



February 12th, 2024
Attachment
Health and Human Services & Education
and Unhoused & Shelter Committee
NorthStar Community Advisory Board

Susan Alter
Gerald Schreck
Chief Executive Officers

North Star Community Advisory Board

Wednesday, January 24th 2024

- I. **Introductions**

- II. **Program Updates**
 - a. **2023 Holiday Season**
 - b. **Data Report**
 - c. **Community Report**
 - d. **Loitering Tracker**
 - e. **Good Neighbor Policy**

- III. **Community Conversation**
 - a. **Follow Up Items**
 - b. **Update On Community Concerns**
 - c. **New Concerns**

- IV. **Open Discussion**

- V. **Next CAB**

North Star Family Residence officially opened on Monday June 18th 2018 and at the time of writing has been in operation for exactly five (05) years, seven (7) months and five (5) days. We have a primary mandate to provide temporary housing assistance to adult families who are homeless. Our facility has one hundred and fifty-three rooms (153) and can accommodate seven families with ADA compliance and seven (07) units that can accommodate families of three (03). As of today's date, we have one hundred and forty-eight (148) occupied rooms. The facility has a Social Services staff comprising a Program Director, Social Services Director, one Housing Supervisor and two Social Services Supervisors who oversee a team of, seven (07) Case Managers, Three (03) Housing Specialist, three (03) Residential Aides, one (1) Employment Specialist and one (1) Van Driver. The facility also has a Security Staff that comprises a Security Director, Fire Safety Directors, six (6) Operations Supervisors and forty (40) Security Guards. There is also a building General Manager who oversees an administrative and maintenance staff.

Clients are required to meet weekly or bi-weekly with their Case Managers to implement and develop a comprehensive plan with short-term goals geared toward them exiting the shelter and moving into permanent housing. Since opening our doors in 2018, we have placed families into permanent housing as follows:

- 2019 – 46
- 2020 – 43
- 2021 – 50
- 2022 – 56
- 2023 – 64
- 2024- 7 as of 1/24/24

We have approximately thirty (30) families shortlisted to move out of shelter before the end of the summer and that number is likely to increase. As with any Shelter facility, we have had some challenges specifically with some of our clients with mental health and substance abuse issues. To address this we have hired a Client Care Coordinator within the last quarter. CCCs are Licensed Master of Social Work (LMSWs) who are trained to assist those dealing with Mental Health issues.

Referrals are given for treatments and intervention and our clients have been receptive so far. We have also added a new Employment Specialist to our team as of 1/22/24 to increase our efforts to assist both our unemployed and employable clients. We also given referrals for employment opportunities and are required to report on their progress. Staff assist unemployable clients with applying for appropriate financial assistance and other benefits.

Additionally, the facility continues to provide three meals daily for every client. During 2020, the facility began providing full laundry services to the clients with the provision of four commercial washers and driers. The facility also provides weekly linen exchanges for the clients.

Upon arrival to North Star Family Residence, all clients are required to sign the Good Neighbor Policy. This policy was put in place to inform and remind clients that they should not be engaged activities such as loitering, littering, public drinking, drug use, etc... To counter this activity, there has been a robust response of community patrols conducted by the facility's Security. Since the commencement of these patrols there has

been a decline in the frequency of negative incidents. Violations of this policy are met with swift action in which clients meet with the Program Director, Director of Social Services and the Security Director to discuss the violation, review the good neighbor policy and come up with a corrective action plan to ensure that it does not happen again.

The management of the facility welcomes engagement and feedback from the community and look forward to a harmonious relationship with all as we continue to execute our mandate of serving our clients.

**North Star Family Residence, LLC
Community Advisory Board**

January 24, 2024

Shelter Capacity: 153 Units

Occupancy	
Units Occupied	151
Total number of residents	302
People admitted	3033
People exited	2697
Housing	
Permanent housing placements	236
Transfers to other program facilities	575
Statistics	
Employed	42.15%
Employable	33.65%
Disabled	14.54%
Mentally Ill	15.75%
Asylum Seekers	30.75%
Population by Age	
Age: 18 – 19 years old	1.976%
Age: 20 – 29 years old	37.94%
Age: 30 – 39 years old	17.39%
Age: 40 – 49 years old	16.99%
Age: 50 – 59 years old	14.22%
Age: 60 – 69 years old	7.509%
Age: 70 – 79 years old	3.952%
311 Calls	
311 calls made to the shelter	
NYPD Data	454 calls to 911
Precinct-level Homeless Shelter Arrest Data can be found at the following link: https://nyc-csg-web.csc.nycnet/site/nypd/stats/reports-analysis/homeless-shelter-arrests.page	

COMMUNITY ENGAGEMENT REPORT

- North Star Residence Security team continues to conduct community patrols on a 24 hours rotation of three shifts of eight (8) hours. 11:00 pm to 7:00 am, 7:00 am to 3:00 pm and 3:00 pm to 11:00 p m.
- The patrols are conducted every half hour, so a total of 16 patrols are conducted per shift, and forty eight (48) patrols in twenty four (24) hours.
- The patrol covers a three (6) block radius.
- Over the past three months there has been 1 instance of loitering, and the family have been spoken too.
- North Star Residence management continues to actively engage clients with reminders of the **GOOD NEIGHBOR POLICY**, and clients who continue to break this policy will be transferred in order to maintain a harmonious relationship to the community.