**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 two on-site apartments for single women, couples or families. We offer motel vouchers if needed for overflow beds. The length of stay is around 30 days. We provide meals to the single men in shelter, and food 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 program has made a shift towards being more “housing focused,” meaning that obtaining some sort of stable housing is the main goal for all our guests. This may be achieved through reconnecting with family or friends, relocating to be closer with supports, moving into one of our housing programs or a housing program through another community resource (i.e. Section 8, low-income housing, Optimae, Home 4 Awhile, etc.), or moving into their own rental property. There are no updates on program or service outcomes from July 1 to date. JODI UNLESS YOU WANT TO THROW SOMETHING HERE ABOUT ANYTHINT NEW WE’RE FANCYING UP WITH SCORECARD.

1. **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 an internal database and the Homeless Management Information System (HMIS) through the Institute for Community Alliances. We collect data at program entry as well as exit, and we report it annually. We review data on a quarterly basis to ensure accurate completion and to update information if needed. There are no updates on the measurement tools used or in the frequency of collecting information.

1. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):**   
     
   There are no updates on the measurement data collected.
2. **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, 2019-November 30, 2019, the Emergency Residence Project exited 180 clients from shelter. Of those, 40 moved into permanent housing, 6 of which went into our rapid re-housing program. An additional 57 clients exited to some type of temporary housing. This could include staying with friends or family, living in a transitional housing program, or staying at a motel paid for by the client directly. Out of the remaining clients discharged, 13 exited into some sort of institutional setting, and 70 exited with no exit destination identified or that did not complete exit paperwork.
3. **Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):**   
     
   *The Board of Directors of the Emergency Residence Project continues to engage in discussions for new facilities and identifying our needs. Our new director, Jodie Stumbo, has been reviewing the strategic plan and meeting with community partners to gain a comprehensive idea of what our needs are and what type of space is required to meet those needs.   
     
   One barrier found during staff and volunteer transition is that data entry was divided among more than one person and someone inconsistent. In one case, staff was unable to locate where data was stored for quite some time, which made it difficult to process and analyze in a timely manner. The leadership team is in the process of identifying a more streamlined approach to data entry and tracking, as well as implementing a succession plan that includes instructions for completing tasks.*
4. **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 180 people thus far this year, 142 clients in the main shelter and 67 through a motel voucher. Out of these 180 people:*

**Staff Use Only:**Change/ Benefits demonstrated for client/ community? Yes No  
Quantifiable Outcome Measures? Yes No  
Outcomes Reported? Yes No

* *191 of them were 18 years old or older; 18 were children under 18;*
* *139 males, 70 females;*
* *56 shelter guests reported having domestic violence in their past, 10 of which admitted to currently fleeing an abusive situation;*
* *160 adults exited (see above outcomes);*
* *12 Veterans*
* *35 Chronically homeless*
* *1573 meals provided*

*Shelter guests reported having the following disability diagnosis:*

* *Mental health: 90*
* *Alcohol abuse: 11*
* *Drug abuse: 4*
* *Both drug and alcohol abuse: 7*
* *Chronic health issues: 46*
* *Developmental disability: 15*
* *Physical disability: 50*

*Some significant answers regarding where shelter guests were the night before entry are:*

* *Shelter: 11*
* *Places not meant for human habitation: 87*
* *Psychiatric ward: 1*
* *Hospital: 12*
* *Safe Haven: 2*
* *Motel with or without emergency shelter voucher: 14*
* *Jail: 11*
* *Unstably housed (including couch hopping / doubled up): 29*

*\*These numbers include clients that may have accessed shelter more than once during this time.*

1. **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?***From July 1, 2019-November 30, 2019 the Emergency Residence Project unfortunately did have to turn several people away from shelter due to lack of available shelter space. Due to turnover of both the executive director and volunteer who entered that data, the exact number has not been determined but will be determined for the final report. We have been able to avoid turning away many individuals and households due to grant funds coming in from Boone and Marshall Counties that we were able to use for motel vouchers and diversion for their residents. This enabled us to provide emergency shelter for those who really needed it rather than have to turn away so many. We did have 90 households diverted from needing emergency shelter. We don’t classify people that were diverted as “turned away” from services, since we were successful in keeping them out of shelter. The number is included to demonstrate better the quantity of requests for shelter that we receive.*
2. **Comments: We did not include any comments last year. I tried to come up with something to make us look progressive. Use it or cut it. Do not care. Ha ha.***Improved shelter diversion techniques ensures that the openings we do have are going to the people most in need, while improving our data tracking ensures that we are collecting accurate information. ERP trains staff how to utilize shelter diversion techniques and tracking. As a regional access point through Two Rivers, all staff are trained through the Iowa Council on Homelessness Coordinated Entry System. As ERP is the lead agent and lead data agent for Two Rivers Coordinated Services Region, our Housing Director is chair, making her responsible for ensuring that all access point staff in the region are properly trained in diversion as well as other core housing-related competencies.*

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

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 main goal of the program is to work with families on transitioning into permanent housing and increasing their ability to maintain the housing. Support services are provided as needed, and participants are encouraged to meeting with the Housing Support Specialist at a minimum of once a week. During these visits, regular case management is provided to assist families on personalized goals and that will increase their ability to exit the program into independent living. Through Coordinated Entry (CE), we prioritize families based on level of vulnerability rather than first-come first-served or other discretion-based methods to select those for ERPs onsite housing.

1. **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 an internal database and the Homeless Management Information System (HMIS) through the Institute for Community Alliances. Data is collected at program entry, during interim changes, and program exit. Data is reviewed regularly to reduce the chance of errors and is reported on annually. Data is reviewed on a quarterly basis to ensure accurate completion and to update information if needed. There are no updates on the measurement tools used or in the frequency of collecting information.

1. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):**   
   There are no updates on the measurement data collected.
2. **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, 2019-November 30, 2019, 18 clients were discharged from the Transitional Living Program. Of these 18 clients, one household of 8 completed the program and moved on to independent living without a housing subsidy; a household of 5 moved into CIRHA housing; and, another household of 5 left transitional housing prior to completed the program for an unsubsidized housing opportunity.
3. **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 of the challenges has historically been how to methodically determine who best to serve. This challenge has been addressed through the implementation of Coordinated Entry, which became operational in August 2018. Through the utilization of CE, we prioritize families with the highest level of needs for the Transitional Housing program. As families have been assessed through CE, we have been able to connect them with other housing alternatives, including our Rapid Re-Housing program, ACCESS’s Rapid Re-Housing program, YSS’s Transitional Living Program, or other housing programs (i.e. Home for a While, Optimae, etc.). In some cases, then, CE assisted us in determining that families could better be served through these programs and their accompanying case management components than through transitional housing. However, the clients who do need the program are mostly in need of Permanent Supportive Housing, which this community lacks. In the meantime, we continue to provide the best services we can knowing that either the families who come will have longer stays, or that we may not be able to serve them long enough to stabilize them in the community because their needs are well beyond our areas of expertise (e.g., substance abuse and/or mental illness).
4. **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 29 people from July 1, 2019-November 30, 2019. Of those 29 people served:

* 8 of them were over 18 years of age or older; 21 were children under 18;
* 13 males, and 16 females;
* 0 clients reported having domestic violence in their past;
* 18 clients exited during this reporting period;
* Average length of stay for exited clients was 165 days

Transitional Housing families reported having the following disability diagnosis:

* Mental health: 6
* Drug abuse: 0
* Both drug and alcohol abuse: 0
* Chronic health issues: 1
* Developmental disability: 1
* Physical disability: 0

1. **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. With Coordinated Entry, clients who have qualified for and accepted entry into Transitional Housing have been served.
2. **Comments:**

**Agency Name: Emergency Residence Program**  
  
**Program Name: Rapid Rehousing Client Services and Program Administration** *(2 programs – same report as information is identical)*   
  
Brief Description of Program:

The Emergency Residence Project offers rapid re-housing to households experiencing homelessness in Story, Boone, Marshall, Hardin, and Greene counties (Two Rivers). Clients qualifying through Coordinated Entry will be able to move from emergency shelter or living in places not meant for habitation into rental housing. Clients receive housing support services to help locate a rental unit and then intense case management to work towards personalized goals along with financial rental assistance for up to six months. The goal of this program is to assist them in stabilizing during their time in the program and then set them up for long-term success in the community.

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 main goal of the program is to work with those transitioning into permanent housing from literal homelessness and stabilize their ability to maintain the housing. The program starts by identifying their needs and barriers then working with the clients to help them locate and secure housing in the community. Support services and rental assistance are provided over a 6-month period, typically on a graduated scale from more to less financial assistance and case management as the client becomes more stable and is able to live independent of services. Through Coordinated Entry (CE), we prioritize clients based on level of need, which eliminates favoritism and instead focuses on helping those who have the greatest barriers and who are in most need of assistance.

1. **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 an internal database and the Homeless Management Information System (HMIS) through the Institute for Community Alliances. Data is collected at program entry, any interim changes, and program exit then is reported annually. Data is reviewed regularly to reduce the likeliness of errors and then on a quarterly basis to ensure accurate completion and to update information if needed. There are no updates on the measurement tools used or in the frequency of collecting information.

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

There are no updates on the measurement data collected.

**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, 2019-November 30, 2019, 6 clients were discharged from the Rapid Re-housing program. Of these 6 clients, one household of a single woman was accepted into income based housing after completing the program; one couple remain in unsubsidized housing; and one single mother with two children remained in unsubsidized housing.

1. **Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):**   
     
   Rapid Rehousing at ERP is still a fairly new program which began in earnest as of June of 2018. The implementation of Coordinated Entry, which became operational in August 2018, prioritizes clients with the highest level of need for the program. Ideally, those who score within the range best able to succeed through the Rapid Rehousing would be those referred through Coordinated Entry. Due to the lack of Permanent Supportive Housing, however, we are serving many with much higher barriers and vulnerabilities through Rapid Rehousing services, sometimes as a temporary measure while they wait for more permanent alternatives. Due to some of their barriers being higher than those in the Rapid Rehousing range, however, it is difficult to find property managers in the community willing to work with us at times. Therefore, when housed, many struggle due to their ongoing high needs. We continue to provide the best services we can while we work closely with our community partners to create better housing solutions and try to create a stable housing situation for those with significant barriers.
2. **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 Rapid Rehousing Program served 11 households from July 1, 2019-November 30, 2019. Of these households there were 16 individuals housed:

* 13 were over 18 years of age or older;
* 2 were children under 18;
* 6 males, and 10 females;
* 1 client reported having domestic violence in their past;
* 6 clients exited during this reporting period;
* Average length of stay for exited clients was 180 days

Rapid Rehousing families reported having the following disability diagnosis:

* Mental health: 10
* Drug abuse: 4
* Alcohol abuse: 1
* Both drug and alcohol abuse: 1
* Chronic health issues: 4
* Developmental disability: 0
* Physical disability: 5

1. **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?**With Coordinated Entry, clients who have qualified for Rapid Rehousing have been served within the required guidelines. Every week, Two Rivers meets to review the prioritization list and refer clients to the appropriate agencies for assessment and program entry if openings are available. Those whose names are pulled are notified, if they can be located, and offered appointments. If they desire to be part of the program and willing to participate, they are served to the best of our ability.
2. **Comments:**