

return to homelessness. Even with these efforts, our supply of affordable housing is not able to keep pace with the demand. Last year we were able to help over 1,200 families and individuals move “from-homeless-to-housed.” This year we established the Shared Public Spaces Workgroup—a public-private effort to bring business, civic and hospitality leaders to the table to help address the problem.

Why are people walking around with suitcases and bags full of stuff?

The City’s emergency housing programs provide storage for people’s belongings. In all likelihood the individual is not in one of our programs or they are more comfortable being surrounded by their possessions. Hoarding can be an indicator of mental illness, but part of the tragedy of homelessness is that people lose everything so they may naturally hold onto whatever little they have.

EFFORTS TO COMBAT HOMELESSNESS

What has the City done to specifically address the situation in the Concourse?

- Doubled Homeless Outreach for the winter
- Streamlined intake to give people quicker access to shelter and respite beds
- Opened additional daytime services
- Provided mental health and drug treatment screenings and referrals
- Added specialized youth outreach
- Engaged Philly Police Department around narcotics enforcement
- Added Homeless Services staff to assist during peak travel hours

What’s the Hub of Hope?

The Hub is run each winter by Project HOME and provides a range of physical and behavioral health services to people who are experiencing homelessness. It is very effective at connecting people with services and housing.

What does Homeless Outreach do?

Outreach engages street homeless individuals on a daily basis to offer hope, resources and opportunities, such as emergency shelter, treatment options for mental health

and substance use disorders, medical services, etc. It focuses on developing trusting relationships with individuals on the street, through ongoing rapport and consistency, that assist individuals in addressing barriers to coming inside.

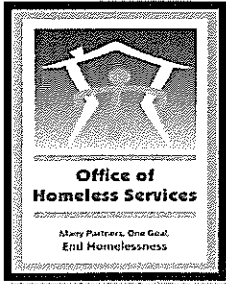
Outreach can:

- Offer housing options for those who are interested
- Transport those who are interested to housing, medical, psychiatric, or other resources
- Call in a 302 (involuntary psychiatric hospitalization) in situations that warrant such action
- Never give up on an individual and continue to engage them until they are ready and willing to get off the street and connected to necessary supports and services

Outreach cannot:

- Physically move people
- Move people’s belongings or clean up any trash they may have left behind
- Address illegal behavior (this is a matter for the police)

The Homeless Outreach Hotline is available 24 hours a day, 7 days a week, 365 days a year. Call 215- 232-1984.



FREQUENTLY ASKED QUESTIONS AND ANSWERS ABOUT HOMELESSNESS ~SPOTLIGHT ON TRANSIT STATIONS~

MORE ABOUT HOMELESSNESS

Why don't you just move people?

It is not a crime to be homeless or to have a mental illness. We do not arrest people for being homeless. An arrest decreases their opportunities to become housed and raises the costs for the public sector. People who are homeless need a place to live and a helping hand. We are working to find a way to work with individuals experiencing homelessness, while protecting the rights of residents, businesses, and visitors.

Who's in charge?

SEPTA, the City's Office of Homeless Services and the Department of Behavioral Health and Intellectual disAbilities and the Philadelphia Police Department work together to coordinate homeless outreach, services, and enforcement.

HOW YOU CAN HELP

What should I do if I see someone in immediate danger to themselves or others?

Call 911 and ask for the Crisis Intervention Team (C.I.T.) Officer.

What about if I see a drug deal happening? Who should I call?

Call 911.

What if someone seems to be mentally ill, like not being dressed for the weather, talking to him or herself?

You should feel free to talk with people who are experiencing homelessness. They appreciate human contact and connection. We suggest "Where to Turn" <https://projecthome.org/wheretoturn> if you want to connect someone to help. If you don't feel comfortable doing that, please call Outreach at 215 232 1984.

What if I see people smoking crack or pot or K2? What should I do?

Move away quickly and call 911.

What should I do if I see someone urinating or defecating in public?

This is illegal. If on SEPTA property, in stations and Concourses, call 215.580.8111. Anywhere else, dial City Police at 911.

What if someone is smoking a cigarette?

SEPTA enforces the smoking ban. Please call 215.580.8111

What should I do if someone asks me for money?

Panhandling is not illegal. It is considered free speech, so the police do not arrest people for panhandling.

The desire to give money to someone in need is kind and generous, but it can also be counterproductive. Panhandling is often linked to addiction. If you want to help, we recommend buying *One Step Away*, or making a donation to your favorite nonprofit.

Is there anything my religious institution or I can do to help?

Certainly. Churches, synagogues, mosques and other organizations can sponsor fundraising to assist the front line agencies that are always in need of resources to assist others experiencing homelessness. Assistance of this type is best coordinated through the Office of Homeless Services.

What should I do if I feel unsafe?

Trust your gut. Move away and call 911 or get someone to escort you where you need to go.

For more information, please contact the
Office of Homeless Services

Liz Hersh, Director

<http://www.phila.gov/homelessservices>

ohs-generalinfo@phila.gov

215-686-7175

**SUBURBAN STATION CONCOURSE
HOW TO RESPOND GUIDE**

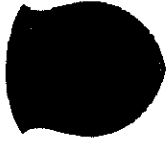
Philadelphia is a world class city for residents, tourists, and businesses. Construction has caused many homeless people to change their daily patterns, creating greater concern in Center City. We are aware of the issue. Philadelphia's Office of Homeless Services provides leadership, coordination, planning, and the mobilization of resources to make homelessness rare, brief, and non-recurring by working with our many partners. Here's how you can help us achieve this goal.



**215-232-1984
Call Homeless Outreach
if you:**

Identify someone who appears to be homeless and in need of immediate psychiatric care.
Are concerned about the physical safety of someone who appears to be homeless.

Find someone dressed inappropriately for the winter weather.



**215-580-8111
Call SEPTA Police
if:**

You witness criminal activity, like shoplifting or pickpocketing.

You witness obscene behavior like public urination or defecation.

Your safe passage at station entrances and exits obstructed by someone who appears to be homeless.

You observe someone smoking or drinking.

You witness a physical altercation among patrons within the station.



**Call 9-1-1
if you:**

Feel threatened by someone who is asking you for money.

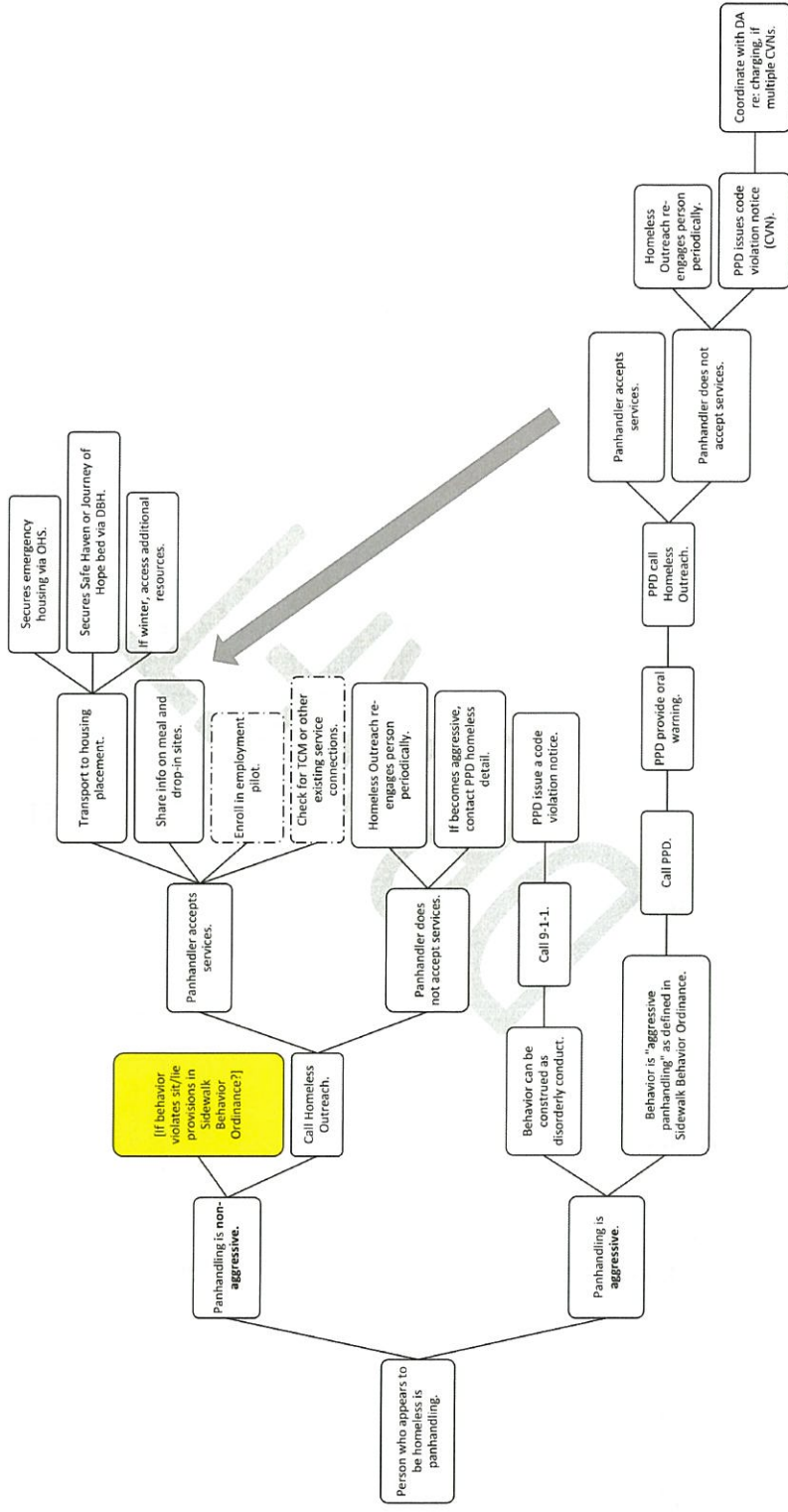
Observe someone using illicit substances.



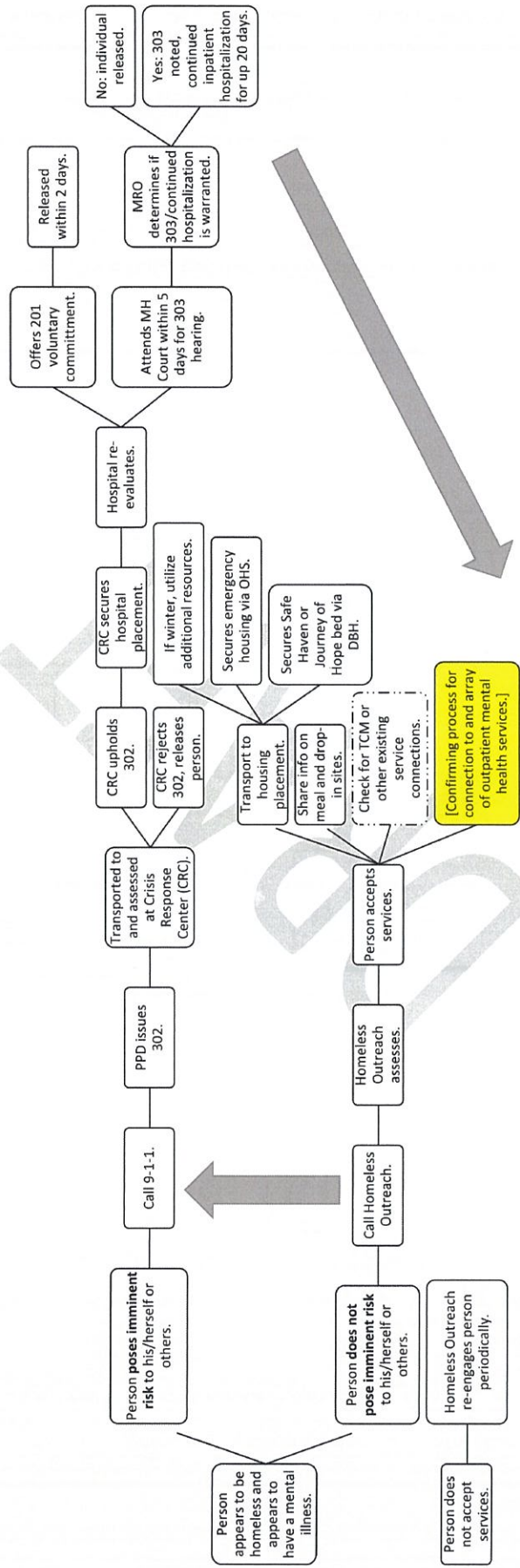
**Volunteer, Donate, or Buy a
Copy of One Step Away
if you:**

Are interested in maximizing your impact when someone who appears to be homeless asks you for money.

PANHANDLING



SEVERE MENTAL ILLNESS



SUBSTANCE ABUSE

