

Attachment A: Homeless Outreach Quarterly Report

Quarter 1 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	Q1 Jan-Mar	Q2 Apr-June	Q3 July-Sept	Q4 Oct-Dec	YTD
Unduplicated Clients	75				
Contact Hours	403				
Number client contacts	404				
Clients housed	33%				

Other Activities and Community Collaboration

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

- Implementing severe weather response during the February snow event to ensure unsheltered community members had access to shelter and warming spaces.
- Developing an encampment tracker application in partnership with TIS, Parks and RPD to locate occupied/ abandoned camps, communicate response and collect historical location data for ongoing monitoring.
- Connecting community members to the Redmond Community Court's weekly Virtual Resource Center that hosts 31 agencies providing a wide range of support, including dispute resolution, counseling, and financial assistance.
- Establishing Community Court service opportunities open to defendants and community members to clean up litter and encampments. This fills a needed gap for court community service opportunities, alleviates Parks workload, and addresses an expressed desire by some community members to "beautify" the City. This also allows an opportunity for inclusion of all community members. Policies have been developed to ensure social distancing guidelines and sanitation are in place.
- Partnering with local apartment managers, landlords and tenants to provide resources for rental assistance and additional supports as needed during the ongoing pandemic.
- Assisting financially unstable community members in accessing free tax support and assistance receiving their stimulus checks.
- Assisting unsheltered individuals in accessing the Moderna/J&J vaccine as qualifying phases are opened.

Successes and challenges during this quarter:

Successes:

1. A two-year Community Court participant who for over a year was resistant to services is now clean for over 6 months and was able to shadow the Outreach Administrator for one week to fulfill his community service hours as he wants to become a Peer Counselor. He was able to provide valuable assistance telling his story and encouraging others to accept the help offered rather than follow his path. He established a positive connection with RPD Officers who had been involved in his previous arrests and they were able to offer their praise for his complete turnaround. His fiancée is now also over 8 months clean and they are expecting their first child.
2. A 71-year-old, Hispanic male with cataracts was stuck in an encampment community, unable to access healthcare as his benefits were still tied to Oregon, unable to work due to inability to see and unable to navigate needed resources to stabilize. The Outreach Administrator was able to assist him with transferring DSHS and Medicaid benefits to WA, schedule and transport to medical appointments for his cataract surgeries, establish hotel stay for his post-cataract surgery and recently move him into his new Assisted Living facility where he now has in-home nursing care, case management, regular meals provided and a community to support him.
3. A 58-year-old male was found living in a tent off of 520 Hwy. He was struggling with alcohol dependency and depression. With a gift card provided by Human Services through CARES funding, the male was able to purchase minutes for his cell phone, regain communication with his sister in CA, obtain a plane ticket through Goodwill to return home and stabilize. The Outreach Administrator helped to locate a long-term inpatient treatment facility in CA where he completed a 3 month treatment program. Outreach helped him achieve his goal of returning to King County by finding a sober living home in Renton and employment nearby.

Challenges

1. Obtaining cell phones through government programs remains a challenge.
2. Lack of affordable housing for recipients of Supplemental Security Income (SSI).
3. State subsidies such as the Housing Essential Needs (HEN) program, that many individuals with disabilities rely on to obtain housing, have been cancelled until at least June due to lack of funding. Additionally, current recipients of HEN are being abruptly terminated from the program with less than one month to identify alternative funding for their housing situations.
4. Difficulty determining number of households that will be impacted by the lifting of the Governor's eviction moratorium, now postponed to June 30.