

Executive Summary
City Homeless Outreach
4th Quarter Oct 1 thru Dec 31st 2007

Summary 4th Quarter

- **1062** Hours of direct service provided to individuals, hours somewhat decreased due to holidays
- **63** (unduplicated) Individuals received either assertive outreach, outreach and/or on going supportive services. **56** individuals carried over from last quarter received either assertive outreach, outreach and or ongoing supportive services
- **1** (unduplicated households comprised of 2 members) received either assertive outreach and or ongoing supportive services. **21** Households comprised of **65** members carried over from last quarter received either assertive outreach, outreach and or ongoing supportive services
- **1578** service contacts including assertive outreach, outreach and on going supportive services provided to individuals, (case load and non case load)
- **248** Hours of service contacts provided to families
- **4** Declined services-indicates a *significant decrease in individuals declining services*

(services to individuals and families were identified separately to better identify needs of families with children)

Summary of Flex funds

5 individuals were assisted with rent

3 birth certificate

1 utility assistance

Other funds used for outreach supplies, food, meds etc.

Other Highlights:

Ongoing collaboration with co-located agencies, improving communication, decreasing duplication of services, improved services delivery.

Major successes to note: 23 individuals improved their housing status, 13 households made up of 26 members improved their housing status. 13 individuals were employed. 36 received mental health treatment, 7 received drug and alcohol treatment.

End of year summary;

The Outreach team is becoming an integral part of supportive services for the homeless and precariously housed populations. The Outreach team is visible and approachable by service providers as well as the homeless individuals themselves.

- One of the biggest successes has been the significant increase in homeless individuals approaching outreach workers and requesting mental health treatment, indicating a decrease in the stigmatization typically associated with mental health services. Fewer individuals are declining services.
- Another initiative is the canvassing of downtown businesses by the outreach workers, providing information, offering support, requesting to be called should any issues or concerns occur. The outreach team has made the business

owners aware that this team is a result of the Mayor's Task Force- and is funded by the City. The outreach team has experienced a positive response from the canvassing and follow up phone calls with referrals that have been responded to in a timely manner.

- Participation in various city/town meetings has allowed the outreach team to provide information from those "in the trenches" closest to the issues, offering reality based information and solutions to issues being discussed.
- The flex fund has allowed the outreach team to fill a fundamental gap for families, the need for diapers, deposits, identification including birth certificates to enable families to access services for children.

Identified ongoing barriers:

Lack of supportive/transitional vouchers continues to be a significant barrier to the continuum of services. The Outreach team has been successful in assisting individuals to gather identification, complete applications etc, but there are not subsidy dollars available at this time to house individuals on limited income. The Outreach team has had success working with the dually diagnosed populations, those with substance abuse and mental health issues, with comprehensive wrap around services from community agencies such as LDCHA, DCCCA and Bert Nash CMHC as well as Lawrence Community Shelter staff and Salvation Army staff. The need for local detox programs remains a significant issue. There is also an identified need for supported employment services for those who do not meet criteria for assistance through Bert Nash CMHC. **A significant gap becoming more obvious is lack of intensive wrap around services for the developmentally disabled adults who are experiencing homelessness.**

Budget Report: Budget remained on track for the year.