



## MEMORANDUM

Date: March 23, 2017  
To: Mayor Coursey and Members of the Council  
Sean McGlynn, City Manager  
From: Kelli Kuykendall, Acting Homeless Services Manager  
Subject: Second Quarter Report – Homeless Outreach Services Team (HOST) Program

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Attached is the cumulative second quarter report for the Homeless Outreach Services Team (HOST) Program for the period of July 1, 2016 to December 31, 2016. A summary of the accomplishments is provided below:

- Made initial contact with 186 unsheltered homeless persons, all of which completed vulnerability assessments (VI-SPDAT) and engaged into services.
- Placements into safe shelter (safe parking, hotel, campground, emergency shelter, reunification to supportive living situation) increased from 47% (46/97) in the first quarter to 71% (133/186) in the second quarter due in large part to HOST's focus on supporting cold weather programs, resulting in a cumulative total of 133.
- Placements into housing (transitional or permanent housing) also increased from 4% (4/97) in the first quarter to 19% (35/186) in the second quarter, resulting in a cumulative total of 35. Catholic Charities reports that HOST continues to struggle with placing people into housing given the housing inventory and low vacancy rate.
- Catholic Charities provides recently or currently homeless individuals with financial incentives to help with clean-up of abandoned encampments, known as Conservation Crew. A total of 32 clean-ups were coordinated with 40 Conservation Crew participants, resulting in the removal of approximately 40,000 pounds of debris from abandoned encampments.
- 2,071 showers provided through the HOST Clean Start mobile bathroom-shower trailer serving 476 unique individuals.
- The HOST response line received 801 calls (1-855-707-HOST (4678)), which far exceeds the projected goal of 200 total calls for the year.

Feel free to contact me should you have any questions about the HOST Program or the report at ext. 3315 or [kkuykendall@srcity.org](mailto:kkuykendall@srcity.org).

Thanks, Kelli

## EXHIBIT C: QUARTERLY STATUS REPORT

### HOMELESS OUTREACH SERVICES TEAM PROGRAM (Catholic Charities of the Diocese of Santa Rosa)

Reporting is required as a condition of funding. The CITY will receive quarterly updates based on the information provided in this report (*and for HMIS participants as it compares to the HMIS reports*). Reports may be submitted electronically.

Each quarter should be reported **cumulative** (or for the quarter if requested below) beginning July 1, 2016, and ending through the quarter for which the report is being submitted.

**Agency Name: Catholic Charities of the Diocese of Santa Rosa**  
**Program Title: Homeless Outreach Services Team Program**  
**Term: July 1, 2016 to June 30, 2017**

#### **Reporting Due Dates and Period (please check only one):**

Report	Due Date	Report Period Covered
<input type="checkbox"/> 1 <sup>st</sup> Quarter Rpt:	October 10 <sup>th</sup> 2016	July 1, 2016 – September 30, 2016
<input checked="" type="checkbox"/> 2 <sup>nd</sup> Quarter Rpt:	January 10 <sup>th</sup> 2017	July 1, 2016 – December 31, 2016
<input type="checkbox"/> 3 <sup>rd</sup> Quarter Rpt:	April 10 <sup>th</sup> 2017	July 1, 2016 – March 31, 2017
<input type="checkbox"/> 4 <sup>th</sup> Quarter Rpt:	July 10 <sup>th</sup> 2017	July 1, 2016 – June 30, 2017

#### **1. Total Number of Unduplicated Participants Assisted (cumulative through report period and enter only numbers for only 1a OR 1b depending on your project):**

1a. For projects serving only individuals **OR** families (households) enter the total number of unduplicated participants or families/households served (but not both):

186 Individuals (singles) **OR** \_\_\_\_\_ Families (households)

1b. For projects serving **both** individuals (singles) AND family (households) enter the total number of participants (singles + all household members) served (enter one number only): \_\_\_\_\_

#### **2. Please include a brief narrative of 50 words or less on your program's progress:**

The HOST team's focus over the last quarter has been the operations of our cold weather programs given the extreme cold and rain that the community has experienced. The team has been vital in the operations of the cold weather programs to ensure that it is used as an engagement opportunity to bring people into services. The weather has put those we serve in a very desperate and worrisome state, especially given the vulnerability of those we see. The team has done a great job this quarter increasing the number of placements into safe shelter. There has been a significant increase in the number of people placed into safe shelter. In the first quarter the team placed 44% of the population into safe shelter and in the second quarter they placed 71% of the population into safe shelter. The HOST team continues to struggle with placing people into housing given the housing inventory and low vacancy rate, but the Conservation Crew continues to be a wonderful engagement point and in this quarter they hauled out 16,155 pounds of trash from Downtown Santa Rosa.

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3. **INCOME DETERMINATION:** complete the table below indicating the total number of participants assisted for the **QUARTER and CUMULATIVE TO DATE**. For each year in which ANY grant funds were expended, direct benefit data will be required for the entire year.

Number of Participants Directly Assisted

	Total No. of Participants Assisted	Below 30% (Extremely Low)	31% to 50% (Very Low)	51% to 80% (Low Income)	Over 80% (Non-low Moderate)
For the quarter	89	74	11	4	0
Cumulative to date	186	165	15	6	0

4. **RACE/ETHNICITY DETERMINATION;** The total number of participants shown in the first column below should equal the number of participants directly assisted in #3 above.

RACE/ETHNICITY DATA	<i>For the quarter</i>	<i>Cumulative to date</i>
	<i>(Total) No. of participants served</i>	<i>(Total) No. of participants served</i>
White	62	114
Black or African American	11	19
Asian	0	3
Mexican/American Indian/Alaskan Native	10	13
Native Hawaiian/Other Pacific Islander	0	1
Mexican/American Indian or Alaska Native and White	0	3
Asian and White	0	1
Black/African American and White	0	1
Mexican American Indian/Alaska Native &	0	1
Other multi-racial	6	30
Total number assisted (must equal the total number of participants in Q #1 and #3 above):	89	186
*this number should be equal to or less than the total # of participants served		

This report has been created using the project's HMIS data:  Yes  No  
 If HMIS data has not been used, indicate the data source:

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### 5. Performance Outcomes (CUMULATIVE):

Using the approved outcomes sheet included with your project's funding agreement Exhibit A, please complete the table below indicating the actual number of project participants who have achieved outcomes from July 1, 2016, through the reporting period.

Project Quantitative Measure Text	Actual Outcomes Achieved from July 1, 2016 through this report period
<p>1) 400 unsheltered homeless persons will receive assistance under the PROGRAM</p> <ul style="list-style-type: none"> <li>○ # of initial contacts</li> <li>○ # and % of participants that complete a VI-SPDAT</li> </ul> <p>2) Of those participants screened using VI-SPDAT</p> <ul style="list-style-type: none"> <li>○ 150 screened for HIV/HCV/TB</li> <li>○ 80% will engage into supportive services</li> <li>○ 25% will be provided safe shelter (safe parking, hotels, campgrounds, emergency shelters, reunification to supportive living situations)</li> <li>○ 20% will be housed (transitional or permanent housing providing one year or more of housing), <u>of the housed cohort</u>: <ul style="list-style-type: none"> <li>➤ 40% will increase their income or benefit status</li> <li>➤ 50% will enroll into health coverage (measured at 3 months and 6 months)</li> <li>➤ 80% of respondents will retain their housing measured at 6 months and 12 months)</li> <li>➤ Reduction in the number of emergency room visits, law enforcement interactions, inpatient hospitalizations, and ambulance rides (measured at 6 months and 12 months)</li> </ul> </li> <li>○ Reduce environmental impacts to creeks and waterways by decreasing the number of persons living along waterways (measured by exits to safe shelter and housing)</li> </ul> <p>3) 200 calls made to 24/7 response line</p> <p>4) 50 coordinated abandoned camp clean-ups to include 25 Conservation Crew participants.</p>	<p><b>Number who achieved Outcome(s):</b></p> <p>1) 186</p> <ul style="list-style-type: none"> <li>○ 186 contacted</li> <li>○ 100% (186/186) completed VI-SPDAT</li> </ul> <p>2) Of those participants screened using VI-SPDAT:</p> <ul style="list-style-type: none"> <li>○ <b>47*</b> screened for HIV/HCV/TB <i>*from Q1 – data pending from DAAC</i></li> <li>○ <b>186/186 or 100%</b> engaged into supportive services</li> <li>○ <b>133/186 or 71%</b> provided safe shelter</li> <li>○ <b>35/186 or 19%</b> housed, <u>of the housed cohort</u>: <ul style="list-style-type: none"> <li>➤ <b>22/35 or 63%</b> increased their income or benefit status</li> <li>➤ <b>35/35 or 100%</b> enrolled into health coverage (measured at 3 months and 6 months)</li> <li>➤ <b>34/35 or 97%</b> of respondents retained their housing measured at 6 months and 12 months)</li> <li>➤ <b>45%</b> reduction in the number of emergency room visits and inpatient hospitalizations</li> <li>➤ <b>77%</b> reduction in the number of law enforcement interactions</li> <li>➤ <b>56%</b> reduction in the number of ambulance rides.</li> </ul> </li> <li>○ <b>2 persons</b> living along waterways entered safe housing or permanent housing</li> </ul> <p>3) <b>801 calls</b> made to 24/7 response line</p> <p>4) <b>32</b> coordinated abandoned camp clean-ups which included <b>40</b> unique Conservation Crew participants.</p>

<p>5) 4,300 showers will be provided through the operation of the Trailer</p> <ul style="list-style-type: none"> <li>○ # of participants served (unduplicated), of those served the # that engaged into supportive services</li> </ul>	<p>5) <b>2,071 showers</b> were provided through the operation of the Trailer. <b>476</b> unique individuals served and engaged into supportive services.</p>
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6. For those participants which complete the VI-SPDAT, please complete the table below indicating the **CUMULATIVE** number of those assisted from July 1, 2016, through the reporting period.

<b>Type of place where participant sleeps most often:</b>	
Shelter	42
Street, sidewalk, or doorway	61
Car, van, or RV	49
Creek or park	12
Other (SPECIFY):	22
<b>Where did participant live prior to becoming homeless?</b>	
Sonoma County	113
Other part of California	41
Other (SPECIFY): Out of state	32

Signature: \_\_\_\_\_

Date: 1/10/17

Name: Jennielynn Holmes  
(type/print)

Phone: 707-800-2372

Title: Director of Shelter and Housing