

Attachment A: Homeless Outreach Report

Client Data

Each quarter, data is compiled on number of new clients served by the outreach program, the amount of time spent, and the number of times that individuals interact with the program.

2021 Outreach Data	
Unduplicated Clients	154
Contact Hours	1,552
Number client contacts	1,560
Number of participants housed	75
Number of clients who achieved stabilization goals	81
Flexible fund expenditures	\$5,544

Examples of flex fund uses include: covering documentation processing fees (e.g. birth certificates, ID card replacements), employment attire, car repairs to assist with people getting to work or moving into safe parking, parking fees for client medical and housing appointments, and providing transportation to connect people back to families and friends who may be willing to provide housing/shelter.

Other Activities and Community Collaboration

In addition to working directly with clients, Outreach staff has:

- Assisted partner providers (Camp Unity Eastside, Overlake Christian Church) with their Emergency Housing Voucher application, distribution and lease-up.
- Participated in the King County Regional Homeless Authority's (KCHRA) Outreach Work Group to identify best practices and address needs.
- Gained approval for Redmond's participation in the Emergency Housing Voucher Program.
- Explored partnership with Housing Connector Program.

In addition, the City coordinated with community partners, cities, and KCRHA on the severe weather response during the extreme weather event December 23 through January 1, 2022. Staff:

- Proactively assisted with Winter Shelter information distribution and transport and helped identify, procure, and deliver needed supplies to area shelters during the extreme weather event December 25 through January 3.
- Participated in daily status reports with cities, non-profit providers, and KCRHA to monitor and respond to emerging needs.
- Opened a warming center at Redmond City Hall Council Chambers during business hours.

Successes and challenges during this quarter:

Client Success Stories:

1. A Hispanic male had been homeless in the local area for 6 years. He had become divorced following a work-related injury at an under-the-table job. In constant pain and unable to claim benefits or resume work, he turned to substance use for relief, becoming addicted to methamphetamine, heroin, and alcohol. Outreach staff helped him apply for DSHS food/ cash benefits and rental assistance, health insurance, and medical care and connected him to a local, Spanish-speaking treatment provider. He achieved sobriety and moved into a relative's home. Now 1.5 years sober, he is living in his own apartment with an emotional support dog and is still actively engaged with Outreach to pursue disability benefits and citizenship. He is also actively referring friends and family members to Outreach to receive assistance for their own needs.
2. Outreach has been working with Camp Unity Eastside to help with their Emergency Housing Voucher distribution, awarded by the King County Regional Homelessness Authority. Outreach has coordinated 11 vouchers, which are at varying stages of the process. Several individuals have already been approved to move into apartments in Bellevue, near shopping and bus routes. Two are elderly who are very good friends were delighted to be housed together at their request in the same property. One is a painter, and one is battling cancer – both unable to draw sufficient income to afford housing at standard market rates. Now settled in, one of them is considering adopting a rescue cat and resuming part-time work and the other is eagerly planning to showcase his art at the local farmers' market.
3. Outreach was put in contact with an adult female with a developmental disability who was raised by her grandmother. The grandmother's health was declining, and she was in an unstable living situation. Outreach worked to get the client approved for a subsidized Group Home here in East King County, with other young women her own age and with similar interests and levels of independence. Outreach then connected her with an employment specialist to work with her abilities and help her apply for supported part-time work near her home to strengthen her independent living skills. Outreach is now working with the grandmother to help her move into more stable living situation near her granddaughter, as well as other family members who have since reached out for support. The whole family is remaining engaged as they all continue to stabilize.

Challenges

The severe weather event elevated ongoing challenges in the region's homeless response system. Some of the challenges include:

- Existing staffing shortages with no available on-call staff or trained volunteers to provide back-up support if needed.
- Transportation barriers including staff who live out of area and couldn't get to work.
- Lack of COVID tests and Isolation and Quarantine spaces for those who tested positive.
- Limited capacity to meet the demand. East King County providers expanded capacity by offering more space at existing facility or placing clients in hotels. Even with this extra capacity, all spaces were full. Congregations for the Homeless normally serves 100 men at its rotating shelter and was operating at an average of 125% above capacity.