

Attachment A: Homeless Outreach Quarterly Report

Quarter 2 Client Data

Each quarter, data is compiled on the 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	70	96			
Contact Hours	346	376			
Number client contacts	348	265			
Flexible fund expenditures	\$931.35	\$1,146.21			

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 been:

- Planning re-opening of Redmond Public Library July 8 and return of on-site services for community members.
- Connecting community members to rental arears resources in anticipation of governor lifting the eviction moratorium in June.
- Working with Redmond Fire to establish community COVID-19 clinics to facilitate vaccination of local unsheltered community members.
- Working with Parks and Redmond Police Department to monitor historical camping locations as warm weather has historically led to an increase in number of encampments.
- Hiring a supplemental staff person to assist with Outreach and Human Services programs.

Successes and challenges during this quarter:

Successes:

1. A female survivor of domestic violence and human trafficking had been sleeping on the streets for 4 years. A shelter program was identified that paid for hotel since her PTSD made traditional shelter feel unsafe. The Outreach Administrator worked actively with program staff to transition her straight into permanent housing after only two weeks. She has now identified a counselor, is enrolled in a free school program through Lake Washington Tech to continue her paralegal

studies and will soon be choosing an emotional support cat to help rebuild her trust in relationships.

2. The Outreach Administrator met an elderly, diabetic female near a cemetery injecting herself with insulin from the same dirty needle she'd been using for weeks. The Outreach Administrator learned she had recently been released from the hospital for going into a diabetic coma as her insulin's effectiveness was reduced when stored outside in warmer climates. The Outreach Administrator was immediately able to help her obtain clean needles from a local drugstore, transported her to a women's shelter who also allowed her to store her insulin in their staff refrigerator and made a referral through DSHS for an assisted living facility to further support the client's medical needs. While waiting for a facility to be identified, the female quickly became a favorite guest of the shelter, helping plant a garden, volunteering to serve meals and generally spreading good cheer to guests and staff alike. She has even requested to go on ride-alongs with the Outreach Administrator to encourage others to accept help and pick up abandoned camps to beautify the City she has grown to love.
3. A man named "Joe" was a skilled welder, happily married, renting an apartment in the Eastside while his wife studied to become a medical technician. One tragic day 15 years ago Joe was accidentally knocked off a 30 ft construction site by a coworker onto concrete pavement. He sustained a fractured skull, traumatic brain injury, broken back and ongoing seizures; as well as (unbeknownst to him) hallucinations, confusion, short-term memory loss and no filter whatsoever regarding his speech. While Joe was gradually able to learn to walk and talk again, the other symptoms were permanent. He lost his career. His wife divorced him. His friends pushed him away as his hallucinations and unfiltered comments became too overbearing.

The Outreach Administrator met Joe last year at a safe parking site. He had already been living out of his car for 5 years and believed he was the nightly target of malevolent attacks by an unknown individual that shot his car with pellets, squirted poison onto his face through the window and hacked his phone to trace him. He began staying up all night every night in a hyper vigilant state, yelling at unseen demons and exacerbating his PTSD. He was discouraged that his 911 calls yielded no outcome. With support from IKRON, YWCA, Overlake Safe Parking and an amazing local apartment complex willing to give him a chance and a reduced rate, he was moved off the streets and into his own micro-studio. He was connected with quality counseling and medication management. His mood and temperament immediately began to improve, his manner relaxed and he was able to laugh and joke again. He is now interviewing for a P/T job at a hardware store where he can share his extensive knowledge of all things tool-

related without the risk of holding a welder. He is a changed man and is continuing to receive ongoing support as long as necessary.

Challenges

1. Lack of affordable housing for recipients of Supplemental Security Income (SSI).
2. Continued closure of public and government buildings remains a significant barrier for unsheltered individuals to obtain vital resources (ie: ID cards, social security cards, EBT food and cash assistance, public phone usage, public computer usage, employment support, counseling, etc.)