

MID-YEAR REPORT FOR OUTCOME PROGRESS

Reporting for: July 1 – November 30 of the current year!

Agency Name: Emergency Residence Project

Program Name: Shelter plus meals

Brief Description of Program: Emergency Residence Project offers short-term emergency shelter to anyone experiencing homelessness. We operate an 11-bed shelter for single men as well as 2 apartments for single women, couples or families. We offer motel vouchers if needed for overflow beds. The length of stay is around 4 weeks. Meals are provided to the single men in shelter and food is provided as needed to people staying in the family shelter or motel.

1. Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:

The Emergency Residence Project provides short-term, safe shelter, meals, referrals to community resources, and supportive services. The main goal of the program is to work with people experiencing homelessness on obtaining a better living situation than they had at entry. This may be reconnecting with family or friends, relocating to be closer with supports, moving into a housing program through another community resource (i.e. Section 8, low-income housing, Optima, Home 4 Awhile, etc.), or moving into their own rental property. Shelter guests are given seven days to resolve their housing on their own. During that time, the overnight staff are working with the shelter guests on identifying available housing options.

After seven days, an assessment is completed with the shelter guests to identify barriers to housing as well as their housing goals. At this point, they are encouraged to meet with the Associate Director on a weekly basis to work on their housing goals. The Associate Director provides supportive services that may include but are not limited to: accessing needed documentation such as photo identification, social security cards and birth certificates, connections and referrals to community resources, employment assistance, access to mental health counseling, and accessing credit reports.

At this point there are no updates on program or service outcomes. We are preparing for Coordinated Entry to get up and going in 2018 as this will assist us in connecting our shelter guests to housing programs based on their vulnerability and level of need.

2. Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:

The Emergency Residence Project continues to utilize the Homeless Management Information System (HMIS) through the Institute for Community Alliances and the Clear Impact Scorecards through United Way. We also use an internal database to track additional demographic information including where shelter guests stayed the night before entry and referral information that isn't tracked in HMIS. We track the scores of the assessment tool (VI-SPDAT) that is used to determine the shelter guests' vulnerability and level of need. This provides us with data on what housing programming is recommended to end people's experience with homelessness.

3. Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):

Along with collecting basic demographic information, we are tracking the number of households that received and requested referral information to other community resources. We are also doing a more thorough job of tracking repeat shelter guests to provide us with an accurate understanding of where shelter guests are coming from the night before entry. The other data element we are trying to track more effectively is the number of people turned away from services due to capacity and the number of people diverted from shelter. Shelter diversion means having proactive conversations with referrals on where they stayed the night before, if it is a safe situation, why they need to leave, and if they have any other additional resources available they can use. This helps ensure people are accessing shelter as a last resort

Data is collected at program entry and program exit and is reported on annually. Data is reviewed on a quarterly basis to ensure accurate completion and to update information if needed.

4. Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date:

From July 1, 2017-November 30, 2017 the Emergency Residence Project had 34 clients exit into permanent housing, including rental with no subsidy. An additional 73 clients exited to some type of temporary housing. This could include but is not limited to staying with friends or family, living in a transitional housing program, or staying at a motel paid for with a hotel voucher. Thirteen clients exited into some sort of institutional setting and 6 exited into a different housing situation. 82 clients exited with no exit destination identified or that did not complete exit paperwork.

5. Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):

One barrier the Emergency Residence Project faced is the closing of Crawford Hall in Boone and the House of Compassion in Marshalltown. With the closing of these two shelters, this has increased the pressure for emergency shelter services in Ames. Especially with Crawford Hall, this has significantly increased the number of single women needing emergency shelter space. This ties into the other barrier we have faced these first 6 months.

For several weeks in July, August, October, and November we were at maximum capacity, resulting in an increase in having to turn more people away. Being at maximum capacity for several weeks put a strain on our facility and food needs as well as we quickly went through our supplies of food, bedding, towels, etc.

A third barrier we continue to face is the increased health needs of our shelter guests, primarily mental health struggles, and the need for longer-term housing assistance for people to stabilize in housing before their health issues can be addressed. These first 6 months, we served 58 people with severe mental health issues. This is a significant percentage of our population. Most of these shelter guests also end up taking a substantial amount of staff time to assist in meeting their day to day needs and crisis that arise. These shelter guests need permanent supportive housing types of programs, of which is not available in this region.

6. Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):

The Emergency Residence Project served 141 guests in the main shelter and 87 through a motel voucher, for a total of 228 people. Out of these 228 people:

- 185 of them were over 18 years old;
- 125 males, 59 females, and 1 transgender;
- 45 shelter guests reported having domestic violence in their past, 17 of which admitted to currently fleeing an abusive situation;
- 208 shelter guests exited (see above exit destinations);
- 10 Veterans
- 13 Chronically homeless
- 1,966 meals were provided

Shelter guests reported having the following disability diagnosis:

- Mental health: 58
- Alcohol abuse: 5
- Drug abuse: 8
- Both drug and alcohol abuse: 2
- Chronic health issues: 31
- Developmental disability: 9
- Physical disability: 31

Some significant answers regarding where clients were the night before entry are:

- Shelter: 11
- Place not meant for human habitation: 62
- Psychiatric Ward: 2
- Hospital: 9
- Jail: 5
- Unstably housed (including doubled up): 77

7. Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?

As mentioned above, the Emergency Residence Project had several weeks of being at maximum capacity, meaning we saw an increase in the number of people that had to be turned away from shelter. According to the Turn Away Log, 177 households were turned away from July 1st. Some of the households turned away are repeat households that called several times to check on openings, which skews the total number of turn away's. An additional 22 households were diverted from shelter, and I anticipate this number will continue to grow as the staff continue to be trained on shelter diversion.

8. Comments:

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Reporting for: July 1 – November 30 of the current year!

Agency Name: Emergency Residence Project

Program Name: Transitional Housing

Brief Description of Program: The Emergency Residence Project provides affordable housing options along with one-on-one housing support services with six families. The program is set up to assist families in transitioning from homelessness to permanent housing within a twelve to eighteen-month timeframe.

9. Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:

The main goal of the program is to work with the families on transitioning into permanent housing and increasing their ability to maintain the housing. Support services are provided as needed, but participants are encouraged to meet with the Transitional Housing Support Specialist at a minimum of once a week. Support services include but are not limited to: financial literacy, budgeting, parenting skills, landlord/tenant education, connections and referrals to community resources, employment assistance, access to mental health counseling, accessing credit reports, and assisting clients through other barriers as needed. By providing affordable housing paired with supportive services and giving families time to decrease barriers to housing, families are better able to successfully transition out of the program and into permanent housing, therefore ending their experience with homelessness.

At this point there are no updates on program or service outcomes. We are preparing for Coordinated Entry to get up and going in 2018 as this will assist us in prioritizing referrals for our transitional housing program based on their vulnerability and level of need.

10. Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:

The Emergency Residence Project continues to utilize the Homeless Management Information System (HMIS) through the Institute for Community Alliances and the Clear Impact Scorecards through United Way. We track the scores of the assessment tool (VI-SPDAT) that is used to ensure that households are prioritized based on their vulnerability and level of need, not first come, first served.

Data is collected at program entry and program exit and is reported on annually. Data is reviewed on a quarterly basis to ensure accurate completion and to update information if needed.

11. Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):

Through the HMIS system and our internal Counting Homeless Iowans Project (CHIP) database, we can track basic demographic information, including residency, age, gender, Veteran status, and homeless status at entry. Additional data points we are tracking include:

- Number of persons that exited transitional housing;

- Number of persons that obtained permanent housing;
- Number of households that received supportive services
- Number of households connected to mainstream benefits (i.e. WIC, Medicaid, Medicare, SNAP, etc.);
- Number of adults that obtained or maintained school and/or employment;
- Number of households that improved their financial situation; and
- Number of adults that felt they received adequate referral information;
- Increase in financial knowledge;
- Completion of financial literacy classes;
- Decrease in utilization of payday loan programs;
- Increase in parenting skills and knowledge; and
- Increase in access to transportation.

12. Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date:

From July 1, 2017-November 30, 2017 the Emergency Residence Project had five clients (4 adults and 1 child) exit the program. Two of the adults (mother and adult child) exited into rental housing. The other clients unfortunately exited back into homelessness. The rest of the clients served remained in the program.

13. Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):

One barrier the Emergency Residence Project faced is having staff turnover with the case manager. The previous case manager resigned in September and a new case worker was not hired until the end of October. Due to the transition of staff, the openings in the program have not been filled. We wanted to wait until the new Transitional Housing Support Specialist started before we filled the open apartments.

Another barrier faced these six months has been the minimal amount of funding we receive from ASSET to operate this program. When compiling the ASSET monthly reports, we depleted our City of Ames and Story County funding by mid-August. If funds were available, we would have been able to request a total of \$43,670.50 from the City of Ames and \$10,986.52 from Story County. It is important to note that we have also had openings in the program due to staff turnover, so these spending totals is a conservative amount. Without having these funds available, this puts a financial strain on the rest of the organization.

A third barrier we continue to face is the increased health needs of our clients, primarily mental health struggles, and the need for longer-term housing assistance for people to stabilize in housing before their health issues can be addressed. These first 5 months, we served 6 people with severe mental health issues. This is a significant percentage of our population.

14. Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):

The Transitional Housing program served 35 clients. Out of these 35 people:

- 14 of them were over 18 years old;
- 6 males, and 8 females, (out of the adults served);
- 3 clients reported having domestic violence in their past;
- 6 clients exited (see above exit destinations);

Shelter guests reported having the following disability diagnosis:

- Mental health: 6
- Drug abuse: 1
- Both drug and alcohol abuse: 1
- Chronic health issues: 1
- Developmental disability: 1
- Physical disability: 1

15. Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?

The Transitional Housing Program has not had to turn any clients away. However, due to staff turnover, we have not processed applications as quickly as we would like to and we lost contact with some households that applied for the program.

16. Comments:

Now that a new full-time Transitional Housing Support Specialist/Volunteer Manager has been hired and is up and going, we will be working towards filling our vacancies quickly.