

## City Outreach Quarterly Report

Name **Bert Nash Community Mental Health Center** \_\_\_\_\_ 2006\_\_\_\_\_

**Please circle quarter**

1 <sup>st</sup> March –June 3/15 – 6/15 Due 7/20	2 <sup>nd</sup> July-Sept 6/16 – 9/15 Due 10/20	3 <sup>rd</sup> Oct-Dec 9/16 – 12/15 Due 1/20	4 <sup>th</sup> Jan-March 12/16 – 3/15 Due 4/20
--	---	---	---

### A: PERSONS SERVED

This table should be unduplicated count of persons served.

1	Number of hours of assertive outreach	165.75
2	Number of individuals/households receiving assertive outreach (Individuals may also receive Outreach Support)	58
3	Number of hours of outreach support	301.50
4	Number of individuals/households receiving outreach support (Individuals may also receive Assertive Outreach Support)	37
5	Number of households receiving outreach	15
6	Number of household members receiving outreach	39
7	Number who received outreach (all unduplicated people outreached)	134
8	Number of in-house referrals or walk-ins Literally Homeless: 10 Precariously Housed: 1	11
9	Not enrolled/declined services	75
10	Number Existing/Enrolled Who Were discharged	0
11	Number Newly Enrolled this quarter including households members	59
12	Number carried over from previous quarter	N/A

Question #9 + Question #11 = Question #7

## AVAILABLE SERVICES REFERRED TO\*

\* This section is to be completed regarding the number of clients/households who received service during the past quarter whether they were newly enrolled **or** existing.

1	Number required emergency room visit and / or crisis screening	2
2	Number of referrals to SRS, Social Security	20
3	Number of CMHC Services intakes/assessments	6
4	Number of Alcohol or Drug Treatment Services/referrals	3
5	Number of referrals to Voc Rehab/Employment	7
6	Number of Referrals for Health Care Services	11
7	Number of Referrals for Dental Care Services	0
8	Number of referrals to LDCHA	16
9	Number Technical Assistance in Applying for Housing Assistance	7
10	Number Received Planning/obtaining Housing	17
11	Number Who Benefited By Staff Coordination of Housing Services	3
12	Number of One-Time Rental Payments to Prevent Eviction	0

	<b>Referral Assistance from other community partners: ESC, Churches, Private Donation.</b>	<b>City Outreach Funds</b>	<b>ESC, Churches, Private Donation</b>
1	Food Pantry		1
2	Funds for ID		6
3	Bus Pass	35	
4	Temporary Shelter		1
5	Security Deposit		0
6	Utility Assistance		0
7	One Time Rental Assistance		
8	Other emergency assistance		8
	<b>Total</b>	<b>35</b>	<b>15</b>

## B: DEMOGRAPHICS\*

\* This section is to be completed using only the information of those **enrolled** during the past quarter includes household members.

<b>1. AGE</b>	<b>TOTAL</b>
a. Less than 13	13
b. 13-17 yrs	2
c. 18-34 yrs	15
d. 35-49 yrs	22
e. 50-64 yrs	7
f. 65-74 yrs	0
g. 75 and older	0
h. Unknown	0
<b>TOTAL</b>	<b>59</b>

<b>2. GENDER</b>	<b>Total</b>
a. Male	32
b. Female	27
c. Unknown	0
<b>Total</b>	<b>59</b>

<b>3. RACE</b>	<b>Total</b>
a. Am Indian or Alaska Native	2
b. Asian	0
c. Black or African American	9
d. Hispanic or Latino	1
e. Native Hawaiian or Other Pacific Islander	0
f. White	47
g. Other	0
h. Unknown	0
<b>TOTAL</b>	59

<b>4. MENTAL HEALTH</b>	<b>TOTAL</b>
Number of <b>enrolled</b> consumers who were observed or self reported mental health concerns.	20

*National statistics indicate 39% of homeless individuals experience mental health concerns*

<b>5. SUBSTANCE USE</b>	<b>TOTAL</b>
Number of <b>enrolled</b> consumers who were observed or self reported substance use concerns	15

*National statistics indicate 64% of homeless individuals experience problems drugs or alcohol*

<b>6. VETERAN STATUS</b>	<b>TOTAL</b>
a. Veteran	0
b. Non-Veteran	59
c. Unknown	0
<b>TOTAL</b>	59

<b>7. HOUSING STATUS @ FIRST CONTACT (only those enrolled)</b>	<b>TOTAL</b>
a. Outdoors (e.g., street, abandoned building, car)	9
b. Emergency Shelter	14
c. Apartment, Room, House (Someone Else's or Own)	13
d. Hotel, SRO, Boarding House	5
e. Halfway House, Residential Treatment Program	0
f. Institution (Hospital, Nursing Facility)	1
g. Jail or Correctional Facility	2
h. Other	10
i. Unknown	5
<b>TOTAL</b>	<b>59</b>

<b>8. TIME LENGTH HOMELESS/PRECARIOUSLY HOUSED (Only those enrolled)</b>	<b>TOTAL</b>
a. Less than 2 days	7
b. 2-30 days	11
c. 31-90 days	9
d. 91 days to 1 yr	6
e. Over than 1 yr	13
f. Unknown	13
<b>TOTAL</b>	<b>59</b>

<b>CHRONIC HOMELESS</b>	<b>TOTAL</b>
<p>HUD defines a chronically homeless person as “an unaccompanied homeless individual with a disabling condition who has either been continuously homeless for a year or more OR has had at least four (4) episodes of homelessness in the past three (3) years.” To be considered chronically homeless a person must have been on the streets or in an emergency shelter (i.e. not transitional housing) during these stays.</p>	<b>26</b>

<b>PRECARIOUSLY HOUSED</b>	<b>TOTAL</b>
<p>Includes people sleeping in conventional dwelling units but their housing situation must have arisen from an inability to pay for one’s own housing due to an emergency, and must be of short anticipated duration, and the person has no immediate plans or prospects for stable housing, and insufficient financial resources to obtain housing</p>	<b>33</b>

<b>MR/DD</b>	<b>TOTAL</b>
<p>Includes persons who have symptoms of mental retardation and/or developmental disability (impairments in adaptive functioning in at least two of the following areas: communication, self-care, home living, social/interpersonal skills, and use of community resources, self-direction, functional academic skills, work, leisure, health, and safety.</p> <p>Also includes persons who report having MR/DD services as a child.</p>	2

### C. SERVICE PROVISION OUTCOMES\*

\* This section is to be completed regarding only enrolled consumers measured at 3 months, 6 months, 9 months, 12 months and/or discharged from services within the past quarter (information measured from date of intake).

	3 mos	6 mos	9 mos	12 mos	D/C
Number of Individuals upgraded Into Permanent Housing	0				
Number of Households upgraded to Permanent Housing/number in household	0				
Number of Individuals Upgraded Into Transitional Housing	0				
Number of Households Upgraded into Transitional Housing/number in household	1/2				
Number Homeless	53				
Number Hospitalized/Placed In Nursing Facility	0				
Number Incarcerated	4				

Number On Waiting List For subsidized housing	23				
Receiving Housing Assistance	2				
Number Employed/Increased Employment/improved income Stability/In School	3				
Number Receiving Mental Health Treatment	17				
Number Received Alcohol/ Drug Services	2				
Number Who decrease/no Drug/Alcohol Use	1				
Number Lost Contact/Status Unknown	8				
Number new units in your area created	0				
Number of individuals discharged into homelessness from jail/hospital	5				
Number of individuals discharged from jail/hospital not from Douglas Co	1				
Number individuals returned to homelessness despite outreach support services	0				

**NARRATIVE:** The first quarter for the Homeless Outreach team has been very successful as well as a learning experience. Three members of the Outreach Team were “on the streets” by mid May, the last Outreach Worker was hired and “on the street by” by the first week in June. The numbers for the first quarter report demonstrate 134 individuals, were contacted at least once by a Homeless Outreach Worker. 59 of those individuals contacted, chose to engage in supportive services offered by the Homeless Outreach Team.

**Some of the findings include;**

- A common barrier to individuals accessing services is the lack of proper identification. Without a birth certificate, social security card and ID a person cannot apply for many of the community services.
- While single adults will utilize all the available shelter beds, the homeless families have no shelter available that is appropriate for families with children. Most homeless families live in cars, building- such as sheds- not meant for habitation or doubled up with friends or family

members. It has also become very obvious that even though there are a large number of homeless families with children. Unfortunately, this fact has been under reported for some time.

- We have found that the “chronically homeless”, those with 3 episodes of homelessness in 4 years or 12 consecutive months of homelessness, are the hardest to reach and most difficult to develop ongoing relationships with. This can be related to the psychological effects of chronic homelessness such as hopelessness, helplessness, “battle fatigue” so to speak, from dealing with day to day survival.
- We are also finding other difficult to reach homeless individuals are those who experience both mental health and substance abuse, both of these groups have “cycled” in and out of various systems of treatment and incarceration creating extreme distrust of any service provider. These individuals will require repeated contacts, will offer many refusals and success will need to be measured in the smallest of steps, such as willingness to accept a drink, make small talk, hold eye contact and lower their defenses a little at a time.

National statistics on homelessness indicate that 39% of homeless individuals experience mental health issues and 64% experience substance abuse issues. The current report indicates 33% of enrolled consumers were observed or reported having mental health issues and 25% of enrolled consumers were observed or reported having substance abuse issues. These statistics are lower than national averages, it is believed this is related to the relative newness of the program and the reluctance to meet with Outreach workers. It is believed that with more time and familiarity with the workers the hardest to reach individuals will begin to develop trusting relationships and the Outreach team will begin to report numbers comparable to if not exceeding the current national statistics.

Overall, the agencies in which the Outreach Team members are co-located report great success with the program, are seeing benefits of having an Outreach Worker to make direct referrals to with “real time” turn around for contact and follow up.