### Government Operations Committee Meeting Homelessness Related Services Summary March 21, 2022

Video Recording at <a href="https://www.bangormaine.gov/video">www.bangormaine.gov/video</a> Agency Website: Penquis | Community Action Agency

#### Penquis

Kara Hay, CEO & President.

Handouts listing services and other information was provided at the meeting and are attached.

- Penquis is a federal Community Action Agency and offers over 50 programs. This presentation focused on those experiencing homelessness, but they do generally support folks who are in need and often close to homelessness.
- Emergency Rental Assistance program (ERA)
  - o Funded through Department of Treasury. Meant to keep people housed.
  - Lack of affordable housing is a significant barrier. Often folks face rent increases or other factors that leave them with no place to go.
  - Capacity of hotels is challenging but they've been good partners. There are currently 148 applicants in Bangor hotels. Expect some will stop accepting ERA vouchers due to tourism season.
  - People can qualify for up to 18 months, concern is what happens after that period, especially since there is a lack of affordable housing.
  - o A total of 3,340 folks in Bangor are being assisted by this program.
- Rental counseling one-on-one counseling meant to help folks stay where they are and work through issues with their landlord.
- Penquis builds affordable housing for older Mainers and low-income eligible applicants.
  - o In Bangor alone, there are 154 units in Bangor, 43 vouchers. All together they have 385 units with different kinds of vouchers.
  - They cannot create units fast enough.
- Works closely with the City of Bangor and many other agencies.
- Foreclosure counseling is another service offered, in addition to other forms of assistance. There is very little assistance for homeowners, as there is little funding for it.
- Residential services for individuals with behavioral health diagnosis.
- In response to a question about the resources coming into Bangor and potential fragmentation, Ms. Hay responded that there is great leadership in Bangor, Built for Zero is meant to help address some of the fragmentation, but there are competing interests and resources. Ms. Hay would like to see everyone coming together to discuss and help address the issues facing our area. She stated that housing is a great need.

See handouts below for detailed information.

This document was compiled by the City of Bangor based on information provided at a City meeting. For complete information and for questions related to this agency's services, please contact them directly.



## Penquis programs directly addressing housing needs of individuals experiencing/at risk for homelessness

Program	Rental Assistance & Housing Stability	Rental Counseling/ Eviction Prevention	Affordable Housing
Purpose	Emergency rental & utility assistance Case management for tenants at risk of becoming homeless	Works with tenants and landlords to prevent eviction or navigate the eviction process in the courts	Provides safe, affordable housing units to low-income individuals/families
Funding Source	MaineHousing	MaineHousing, NeighborWorks, Community Services Block Grant	Varies: MaineHousing, CDBG, FHLBB, evernorth, USDA RD
Funding Type	US Department of Treasury pass thru	US Department of Treasury pass thru NeighborWorks, Community Services Block Grant	Rental income, developer fees, surplus cash, interest income, Low Income Housing Tax Credits
Amount	\$21,273,873 ERA; \$324,658 HS	\$22,250	\$8,330,072
Rules/Policies	Income-eligible households facing financial difficulty/at risk of homelessness during the pandemic and having a hard time paying rent or utilities.	Difficulty finding safe, affordable rental housing, making rent payments or having other issues with landlord, at risk for eviction	Household income less than 60% AMI. 353 units able to be subsidized (some have project-based, others available for Section 8)
Barriers (clients)	Lack of housing, lack of affordable housing, personal challenges – e.g., mental health, substance use	High cost and low availability of rentals	Insufficient number of units/vouchers, lengthy applications, lengthy waitlists, documentation requirements
Challenges (program)	Lack of affordable units: 200+ hotel rooms w/long stays, damage to units by clients, inability to pay for repairs	Many want only the emergency assistance, not counseling	Funding is competitive, availability of buildable lots, high cost of labor and materials
Partners	Pine Tree Legal, City of Bangor, CHCS, PCHC, Partners for Peace, MaineHousing, and Penquis Behavioral Health Nav.	HUD, NeighborWorks, Wells Fargo, Housing Partnership Network	Housing Foundation
# Assisted Annually	148* – Bangor (would be higher if not for lack of hotel capacity) 3,340 – Total		154 units, 43 vouchers (vouchers exclude Newton, not fully occupied yet) – Bangor 204 vouchers (105 PBV) – Total
Staffing	21 FTE ERA; 4 FTE HS	1 FTE	4 FTE

<sup>\*</sup>current number served; not an annual estimation



## Penquis programs directly addressing housing needs of individuals experiencing/at risk for homelessness

Program	Foreclosure Counseling	Homeless Outreach & Host Homes	Behavioral Health Residential Supported Living Services
Purpose	HUD-certified counseling to assist homeowners in finding alternatives to foreclosure	Housing and support services to youth/young adults experiencing or at risk for homelessness	Housing in shared homes or apartments and 24/7 rehabilitative care services as needed
Funding Source	MaineHousing, NeighborWorks, CSBG	HUD, Helping Hands with Heart, Community Services Block Grant	Maine DHHS, Office of Behavioral Health
Funding Type	Bureau of Consumer Credit Protection, US Department of Treasury & HUD pass thru NeighborWorks	Federal, private	SAMHSA pass thru
Amount	\$107,250	\$134,000	\$2,656,937
Rules/Policies	Individuals behind in mortgage or real estate taxes and facing foreclosure	Youth 12-24 who are homeless or at risk of homelessness in Greater Piscataquis County	18+ years, eligible for MaineCare with primary diagnosis of behavioral health; Ready for discharge or recently discharged from an institution, or needing a supported living environment
Barriers (clients)	Inability for people who fall behind to catch up	Lack of transportation, lack of housing options	Approval required, services are limited, open beds nearly non-existent, access to services (rural location)
Challenges (program)	People request assistance too late in the process, no direct benefits available to help people catch up	Staffing capacity, limited funding, lack of community resources to refer youth	All of the above, plus ability to work with local police departments
Partners	District Courts, HUD, Maine BCCP, NeighborWorks, Housing Partnership Network	HUD, MaineHousing, Other youth homeless providers	Office of Behavioral Health
# Assisted Annually	22 – Bangor 125 – Total	40 – Total (0 in Bangor currently)	11 – Total (0 in Bangor)
Staffing	1 FTE	1.38 FTE	26 FTE



Penquis programs having a "significant impact" on individuals who are homeless or at risk of homelessness

		Penquis		
		Family Visit	Rape Response Services &	Domestic Violence
Program	Maine Families	Program	Children's Advocacy Center	Intervention Program
Purpose	Education and	Supervised	Addresses needs of individuals	48-week class that
	support for	visitation for	impacted by sexual violence	creates growth/ behavior
	pregnant/parenting	families with		change among male
	families	children in		perpetrators of domestic
		DHHS custody		violence
Funding	Maine Children's	Maine DHHS,	Maine DHHS-OCFS pass thru	Self-pay, state-funded
Source	Trust	Office of Child	Maine Coalition Against Sexual	purchased social services
		and Family	Assault (MECASA), US DOJ	through the Maine
		Services	direct & pass thru, state-	Coalition to End
		(OCFS)	funded purchased social	Domestic Violence
			services, UWEM, fundraising	(MCEDV), UWEM
Funding Type	Federal and Maine	Federal pass	Federal and State pass thru	Per class fee, State pass
	DHHS pass thru	thru DHHS	MECASA, Federal DOJ	thru MCEDV, UWEM
Amount	\$975,305	\$ 728,370	\$529,129(RRS);\$281,112(CAC)	\$ 132,075
Rules/Policies	Families expecting a	Families	Individuals impacted by sexual	Perpetrators of domestic
	child or parenting a	involved with	violence; anyone seeking	violence who identify as
	child birth to age 3	CPS – MeDHHS	education	male, have victimized
		referrals		females, are 18+ – court-
				ordered or self-referred
Barriers	Transportation, SUD,	Lack of	Staffing, lack of	Lack of transportation,
(clients)	·		transportation, systemic	participant fee
	to resources, wait	fees	barriers to survivors	
	lists, criminal history,		disclosing/requesting services	
	phones/minutes			
Challenges	Providing services		Staffing, limited funding, lack	Staffing, limited funding,
(program)	during Covid	impacts,	of community resources	lack of community
		funding, lack		resources
		of community		
	_ , , , , , , , , , , , , , , , , , , ,	resources		
· •	Public Health	MeDHHS	Law enforcement, CPS, District	, ,
	Nursing, WIC, Mayo		Attorney's Office, social,	Attorney's Office, local
			medical and behavioral health	DV Resource Center,
W A :	44 B-	7* 5	providers, MECASA	DOC, MCEDV
# Assisted	11 – Bangor	7* – Bangor	24* – Bangor (homeless) - RRS	_ ` ` '
Annually	(homeless)	(homeless)	317 – Total (RRS direct	145 – Total
	156 – Total	600 - Total	assistance) + 1,768 students	
כו - נני -	0.5.555	42.40.575	175 – Total (CAC)	2.26.575
Staffing	9.5 FTE	13.49 FTE	4.01 FTE	2.26 FTE

<sup>\*</sup>current number served; not an annual estimation



Penquis programs having a "significant impact" on individuals who are homeless or at risk of homelessness

	Case Management	Behavioral Health	Behavioral Health	
Program	Services	Home Organization	Navigator	Counseling
Purpose	Provides support	Helps individuals with	Links individuals	Improves the quality of
	needed to access	behavioral health	to community	life & functional
	benefit programs	diagnoses with	resources	abilities of individuals
		personal needs		affected by chronic or
				acute challenges
Funding Source	CSBG, Centers for	MaineCare	SAMHSA received	MaineCare, private
	Medicaid and		through CHCS,	insurance, self-pay
	Medicare Services		Community Services	
	received through		Block Grant	
	Western Maine			
	Community Action			
Funding Type	Federal Block	MaineCare billing	Federal pass thru	Federal pass thru DOJ
	Grant funding pass		CHCS	and MaineCare billing
	thru, State and			
	Federal pass thru,			
	WMCA			
Amount	\$ 153,226	\$ 1,621,970	\$77,371	\$437,880
Rules/Polices	Individuals and	Children 2-21 or adults	Adults, families and	Individuals in need of
	families in need of	18+ with MaineCare &	children seeking	counseling supports
	case management	a qualifying behavioral	behavioral health care	
		health diagnosis	and resources	
Barriers (clients)	Lack of	Losing MaineCare, no	Lack of providers,	Different insurance
	transportation	phones, lack of	transportation &	types causing high co-
		transportation	health insurance; long	pays, lack of
				transportation
Challenges	Staffing, funding,	Staffing, limited		Staffing, limited
(program)	lack of community	funding, lack of		funding, LMSW-CC and
	resources	community resources	lack of providers &	LCPCnot able to bill all
		for support (i.e.	community resources	insurance, providers'
		housing, medication		capacity
		management, personal		
		support workers)		
Partnerships	WMCA	Acadia; Health Home	CHCS	Northern Light Mayo
		Organizations		Regional Hospital
# Assisted	5 – Bangor	10* – Bangor	20 – Bangor	60** – Bangor
Annually	(homeless)	(homeless)	(homeless)	(homeless)
	111 – Total	325 HH / 707 IN – Total	204 – Total	150 – Total
Staffing	2.1 FTE	21.82 FTE	1.04 FTE	4.36 FTE

<sup>\*</sup>Number of individuals experiencing homelessness currently served; not an annual estimation

<sup>\*\*</sup>Estimated annual number of individuals served experiencing/at risk of homelessness



Penquis programs having a "significant impact" on individuals who are homeless or at risk of homelessness

	Head	MaineCare Non-		
	Start/Early	emergency Medical		<b>Transportation Assistance</b>
Program	Head Start	Transportation (Region 3)	DHHS Low-Income	Program
Purpose	Early childhood	Non-emergency Medical	Rides for any purpose,	Rides for any purpose,
	education for	Transportation	depending on funding	depending on funding
	ages 6 wks-5 yrs		availability	availability
Funding	US & ME DHHS,	DHHS (MaineCare)	DHHS	DHHS
Source	private partners			
Funding Type	Federal direct &	Federal pass thru	Federal pass thru	Federal pass thru & State
	pass thru			
Amount	\$7,247,398	\$11,017,366	\$195,621	\$11,500
Rules/Polices	Family income is	Active MaineCare	• Income <200% FPL,	Need a mental health
	below federal	members who lack	application required	Axis I diagnosis & LOCUS
	poverty	transportation or	<ul> <li>Within Community</li> </ul>	score of 17+
	guidelines or	resources to reach their	Connector bus routes =	<ul> <li>Application &amp; approval</li> </ul>
	family meets	appointments.	10 bus tickets	required prior to services
	priority criteria,	Transportation is intended	<ul> <li>Rides for people off</li> </ul>	<ul> <li>Gas cards, bus passes,</li> </ul>
	e.g., homeless,	to be last resort for those	the bus route	taxi vouchers or Lynx rides
	on TANF, child is	without access to their	<ul><li>Friend/family</li></ul>	• 90-day program for each
	in foster care	own means of getting to	reimbursement	customer
		these appointments.	No cost to customer	Small fee may apply
Barriers	Income too high	Providing documentation	The funding levels have	The program is temporary
(clients)	to qualify, Covid	for prior appointments,	not increased in many	for each individual. They
	impact on	no medical appointments	years, even though the	can be on it for three
	services	scheduled, not enough	qualification went from	
	(inconsistent	appointments to qualify	125% of FPL to 200%	they have to fully reapply.
	schedules),	for bus pass, which limits		
	transportation	# of tickets one can get		
Challenges	Staffing, lack of	Sometimes customers do	Limited funding	Customers not using
(program)	on-call staff,	not use the services they		services they were
	funding,	were approved for		approved for, lack of taxi
	challenging			companies (for evenings)
	behaviors			
Partnerships	EMCC, KHEC,	Staff works directly with	Staff works with	Staff works with providers
	CDS, school	customers/providers to	customers directly.	to enroll people: medical
	districts	enroll people. Outreach to		facilities, caseworkers,
		· ·	facilities, homeless	homeless shelters, age-
		shelters, medical facilities,		friendly organizations, etc.
		etc.	organizations, etc.	
# Assisted	6 – Bangor	243 – Bangor (homeless)	67 – Bangor (homeless)	_ , , ,
Annually	(homeless)	4,500 – Total	452 – Total	20 – Total
	367 – Total			
Staffing	58 FTE	1 FTE	2 FTE	.05 FTE

Transportation assistance is available to medical and social service appointments and more. For individuals experiencing homelessness, assistance is primarily provided through bus passes and tickets.

#### **Homelessness Overview Details for MaineCare Transportation**

Date range for trip data was 10/1/20-9/30/21

Mode	Distinct # of Clients	# of Trips Performed	Sum of FARE
Agency	89	1133	\$17,643.64
Bus	19	588	\$5,654.00
ChairCar	9	50	\$3,090.00
FAM	1	26	\$35.10
Taxi	199	9893	\$70,257.74
Volunteer	92	1583	\$23,437.57
<b>Grand Total</b>	243	13273	\$120,118.05

Members were considered homeless or at risk of homelessness if they had a pick-up or drop-off location at any of these addresses or it they had homelessness or couch surfing in their client comments on their accounts. For the members that had indications of homelessness in their client accounts only those living in Bangor, Brewer, Hampden, Orono, Old Town or Veazie were collected for this data. The trip data is for confirmed and processed trips only (no no-shows).

Name	Address	City	Туре	Notes
Hope House	179 Corporate Dr	Bangor	Shelter	
Hope House Transitional	352 Texas Ave	Bangor	Shelter	
Main Street Shelter	263 Main St	Bangor	Shelter	
Shaw House	136 Union St	Bangor	Shelter	
Ranger Inn	1476 Hammond St	Bangor	Hotel/Motel	
VacationLand Inn	453 Wilson St	Brewer	Hotel/Motel	
Ramanda Inn	357 Odlin Rd	Bangor	Hotel/Motel/Temp Shelter	
Motel 6	1100 Hammond St	Bangor	Hotel/Motel	
Fairfield Inn	300 Odlin Rd	Bangor	Hotel/Motel	
Quality Inn	250 Odlin Rd	Bangor	Hotel/Motel	
Quality Inn	750 Hogan Rd	Bangor	Hotel/Motel	
Pine Tree Inn	22 Cleveland St	Bangor	Hotel/Motel	
Fairmount Market	662 Hammond St	Bangor	General Pickup*	
Pickering Square	100 Broad St	Bangor	General Pickup*	
Cozy Inn	440 Wilson St	Brewer	Hotel/Motel	
Brewer Motor Inn	359 Wilson St	Brewer	Hotel/Motel	no longer in service
Holiday Inn	404 Odlin Rd	Bangor	Hotel/Motel	
Fireside Inn	570 Main St	Bangor	Hotel/Motel	
Super 8	462 Odlin	Bangor	Hotel/Motel	
Mansion Church	96 Center St	Bangor	Warming Center	

<sup>\*</sup> Often when a member has no street address we use businesses and common places as meeting places for appointment pick-ups/drop-offs

City of Bangor Year End: 2021

Penquis provides social and other support services to low-income individuals and families throughout Knox, Penobscot and Piscataquis counties in order to alleviate and eliminate the causes and conditions of poverty.

For the year ending May 31, 2021 the following services were provided to residents:

SERVICE	NUMBER	SERVED	VALUE (includes levera funds)
Above Ground Storage Tank	3	Households	\$7,875
Replaces above ground home heating oil storage tan	nks in poor condition.		
Affordable Housing Development	114	Units	\$464,923
Creates safe, affordable rental and home ownership	opportunities.		
Assisted Living Services	36	Residents	\$674,928
Provides meals, personal care, homemaker services, and individuals with disabilities residing at Freeses, S and Camden.			
Batterer's Intervention Program	52	Clients	\$35,900
Educates men about the dynamics of power and con relationships.	trol and helps participan	its to decrease the us	e of violence in
Behavioral Health Home Organization	39	Clients	\$135,721
Provides individualized treatment plans for children a	and adults based on the	client's personal need	's.
CAN Council	774	Families	<b>\$0</b>
Offering parent education and trainings to support an coordinating community efforts to prevent child abuse		and become success	ful, and
Case Management	41	Clients	\$46,248
Provides assistance connecting to benefits and avail-	able resources to meet i	individual needs.	
Central Heating Improvement Program	21	Households	\$45,558
Repairs or replaces faulty central heating systems.		_	
Child and Adult Care Food Program	10	Providers	\$71,330
Reimburses child care providers for nutritious meals	and snacks.	_	
Child Care	13	Children	\$85,332
Offers full-time and extended hours of care for children	en 0-5 years old. No inco	– ome eligibility guidelin	es.
Children's Advocacy Center	16	Families	\$28,208
Coordinates investigative and support services in res	sponse to suspected cas	_ ses of child sexual abu	
Community Supports	11	Clients	\$131,813
Provides opportunities for community integration for i		_	<del></del>
COVID-19 Community Supports	75	Families	\$9,457
Provides social supports to allow families and individ diagnosis or confirmation of a COVID-19 close conta	luals to safely isolate or	= -	
COVID-19 Emergency Funds	32	Families	\$7,859
Provides one-time assistance for household expense have experienced a financial hardship due to the CO		eligible families and i	ndividuals who
COVID-19 Rental Relief Program	1,001	Households	\$5,378,654
Provides rental assistance to renters who cannot afform COVID 19 pandemic.	ord to pay their rent due	to circumstances rela	ted to the
Early Head Start	47	Children	\$675,625
Provides children 6 weeks to 3 years of age and their	r families with early child	dhood development ex	•

family support services. Income eligibility required.

<b>Emergency Crisis Intervention Program</b>	49 Hou	ıseholds	\$12,519
Provides home heating assistance to income-eligible ho	useholds that are in an eme	ergency or energy	/ crisis.
Family Development Account (FDA) Program	3 Clie	nts	\$16,000
Provides matched savings accounts statewide for home development, and emergencies.	purchase & repair, car pur	chase & repair, m	nicrobusiness
Family Time Coaching	<u>16</u> Fam	nilies	\$211,224
Provides parent coaching and home-based visits for fan	nilies with children in DHHS	custody.	
Family Visit Program	86 Fam	nilies	\$168,212
Provides supportive visitation services to families involv the custody of DHHS.	ed with child protective serv	vices and whose o	children are in
Financial Coaching	12Clie	nts	\$11,694
Provides one-on-one financial coaching to help clients nasset purchase, credit repair).	neet their financial goals (e.	g. savings, debt i	reduction,
Foreclosure Intervention Counseling	3 Hou	ıseholds	\$1,209
This HUD certified counseling program assists homeow.	ners in finding alternatives t	to foreclosure.	
Foster Grandparent Program	3 Volu	unteers	\$18,588
Provides income-eligible volunteers age 55+ with oppor	tunities to work with childre	n and receive an	hourly stipend.
Good Neighbor Heating Assistance	41 Hou	ıseholds	\$10,442
Provides 100 gallons of heating fuel to households who			
Head Start	51 Chil	dren	\$1,130,772
Provides children 3 to 5 years of age and their families v support services. Income eligibility required.			
Heat Pump Program	17 Hou	ıseholds	\$44,550
Pays for the cost and installation of one heat pump for e primary heating system.	ligible Maine homeowners	to supplement the	e household's
Home Buyer Education	55_ Clie	nts	\$13,613
An 8-hour certified hoMEworks training course to help in access MaineHousing loan programs and down paymer		me purchase dec	isions and
Home Energy Assistance Program	1,078 Hou	ıseholds	\$304,380
Assists income-eligible households with home heating of	osts.		
Home Loans	1 Clie	nts	\$133,000
Provides first and second mortgages to assist individual including manufactured homes.	s with purchasing, refinanci	ing or repairing th	neir homes,
Home Repair	3_ Hou	ıseholds	\$38,819
Provides grants and deferred or forgivable loans to repa	ir primary residences for eli	igible families.	
Law Project-Consultations	24 Clie	nts	\$8,400
Provides one-time meeting with an attorney to answer q individual complete court forms. Priority to persons expe			
Law Project-Representation	19 Clie	nts	\$29,735
Provides legal representation in family law cases. Priorital assault or stalking.	y to persons experiencing o	domestic violence	e, sexual
Lead Inspection	11 Clie	nts	\$150,838
Identifies lead hazards in the home. Grants available for 6 years or younger.	lead remediation for incom	e-eligible families	s with children
Maine Families Home Visiting Program	55_ Fam	nilies	\$265,485

Provides information, support and encouragement to expectant parents and parents of babies and toddlers.

McAuley House	10	Families	\$73,650
A residential home in Bangor for mothers in recovery, open to who are working towards reunification, or are pregnant.	mothers and c	hildren under the age	12, mothers
Pre-purchase Counseling	5	Households	\$11,370
Help potential homeowners create financial budgets to unders purchasing a home and create an action plan to make their cr		•	
Rape Response Services School-based Prevention E	38	Youths	<b>\$0</b>
Provides free, age-appropriate school-based education and p	rimary prevent t	to students in grades	pre-K through 12.
Residential Services	4	Clients	\$410,080
Provides residential services for individuals with acquired branchealth diagnoses.	in injuries, deve	lopmental disabilities	and behavioral
Sect. 28: Rehabilitative & Community Support Svcs	5	Clients	\$40,877
Provides one-on-one services to children with a mental health behavior and increase functioning.	n diagnosis or in	itellectual disability to	improve
Shared Living	1	Clients	\$56,002
Connects adults with cognitive and developmental disabilities arrangement.	with private far	milies in a long-term re	esidential living
Small/Micro Business Development Services	3	Clients	\$5,216
Provides training and technical assistance to help individuals	start or expand	their own businesses	5.
Fransportation Services	1,429	Clients	\$695,708
Provides public and social service transportation assistance uservice.	ıtilizing a variety	of transportation mo	des for the
Weatherization	5	Households	\$49,044
Applies weatherization techniques to eligible households to co	onserve energy.		
Youth Programming	28	Youths	\$44,212
Provides services to increase youth wellbeing and engageme	nt in the comm	unity.	
otal Value:	5,340	Units	\$11,755,071

# PENQUIS

**CITY OF BANGOR** 

**2021 Impact Report** 

Community Impact: \$11,755,070



Economic Security \$199,961

Creating financial stability and increasing assets through education and access to capital



Stable Housing \$6,581,251

Increasing health, safety and stability through affordable housing access and availability







Reliable Transportation \$695,708

Supporting health, independence and access to resources through safe, reliable transportation options



School Readiness \$2,228,544

Preparing children for school through quality early learning experiences in safe and nurturing environments







Healthy Lives \$2,049,606

Building stronger, healthier and more self-sufficient lives through services and supports that enhance well-being

