

Attachment C2. VOA April Quarterly Report, City Outreach Team

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Sent: Thursday, May 14, 2020 3:20 PM
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Subject: VOA april quarterly report, city outreach team

✓ Report 3 submitted: 4/15/2020

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Program Update

1. Program/Project Status

Provide a detailed update on the progress of your program. If your participant numbers have increased or decreased, explain why.

The city outreach team served 239 unduplicated individuals and had 371 duplicated client encounters. VOA's Outreach team as a whole has served 533 unduplicated clients and had over 893 duplicated client encounters. The team has been providing support to the City by responding to City Source concerns, actively conducting outreach in areas around the city, and conducting outreach prior to clean ups.

In March VOA Outreach was asked by the Covid-19 Incident Command group to assist in the response for persons experiencing unsheltered homelessness. We have worked closely with the Incident Command group, looking at national best practices around following CDC recommendations. We have worked to develop a plan that will include diverting all outreach staff from their regular areas/roles to focus on Covid-19.

The outreach teams which will include the teams focusing on Covid-19 education, prevention, and assessing those who are reporting symptoms and helping them to access medical services as needed. As a part of this plan we have partnered with nurses from the Salt Lake County Health Department and with Peer Supports from USARA. This has allowed us to increase our coverage and provide a more multi-disciplinary approach. As a part of this effort the City Outreach team has been pulled from typically outreach duties and has been assisting with the Covid-19 outreach efforts. They have been utilizing the Incident Command Centers Covid-19 app to track all groups and health assessments.

2. Challenges

If your program has experienced challenges, please note those here. Please identify any challenges you have had with spending, hiring, employee retention, or nuanced information worth explaining in detail.

We continue to have some challenges with getting unsheltered individuals into shelter due to lack of bed availability. We have been able to work with Resource Center operators in order to establish access to referrals beds in the Resource Centers which has helped us to gain access to some beds.

With Covid-19 concerns many community partners have had to adjust their hours, limit client access, or are not currently operational. This has impacted our ability to assist clients with housing resources. Limited accessibility to the DMV and SSA has caused issues with accessing client's vitals documents, which are required for many services including housing vouchers. Additionally, we, like the rest of the community, have struggle to secure housing vouchers for our clients in the community triage group because of lack of available long-term housing case management which is required for Continuum of Care housing vouchers.

3. Leveraging Resources

What steps is your agency taking to proactively reduce the need for City funding in upcoming years?

As an agency we actively look for county, state, and federal funding and grant opportunities to help cover gaps in funding. We also work to help client's access supportive services, and resources that will improve their quality of life long term. We are working with clients to obtain permanent housing, medical benefits, and increase their financial stability. Accessing these resources helps our client's moving towards long term stability and helps to eliminate the need for future funds.

4. Outcomes and Success

What established goals or outcomes is your program/project meeting? What does that success look like? How many program participants have achieved this success during this program period?

The goals of this project include providing street outreach to Salt Lake City's unsheltered population through engagement, connection to community resources, housing and benefits coordination, and Case Management.

Our City outreach team has been able to increase outreach efforts in known problematic areas, such as Taufer park, Carl's Jr., Liberty Park, Library Square, and areas along the Jordan River. Working closely with Salt Lake City staff in coordinating and responding to City Source areas of concerns. Engaging with 239 different individuals experiencing unsheltered homelessness.

The team's Case Manager has been able to successfully obtain housing vouchers for two clients during this quarter, helping them to obtain documentation and navigate the application process. She currently obtained housing vouchers for an additional three single individuals and one family who are all in the process of locating a unit.

Regarding Public Outreach and Education;

We had 15 speaking engagements

We have been published in the news 30 times between newspaper, tv and radio

We have grown our Facebook following to 8,095

Our Instagram is at nearly 2,000 followers

We have grown our Twitter following to 736 followers

We have sent out 4 e-newsletters to over 10,000 individuals

We sent out one print newsletters to over 2,500 individuals

5. Number Served

Please provide the number of people served in your program this quarter.

239