



MEMO TO: Parks and Human Services Committee of the Whole

FROM: Kent Hay, Human Services

DATE: March 5, 2019

SUBJECT: 2018 Homeless Outreach Update

I. PURPOSE For Info Only Potential Agenda Item Scheduled for Council Action

II. RECOMMENDATION
Presented for information only.

III. DEPARTMENT CONTACTS
Erika Vandenbrande, Director, Planning and Community Development, 425-556-2457
Colleen Kelly, Assistant Director, Community Planning, 425-556-2423
Kent Hay, Outreach Program Administrator, 425-556-2413

IV. DESCRIPTION/BACKGROUND
Throughout the year data is collected reflecting the number of new clients served by the outreach program, the amount of time spent, the number of times that individuals interact with the program, and the amount of flexible funds used to help people move toward permanent housing solutions.

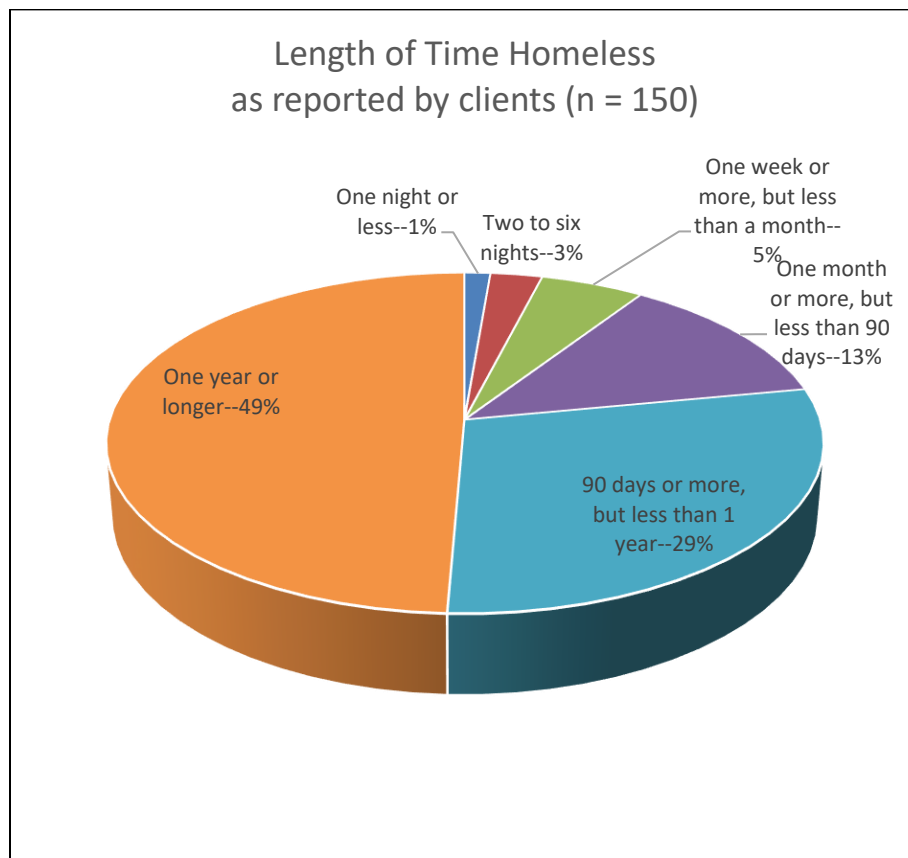
2018 Outreach Data	Q1 Jan-Mar	Q2 Apr-June	Q3 July-Sept	Q4 Oct-Dec	YTD
Unduplicated Clients	62	55	52	41	210 ¹
Contact Hours	59	112	127	167	465
Number client contacts	105	194	170	166	635
Flexible fund expenditures	\$145	\$272	\$365	\$1455	\$2237

¹ Not all individuals served by the Outreach Program are homeless.

Outcome data, which measures client level of engagement and number of individuals housed, is compiled once, at the end of the year.

2018 Outcomes – Level of Engagement	
Level 1: Initial interactions, identify needs and offering support. Client may not yet be actively engaged.	85 (40%)
Level 2: Client is actively engaged and working with outreach to set individual goals (needs/barriers/resources) that may resolve their individual situation. Client willing to accept referral services. Examples may include help with documentation, transportation, shelter, etc.	96 (45%)
Level 3: Client situation is resolved and/or individual goal(s) achieved.	29 (14%)
Declined Assistance	1

Often, the longer individuals have been homeless, the more challenges and complexities there are to resolving their situation. In 2018, 74 individuals had been homeless longer than one year. 27 (of the 190 individuals who experienced homelessness) were successfully placed into housing.



In addition to working directly with clients, many external and internal activities are coordinated each week.

Standing Commitments:

- Daily RPD Bike Team Meetings
- Regular Office Hours:
 - Redmond Library (Monday and Tues mornings);
 - Together Center (Tues afternoons);
 - Overlake Church Safe Parking (Thurs mornings)
- Community Court (Wednesday afternoons)
 - Support for the providers at the Community Resource Center
 - Individual assistance for court participants as needed
 - Coordinate prep and delivery of lunches
- Weekly Human Services Staff meetings
- Monthly (evening) meetings with a Redmond PD Community Engagement group
- Monthly meetings of the Eastside Homelessness Advisory Committee (EHAC)

A. Analysis (Please include process to-date and any service delivery or fiscal considerations.)

N/A

V. TIME CONSTRAINTS

N/A

VI. LIST OF ATTACHMENTS

None.