

# YOUTH DROP-IN CENTER

## NEIGHBORHOOD QUESTIONS & ANSWERS

### Introduction

*The Youth Drop-In Center is an initiative of A Place 4 Me in partnership with Lutheran Metropolitan Ministry.*

A Place 4 Me, the community's initiative to prevent and end youth homelessness, has partnered with Lutheran Metropolitan Ministry (LMM), young adult leaders, local funders and service providers to introduce a drop-in center where young people seeking housing stability can find respite and safety. This drop-in center will meet basic needs and connect young people to a broad range of services they want and need in a single site, in an environment that is safe, secure, comfortable, and non-stigmatizing.

There is a critical need for a place to serve young people experiencing homelessness in our community. On average, about 550 young adults ages 18 to 24 seek emergency housing services and support in Cuyahoga County each year. As the lead agency for the Cleveland/Cuyahoga County Continuum of Care (CoC), the Office of Homeless Services (OHS) aligns local efforts to reduce and end homelessness. OHS is an important partner in the collaborative for the drop-in center, which requires a system-wide response to address the housing instability among young people in the county. Drop-in centers serve as critical access and navigation points to link young people to appropriate resources. A study by the U.S. Department of Health and Human Services found that homeless youth are more than twice as likely to use drop-in centers as shelters, and both are used more often than other services for medical, substance use and mental health needs.

A Place 4 Me serves hundreds of young people each year and works in partnership with its own REACH Youth Action Board toward a goal of preventing and ending youth homelessness in Cuyahoga County. The young adults who comprise the REACH Youth Action Board of A Place 4 Me all have lived expertise in homelessness, housing instability or child welfare issues, and the group has been the lead partner in planning the building design and amenities. They will continue to serve as partners throughout the services-design and building processes.

Building upon its continuum of youth resiliency services, LMM will serve as the operating partner of the youth drop-in center. LMM will be responsible for the day-to-day management of the center, staffing and volunteers, safety and security, onsite service provision, partnerships, outreach, donation management and facility management. A Place 4 Me staff as well as other partners providing services related to housing stability and overall wellness (education and employment services, health and wellness services, public benefit access, housing assistance, etc.) will also be working with guests within the center.

**The partnership of Lutheran Metropolitan Ministry (LMM) and A Place 4 Me, including its many local and national partners and the REACH Youth Action Board, are referred to in the below FAQ as “the Collaborative.” All questions are answered on behalf of the entire Collaborative.**

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## Building Use

1. *The property currently has a business occupancy classification. Do you anticipate needing to apply for a variance or conditional-use permit?*

We do not anticipate the need for a variance or new conditional use permit in order to open the youth drop-in center. Lutheran Metropolitan Ministry (LMM) remains both the building owner and tenant. The occupancy permit was issued to Lutheran Family Services (LFS), which is LMM (LFS merged into LMM in 2017). The existing conditional use variance was issued for a Use Group B (Business) occupancy, which will remain unchanged. The services provided within the facility will remain consistent, with the primary charge of providing social services including counseling, education, job placement assistance, housing placement assistance and other related supports.

2. *The Building Department's on-line records show an application for a Youth Drop-In Center (21TMP-027539). When did you apply? Will you provide copies of the application and supporting documents to the block club to review?*

As part of an initial exploratory phase, LMM inquired with the City of Cleveland Building Department and initiated an online application for the purpose of getting an idea of the type of information that was required. It became clear it was too early in the process to respond appropriately, so that specific application did not move forward.

3. *The building is within a historic district. Are there constraints to planned improvements resulting from operating in a historic district? How do planned improvements make the building better fit in with the historic character of the neighborhood?*

LMM is the current owner and tenant of the building, and is aware and respectful of the preservation of the look of the neighborhood within the historic district, where the organization is already proud to call home. All drop-in center partners have had input on the exterior modification plans, which will at a minimum maintain the vernacular of the existing building. We will work with Landmarks to ensure an acceptable execution of our design, compliant with the historic district guidelines.

## Community Engagement

4. *Why have you not contacted the immediate neighbors/ neighbors on the block between W. 38th and W. 44th? Your materials state that you want to know community interest and any barriers to acceptance before selecting a site.*

In the summer of 2021, the Youth Drop-In Center Collaborative began to explore the potential of utilizing the 4100 Franklin Blvd. location. At that time, the team began to develop an outreach strategy, and as a starting point, compiled a list of potential

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stakeholders (neighbors, public officials, social service organizations, churches, and public servants). We met first with Councilman Kerry McCormack and county Councilwoman Yvonne Conwell to share the project and to gather their feedback on how best to engage the community. During this meeting, it was suggested that we next contact Ohio City Incorporated and the Franklin-Clinton Block Club. A joint meeting was held in November with leadership from both of these entities. Following the November meeting, and with the advice of these community leaders, we had meetings with the Cleveland Police Department - 2nd District, May Dugan Center, Greater Cleveland RTA, St. Paul Community Church, St. Herman Focus and Malachi Center. The leaders also recommended we attend and present to the full block club at their January 2022 meeting. It is our hope to be able to have smaller, more focused conversations with immediate neighbors in coming weeks. We remain open to community feedback during this planning phase.

5. *Have you discussed this project with Ohio City, Inc.? If so, when did you first approach OCI? Who is your contact at OCI? Will you provide copies of any documents that you provided to OCI?*

A joint meeting was held with leadership from Ohio City, Inc. and the Franklin-Clinton Block Club in November of 2021. Tom McNair from Ohio City, Inc. joined the conversation with leaders of the Franklin-Clinton Block Club including Alex Frondorf, Priscila Rocha, and Karen Desotel. Councilman Kerry McCormack also joined for the start of the conversation. A project description and a Frequently Asked Questions document were sent in advance of the meeting, and a presentation was given to this leadership group along with a discussion and feedback opportunity.

## Location

6. *Which cities/counties in Ohio have youth drop-in centers? What are their names? Are these centers in residential neighborhoods?*

Cleveland is the only major urban city in Ohio that does not have a much-needed youth drop-in center. The following youth drop-in centers exist in Ohio:

- Cincinnati/Hamilton County - Lighthouse Youth Services Sheakley Center, situated directly adjacent to residential homes
- Dayton/Montgomery County- DayBreak Drop-In Center - commercial area
- Columbus/Franklin County - Star House - commercial area
- Columbus/Franklin County - Kaleidoscope Youth Center (drop-in center specifically for LGBTQ youth ages 12-20, including those experiencing housing instability) - the center is located in the Discovery District directly across the street from an apartment building

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7. *Is this the only center in Cuyahoga county serving the youth population? If so, can we assume that people will visit from any part of the county?*

This is the only center of its kind in Cuyahoga County focused exclusively on youth and young adults ages 16 to 24 who are experiencing homelessness or housing instability. Drop-In Center staff will be collaborating with youth service providers across the county to ensure that young people coming to the center gain access to community supports and services that are geographically accessible.

8. *Where does LMM anticipate the youths/ young adults will come from? Should the drop-in center be close to where its clients are coming from?*

In the experience of the Collaborative, neither quantitative nor qualitative data suggest that young people experiencing housing instability are more likely to come from a single location within the county. Homelessness is a county-wide challenge.

9. *Where are LMM's current youth resiliency services?*

LMM operates a shelter for youth ages 13-17 located on the Cleveland/Lakewood border, and an independent living program for youth ages 16-21 out of an apartment building located in Lakewood. Both sites are in residential areas.

10. *Can you share how you define "accessibility" to public transportation?*

Accessibility is an important element we considered when selecting a drop-in center site. We define access to public transportation as being within a reasonable walking distance (less than a 15-minute walk) to the center.

11. *Did LMM consider locations on public-transit lines? (Lorain, Detroit, W. 25th, W. 65th)*

The 4100 Franklin site is in close proximity to public-transit lines, based on the site selection criteria for accessibility as defined above. Greater Cleveland RTA operates a main transit line on Detroit Avenue, with a bus stop near 38th street. This bus stop is .2 miles and a 5-minute walk to 4100 Franklin Blvd. GCRTA also operates a main transit line on W. 25th St. with a 12-minute walk to the center.

12. *The fact sheet states that a site should be close to public transit, restaurants, groceries, and libraries. How close should each of these be to the program site?*

Having the drop-in center close to restaurants, groceries, libraries and public transit will benefit the youth, and is a specific element of the search criteria that young people developed. Each of these entities should be walking distance or reasonably accessible to public transit lines.

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- 4100 Franklin Blvd. is a 5-minute walk to a bus stop on 38th and Detroit which accesses the 26, 26A and 71; It is also a 12-minute walk to a bus stop on W. 25th that accesses the 22, 25, 45, 51 & 51A.
  - 4100 Franklin Blvd. is a 12-minute walk to Dave's Groceries and a 12-minute walk to Ohio City Grocery. It is an 8-minute walk to the Hingetown neighborhood of Ohio City which has a coffee shop, tea shop, a deli and other retail.
  - 4100 Franklin is a 10-minute walk to the Carnegie West Library.

13. *What were the criteria used to select a location? How were these criteria defined? Can you provide analysis that was done to select this location as optimal? What are the pros/cons of this location in terms of serving the center's mission?*

The exploration and vetting of sites for a youth drop-in center was a critical element of the planning process. With funding from The Cleveland Foundation and the Sisters of Charity Foundation of Cleveland, the collaborative engaged Allegro Real Estate Brokers to support a site search and selection process for the youth drop-in center. Criteria were defined in partnership with the youth-led planning team for the drop-in center.

Criteria:

- **Safety.** Most critically important to young people is safety. Young people experiencing homelessness are more likely to be victims of crime than to perpetrate crime. It is essential that the center be located in a community where crime is low in order for young people to feel safe enough to access the center.
- **Residential and walkable.** The center is intended to create a feeling of home for young people who have none. Young people asked that the center be located in a residential, family-oriented environment as opposed to an institutional or commercial one. An institutional environment is particularly disengaging and can feel especially unwelcome for this population.
- **Access via public transit.** The majority of young people expected to visit the center will be using public transportation, though some will have vehicles.
- **Access to amenities** that any young person would want – cafes, libraries, shops, etc. Ohio City was specifically named by young people as a community that feels welcoming and engaging to them.
- **Near downtown, but not in downtown.** We heard that it is important for the center to be located close enough to downtown in order to facilitate young people's access to necessary downtown services but that young people preferred that the center itself not be located downtown. Most especially, young people did not want the center located near the large downtown emergency shelters.
- **A building that is appropriate in size** so as to be wholly devoted to the drop-in center and not shared with other tenants.

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### **Analysis and selection process:**

Allegro combed their database of on-the-market properties and also held nearly 20 interviews with community stakeholders and organizations who might have off-the-market property holdings that could meet the criteria.

A Place 4 Me administered a survey to community providers and young people that explored how the drop-in center could operationalize five core values (racial and LGBTQ equity, safe/youth friendly, radical hospitality, highly relational, and low barrier). Location feedback on the survey specifically identified Ohio City as sharing many of the same core values.

The 4100 Franklin location was one of several prospective properties, and it was the only one that the Collaborative concluded met all criteria. The exploration of the feasibility to renovate the site began in the summer of 2021.

*14. What is the addressable market for the proposed services? Have you conducted analysis to identify the location of potential beneficiaries of this proposed service throughout the county? Can you provide the analysis?*

Homelessness and housing instability can affect any young person anywhere in the county. Through our work and partnership with young people experiencing the trauma of homelessness, we know that this population is often reluctant to identify as “homeless” due to stigma and fear. This makes such an analysis difficult to conduct. To the extent that the Cuyahoga County Office of Homeless Services can capture this data, we know the majority of young people who seek support for housing instability live in the city of Cleveland and adjacent communities.

Of homeless individuals served by Coordinated Intake in the calendar year of 2021:

- 9% were between 18-24 years old
- 13% were between 13-25 years old

Of youth 18-24 served by Coordinated Intake in CY2021:

- a. 87% had last prior zip code listed as one in Cuyahoga County
  - i. 28% of those who listed Cuyahoga County came from Ohio City or surrounding zip codes (44102, 44113, 44111, 44144, 44109, 44115, 44114, 44127, 44107)
  - ii. 8% of those who listed Cuyahoga County came from Ohio City zip codes (44102, 44113)

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15. *How do you expect the potential users of the service to access the location? What analysis has been done to support that the proposed location is accessible to the target population? Can you please provide the analysis?*

We expect young people to access the center primarily via public transit. Some young people have cars and will be able to drive to the center. Young people are resilient and resourceful, and our experience working with them shows that if the service is valued, they will find a way to us. We will also work with street outreach teams and other partners to arrange transportation for young people as necessary.

## Operations

16. *What are the hours of operation? During the meeting, LMM said 10:00 a.m. to 8:00 p.m. initially. LMM is considering 24/7 in the future. (When?) Are there quiet hours published in conjunction with the intended hours of operations?*

We are anticipating operating 10 hours per day, seven days a week. Our approach is to take time to get the programming established and evaluate needs over time. We have tentatively considered hours of operation as 10 a.m. - 8 p.m., and are amenable to adjustments within this framework (e.g. 9 a.m. - 7 p.m., shorter hours on the weekend days, etc.) that align with the needs of young people and partners who provide services in this area.

There will be no overnight hours. We will make every effort to ensure our guests adhere to and comply with city ordinances.

While 24/7 operation is a best practice for centers like this one, we recognize that a move to 24/7 is a significant change. Many factors would impact a consideration to move to 24/7 operations (demonstrated needs, accessibility, funding, etc.). If this option were to be considered, a feasibility review would be conducted and would include soliciting and addressing feedback from the community prior to any decision.

### Updated January 2023:

In alignment with requests from Councilman Kerry McCormack and feedback from the community, there will be no 24/7 operations at this location at any point. Our commitment to being a good neighbor and establishing a much-needed resource in this location is most important. We will not compromise the relationships we have built, and we will have no future discussion of 24/7 operations at 4100 Franklin.

17. *What days of the week will the center be open?*

7 days a week.

18. *Where will youth/ young adults go after the drop-in center closes? Will they be permitted to stay on the property? How will LMM enforce people leaving?*

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Many young people who will visit the center already have places to stay overnight and will be using the center to access resources, do laundry, have a meal or seek respite from what may be a challenging situation. Guests in need of sleeping arrangements will be assisted in finding suitable locations and services. We will have youth advocates and safety personnel on site to assist our guests in getting to their next location. We will also have resources available for those in need of transportation assistance. They will not be permitted to stay on the property after closing hours.

19. *What's the protocol for friends / relatives of youth at the center? Is there a limit to the number of friends / family that each youth can bring?*

The center is for young people who are experiencing housing instability. We know these youth will not hesitate to bring a friend or sibling in need to the center, as a referral for resources. This is an important element in building community and serving more young people experiencing housing instability. Because of the center's age limit, family members over the age of 24 would not be welcomed to use the center, and would be connected with or referred to a community partner. Some young people experiencing homelessness who meet the age criteria are parents, and they will be welcome to bring their children.

20. *What's the ratio of caregiver to youth? How many caregivers will work at the drop-in center at a given time?*

The staffing plan is based on operational assumptions (hours and number of guests) and will be adjusted if there are fluctuations in guest utilization. Staff include the center director, receptionist, youth advocates, safety officers, youth navigators, clinicians, maintenance, etc. In addition, professionals from other social service partners will be on site as needed.

21. *Does operating within a block of an elementary school result in any constraints to the operation of the service?*

LMM's drop-in center maintains the existing Business (Social Services) Use that the facility has been approved for by the City of Cleveland. Cleveland Zoning code and building code do not have operational constraints related to this type of Business Use and its proximity to schools.

## **Security**

22. *Will security stay on site after the center closes? If not, how will LMM handle people outside the building after the center closes?*

Security personnel will not stay on site after the center closes. The facilities will be secured at closing time, and safety features will be in place, including appropriate lighting and security monitoring systems. Staff will help young people identify a plan for where they will be at night. Youth Navigators will be on site to work individually with

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youth to resolve their housing plans. Guests in need of sleeping arrangements will be assisted in finding suitable locations and services. Guests will not be permitted to loiter, and youth advocates and safety personnel will assist our guests in getting to their next location. We will also have resources available for those in need of transportation assistance. They will not be permitted to stay on the property after closing hours.

*23. Please explain the need for security at the facility.*

Safety personnel specially trained in trauma-informed, youth-centered de-escalation will be on site to both proactively monitor for and also be responsive to any conflicts or issues that may arise that impact safe participation in center activities. In most cases safety personnel will be able to address the situation and will remove individuals if appropriate. The Cleveland Police Department - 2nd District will be called in for support, if needed. We are building relationships with the Community Engagement Officers of the Community Services Unit of the CPD - 2nd District so we can partner on responses as well as identify proactive ways to ensure a safe and secure environment.

*24. If a security issue happens - either in the center itself or with an unwanted visitor, what is the protocol?*

Safety personnel specially trained in trauma-informed, youth-centered de-escalation will be on site to both proactively monitor for and also be responsive to any conflicts or issues that may arise that impact safe participation in center activities. In most cases safety personnel will be able to address the situation and will remove individuals if appropriate. The Cleveland Police Department - 2nd District will be called in for support, if needed. We are building relationships with the Community Engagement Officers of the Community Services Unit of the CPD - 2nd District so we can partner on responses as well as identify proactive ways to ensure a safe and secure environment.

*25. How will security be managed outside of the facility in the neighborhood to support safe coming and going from the service site?*

Guests will not be permitted to loiter, and youth advocates and safety personnel will assist our guests in getting to their next location. We will also have resources available for those in need of transportation assistance. They will not be permitted to stay on the property after closing hours.

## **Services**

*26. Will the clients be linked with permanent-supportive housing or transitional housing?*

One of the main priorities of the drop-in center is to connect young people with resources for permanent housing. Staff will link guests to a variety of housing supports and services based on the unique strengths and needs of the young person. These include access to diversion and prevention assistance, family mediation and reunification support, emergency rental assistance, Rapid Re-Housing, and supportive housing.

*27. Does not being able to function 24/7 limit the effectiveness of the services? In what ways? What is the impact of operating during limited hours on the neighborhood?*

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**About 24/7 operations:** 24/7 operations have been identified as a best practice for drop-in centers, as it provides immediate access to safety for young people at any hour of the day. A 24-hour drop-in center is not a shelter, and 24/7 operation does not mean that individual young people will stay there for 24 hours in a day. Peer youth drop-in center programs often limit access to no more than 10 to 12 hours in a 24-hour period. This is where navigation services will be important to help youth who are reluctant to leave or who have not identified a nighttime residence find a place to stay .

**At this location:** Peer youth drop-in center programs recommend opening a center with daytime hours only, to establish operations and build staff capacity, and then assess the need for overnight hours. This ensures a more thoughtful, intentional growth that will serve the best needs of the guests, the staff, and the community surrounding the center.

**Updated January 2023:**

In alignment with requests from Councilman Kerry McCormack and feedback from the community, there will be no 24/7 operations at this location at any point. Our commitment to being a good neighbor and establishing a much-needed resource in this location is most important. We will not compromise the relationships we have built, and we will have no future discussion of 24/7 operations at 4100 Franklin.

*28. What is the process for receiving approval to operate the service 24/7?*

If 24/7 operations were to be considered, a feasibility review would be conducted and would include looking into any required approvals and soliciting and addressing feedback from the community prior to any decision.

**Updated January 2023:**

In alignment with requests from Councilman Kerry McCormack and feedback from the community, there will be no 24/7 operations at this location at any point. Our commitment to being a good neighbor and establishing a much-needed resource in this location is most important. We will not compromise the relationships we have built, and we will have no future discussion of 24/7 operations at 4100 Franklin.

*29. Please define your target market for this service more precisely. How do you define housing unstable? Who will be able to use the proposed services?*

“Housing unstable” means the young person does not have a safe, secure, or permanent place to live. They may be doubled-up with a relative, friend, neighbor, etc. or couch-surfing. A young person might be staying in a hostel, hotel, shelter, or navigating the streets. Despite their resilience or tenacity, their housing challenges create greater deficits in their lives. We also refer to these individuals as “young people experiencing homelessness,” “young people striving for housing stability” or “young people experiencing housing instability.”

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30. *How do you plan to ensure that the housing unstable, homeless youth population is primary beneficiary of the service? What specific measures will you take to ensure that the service doesn't become a more general purpose youth drop-in center?*

The Collaborative has decades of experience combined in working with young people striving for housing stability. Trust and confidentiality are paramount for many of these young people. The culture of the center and all materials, signage and communications will make clear that this center is a resource and respite for those who are in the process of seeking housing stability.

31. *If someone tries to use the center who is outside of the defined age range, what is the protocol for the center?*

Anyone outside of the designated age range who tries to access the center's services will find assistance to address any immediate basic needs (restrooms, refreshments, safety) and then be referred to appropriate service providers.

## **Neighborhood Impact**

32. *What is the expected impact on the immediate neighborhood and its residents resulting from an influx of teenage and young adult non-residents into the neighborhood? What research/analysis has been done to support this?*

The sidewalks nearest the center will likely see a slight increase in foot traffic, which is the most likely means of access to the center. Based on the current services and experience of A Place 4 Me, whose youth navigation team will be on site, it is anticipated that 12-15 youth would be using the center at any one time.

33. *What is the expected impact on the neighborhood of providing a transient service 24/7? What about until the proposed 8:00pm closing time?*

In any scenario, there will be youth exiting the drop in center throughout the day, and there will be foot traffic at different times as youth come and go. They will have had some basic needs met and will have access to transportation. As previously addressed, 24/7 operation will not be implemented without feasibility studies and neighborhood dialogue.

### **Updated January 2023:**

**There will be no 24/7 operations at this location at any time.**

34. *Have you consulted with any community officials - i.e. 2nd District CPD, local elementary school administration, church leaders, parks officials, etc. to gather their perspective about the impact to their operations and the neighborhood more broadly*

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*of placing the services in this specific location? Who? When? What was their feedback?*

Since November 2021, our team has met with City and County Officials, 2nd District CPD, Greater Cleveland RTA, and several social service providers in the neighborhood and surrounding neighborhoods, including NEOCH, May Dugan, St. Paul Community Church, St. Herman's FOCUS, LGBT Community Center, and Malachi Center.

As a result of conversations to date, we have a growing list of stakeholders and additional meetings are being planned. Feedback received to date has been positive, with those who work closely with young people in the community affirming the center will fill a significant gap in services, and many offers of partnership and support.

35. *What consideration was given to mixing the youth population with the adult male population of St. Herman's and the population that frequents St. Paul's services? What is the expected impact on the youths using the proposed services? What about the neighborhood?*

Acknowledging the unique developmental stage of young adults is one of the establishing factors of the movement to end youth homelessness and offer a drop-in center. Young adults need services tailored directly to them. We do not expect much duplication in terms of the population served, and teams at St. Paul's and St. Herman's have affirmed that the drop-in center will be a resource for referring young people that do not meet their service criteria and/or who can be better served by our programming.

36. *What is the expected impact on crime in the neighborhood?*

A Place 4 Me staff provide ad hoc drop-in services to young adults at the YWCA of Greater Cleveland office. That building has had no increase or impact in crime on account of the young people who access it for support.

37. *What is the expected impact to traffic on Franklin Blvd. and throughout the neighborhood resulting from providing a transient service at this location? Does this support the planned work on Franklin Blvd. to calm traffic and make the neighborhood more pedestrian friendly? Does the planned road work impede the delivery of services? What analysis has been done to support this?*

We anticipate the majority of the young people will come to the center via public transit and by foot from the bus stop, thus contributing little to vehicle traffic on Franklin Blvd. We were alerted to the proposed roadwork by the councilpersons and are keeping in touch to better understand the timeline and implications. Depending on the timeline for the work and our timeline for opening, this may or may not be an issue to work around.

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*38. What is the expected total influx of nonresidents into the residential neighborhood that will result from serving 200 youths annually and 10-12 youths at any given time on a daily basis?*

Based on our projections on the number of young people anticipated at the center at any given time during operating hours, there will be anywhere from 5 to 12 staff at those times based on guest utilization. In addition, professionals from service partner organizations will be on site as scheduled, and as needed, which may account for an additional 2-3 people.

*39. What is the plan to mitigate loitering on Franklin sidewalks as a result of the center?*

Guests will not be permitted to loiter and youth advocates and safety personnel will assist our guests in getting to their next location after they leave. We will also have resources available for those in need of transportation assistance. They will not be permitted to stay on the property after closing hours.

Youth advocates, navigators and staff establish and maintain excellent rapport with young adults, and they work to foster a culture of care and respect for the neighborhood. Mutual respect and care will grow through community events and volunteer opportunities among neighborhood residents.

## **Service Demand**

*40. What percentage of the 550 underserved youth will leverage this center?*

550 is the number of young people ages 18 to 24 who sought emergency housing services in Cuyahoga County last year through the county's Coordinated Intake system. This translates to one to two young people daily at Coordinated Intake. Young people seeking emergency shelter can still utilize this resource without coming to the youth drop-in center, and we expect that many will.

The team at A Place 4 Me has been serving young people for the last several years in a "drop-in" capacity. Last year, A Place 4 Me served 415 unique young people, some of whom had also visited Coordinated Intake. Most of the services have been provided through the telephone because of pandemic protocols. Based on this experience, we are anticipating about 200 unique young people will come to the center in the first year of operation.

*41. How often will the same people that are projected to return to the center, versus first-time visitors?*

From experience, we expect that some young people will come to the center one time, receive what they need, and not return. We hope that young people will find the center to be a safe and welcoming respite from the daily stress of their experience, and thus find value in returning.



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## About the Partners

**A Place 4 Me** is the community's coordinated initiative to prevent and end homelessness among youth and young adults. The initiative was created in 2014 to coordinate and align systems to better meet the needs of young people experiencing homelessness; to cultivate and support youth leadership and voice in developing solutions to youth homelessness; and to provide direct services that fill gaps in the system of care. AP4M is overseen by a diverse, public-private steering committee, which includes the REACH Youth Action Board, Cuyahoga County Division of Children and Family Services, Office of Homeless Services, EDEN Inc, FrontLine Service, Lutheran Metropolitan Ministry, Sisters of Charity Foundation of Cleveland, Annie E. Casey Foundation, and YWCA, which also serves as the host and fiscal agent of the collaborative.

**Lutheran Metropolitan Ministry (LMM)** was established in 1969 as a nonprofit organization with a mission to serve those who are oppressed, forgotten and hurting to be empowered, valued and healed. Focusing on Housing & Shelter, Workforce Development, and Health & Wellness Services, LMM creates innovative programs that serve with people who are homeless, youth who are at-risk, older adults who are vulnerable, people impacted by the criminal justice system, and individuals with behavioral health needs. LMM's mission and work aligns with that of A Place 4 Me's goal to prevent and end youth homelessness and engage youth voice and choice. The Youth Drop-In Center operation fits into LMM's existing continuum of services for youth, Youth Resiliency Services, which currently includes a shelter for youth ages 12 – 17 years old and a youth independent living program for youth ages 16-21.