



This report summarizes resident feedback gathered through a recent survey of Theresa's Place residents. The survey was completed between June 16, 2026 and July 8, 2026. A total of 41 surveys were distributed, and 37 were returned. Two units were vacant at the time of the survey, and one resident declined to respond. All responses were private, and residents received a \$15 gift card for completing the survey.

Overall Expectations and Initial Impressions

When asked whether living at Theresa's Place was what they expected, 24 residents responded yes, 11 responded no, one responded somewhat, and one indicated they had no prior expectation. Based on subsequent answers, most of those who responded 'no' were pleasantly surprised by their experience at Theresa's Place. Overall, the responses suggest that many residents experienced Theresa's Place as a positive and supportive environment, while others expressed disappointment or concern about whether the program and living environment matched what they had expected.

Resident comments reflected a mix of appreciation and concern. Several residents described Theresa's Place as better than expected, citing helpful staff, a relaxed environment, cleanliness, quiet, and a stronger sense of support and safety than anticipated. Residents also noted the importance of having a place that was close to services and offered opportunities for connection. At the same time, some residents raised concerns about drug activity, safety, people bringing guests into the building, and feeling that the environment was more regimented or less secure than expected. These responses indicate that while many residents value the housing and support provided, safety, expectations, and consistency remain important areas for continued attention.

Most Positive Changes Since Moving In

The most common positive theme was that they had transitioned out of homelessness or shelter living into stable housing. Residents frequently described the importance of having their own apartment, a bed, a roof over their head, and a place to call home. Many residents identified stability, peace and quiet, independence, reduced stress, and having personal space as meaningful changes since moving into Theresa's Place. Several residents also shared that the environment has helped them rest, sleep better, organize their lives, focus on recovery, reconnect with family, and begin thinking about the future. Staff support

was another recurring strength, with residents describing staff as kind, helpful, caring, and important to their sense of stability.

Care, Support, and Relationships

Residents reported a strong sense that people at Theresa's Place care about them. Of the residents who responded to this question, 36 answered yes and one answered no. Examples provided by residents focused primarily on staff support, including daily check-ins, staff asking how residents are doing, offering help, assisting with problems, supporting medication needs, inviting residents to participate in community activities, and creating a welcoming and encouraging atmosphere.

Many comments named specific forms of care, such as staff being easy to talk to, helping when residents need something, checking in regularly, and encouraging residents in their progress. Residents also identified supportive relationships with other tenants and security staff as contributing to a sense of care and connection. However, not all feedback was positive. A small number of residents described feeling bullied, disregarded, unsafe, or that only some people demonstrated care. These comments suggest that while the overall perception of care is very strong, continued attention to resident relationships, conflict, and safety concerns remains important.

Community and Belonging

Most residents reported feeling a sense of community or belonging at Theresa's Place. Thirty residents responded yes, five responded no, and one did not answer. This suggests that the majority of residents experience Theresa's Place as more than housing alone; for many, it also provides connection, support, and opportunities to be part of a community. At the same time, the residents who did not feel a sense of belonging highlight the need to continue strengthening inclusion, relationship-building, and shared community expectations.

Meaning of Living at Theresa's Place

When residents described what living at Theresa's Place means to them, the most frequent themes were safety, stability, independence, comfort, and having a home. Many residents shared that Theresa's Place has helped them move out of homelessness, avoid returning to shelter, and begin rebuilding their lives. Residents described the experience as having a clean and secure place to live, a chance to start over, a place to make plans for the future, and an opportunity to feel more accomplished and settled.

Several residents described Theresa's Place as a foundation for recovery, sober living, family connection, and personal growth. For some, the meaning was simple but significant: knowing where they would sleep, having their own space, and no longer moving from place to place. A few residents expressed more complex or negative feelings, including concerns

that the environment did not feel as safe over time or that it felt too similar to transitional housing. These comments reinforce that Theresa's Place plays a meaningful role in residents' lives while also pointing to areas where safety could be improved.

Ways Theresa's Place Has Helped Residents

Residents identified several ways Theresa's Place has helped support their stability and well-being. Twenty-one residents reported that they had visited a doctor, dentist, therapist, or treatment center. Nineteen reported taking medications more regularly, 15 reported addressing mental health issues, and 14 reported gaining the stability needed to get and keep a job or volunteer regularly. Twenty-five residents reported becoming more financially stable or independent.

Residents also reported accessing additional benefits, including MaineCare and SNAP, each identified by 15 residents, and SSDI or SSI, identified by 11 residents. Other comments reflected practical and personal improvements, including help with paperwork, feeling welcomed, being able to cook and participate in activities, having peace of mind, working on oneself, receiving support from a caseworker, experiencing freedom, and appreciating the helpfulness of daytime staff. Several residents again emphasized that they are no longer homeless, which remained one of the strongest and most consistent themes across the survey.

Ongoing Group Supports

Theresa's Place maintains a monthly activity and group calendar that is posted for residents and includes a variety of recurring opportunities for engagement, skill-building, wellness, and community connection. Current offerings include weekly cooking, creative arts, recovery group, and gardening activities. Life skills groups are offered two to three times per month, while bingo, leisure exploration, and birthday celebrations are offered monthly. Additional weekend activities are provided as CRS staff are available, and holiday festivities are offered as appropriate throughout the year.

Participation currently appears to be concentrated among a smaller group of tenants, although group offerings are made available to all residents. As CRS staffing increases, there may be greater capacity to engage more tenants and encourage broader participation across activities. There is also interest in adding a peer group at Theresa's Place once the CCBHC team has additional peer staff in place. Expanding staffing and peer support may create more opportunities for relationship-building, resident engagement, and consistent participation in structured activities.

Tenant Profile and Housing Stability

Theresa's Place includes 41 units and has served 49 tenants since opening in September 2025. Since opening, nine apartments have turned over. Four turnovers were the result of

eviction, three were due to abandonment, and two were due to tenant deaths. One apartment was vacant at the time the data was pulled. Because of that vacancy and prior turnover, the tenant profile information is based on the 49 tenants served to date.

Most tenants reported that their last housing situation was in Maine, with 43 tenants, or 88 percent, indicating that they were last housed in the state. Rent stability also appears strong for many residents. Twelve tenants currently have a zero rent payment through a voucher, and 18 tenants have paid their rent on time since moving in.

Tenants identified a range of factors that contributed to their homelessness. The most frequently reported factors were substance use and never having been housed, each identified by nine tenants. Financial issues were identified by eight tenants, mental health by seven tenants, physical health issues by six tenants, eviction for nonpayment of rent by five tenants, eviction for behavior by four tenants, and domestic violence by one tenant. These responses show that homelessness among tenants served by Theresa's Place is connected to multiple and often overlapping circumstances, including health, income, housing history, and safety-related factors.

Tenant ages range from 20 to 73, with the largest number of tenants falling between ages 51 and 60. Five tenants are between 61 and 70 years old, 15 are between 51 and 60, 12 are between 41 and 50, seven are between 31 and 40, and 10 are between 20 and 30. This age distribution reflects a broad tenant population, with a particularly strong representation of middle-aged and older adults.

Lease compliance data shows that 23 tenants have had no lease violations since moving in. Among reported lease violations, unpaid damages or rent was the most common issue, with 12 instances noted. Unauthorized guests were identified in eight instances, tenant behavior in four instances, and nine lease violations were corrected. This information suggests that while many tenants are maintaining successful tenancies, ongoing support around rent obligations, damages, guest expectations, and behavioral concerns remains important to long-term housing stability.

Prior to moving to Theresa's Place, tenants reported a variety of housing situations. Fourteen tenants were living in a shelter, and another 14 were living in transitional housing. Nine tenants were at risk of homelessness, five were unhoused in Bangor, four were couch surfing, and three were unhoused outside of Bangor. These housing histories demonstrate that Theresa's Place is serving individuals with significant housing instability, including people coming directly from shelter, transitional housing, unsheltered homelessness, and situations where they were at immediate risk of losing housing.

Summary and Considerations

Overall, the survey responses show that Theresa's Place is providing meaningful housing stability, support, and connection for many residents. Residents repeatedly described the

importance of having a home, no longer being homeless, feeling supported by staff, reducing stress, improving health-related routines, and beginning to plan for the future. The strongest positive themes were housing stability, staff care, independence, reduced stress, and a sense of safety and belonging.

At the same time, the survey also identified concerns that should be considered in future planning. Some residents expressed concerns about drug activity, safety, guest behavior, bullying, and consistency of expectations. Addressing these concerns through continued communication, clear community standards, safety planning, relationship-building, and responsive support will help strengthen the overall resident experience while preserving the positive impact already reflected in the survey results.

One barrier to expanding on-site support at Theresa's Place is the lack of dedicated funding. It was initially anticipated that funding for ongoing staffing could be incorporated into the development budget; however, this funding was not approved, and that decision was not communicated until development was already underway. At this time, the daytime on-site position is temporarily funded, and nighttime security is added only when tenant behavior rises to a level that makes additional coverage necessary. There is currently no designated funding source to sustain these services. To continue providing on-site support, supervision, and services at Theresa's Place, additional funding will need to be identified. Efforts to date have included private donor applications, conversations with the Governor's Office, and exploration of available grant opportunities.