



Social Service Outreach Report April 2016

We are excited to have Katrina Powell from SFHOT join our team! Katrina is our new full-time, social service outreach worker and an employee of SF Dept. of Public Health's "H.O.T.'s" (Homeless Outreach Team). Katrina takes the place of Suzanne Taviansky who served as our first outreach worker and whose efforts were greatly valued and respected. Katrina brings 15 yrs. of experience working with populations with mental health and substance abuse issues and a focus on connecting persons living on our streets with City health and human services. Please say hello to Katrina when you see her on the street, or reach her via the USBID dispatch # (415-781-4456) or email Katrina.powell@sfdph.org. Katrina's assigned to Union Square M-F from 7am - 3:30pm.

Katrina has been hard at work during her first month getting to know the "regulars" in the district, assessing their needs, personalities, and histories in order to develop trust which is the foundation of the outreach role. Despite the high percentage of those who denied services (94%), she was able to work with 3 individuals and get them into the temporary Pier 80 shelter. With the assistance of the BID staff, we were able to extend their shelter all the way to June 30th. However, due to inappropriate behavior while in the shelter, two of the people under Katrina's monitoring were asked to leave and came back here to the district in Security Pacific Alley.

We recently began tracking panhandling encounters as part of the street behavior witnessed. Of the 155 encounters, 145 of those were panhandling at the time Katrina was engaging them. 63% of those (98) denied services. While 22 of those agreed only to accept information about services. This ongoing statistic also recording who is a new panhandler and those that are "known" will provide us a good picture of the panhandlers in the area. Since we track race of those we encounter, the numbers are 59% Caucasian and 41% African American. Katrina has been surprised by how many of the homeless population here in the district refuse services but believes this is because they feel "safe" here.

Katrina has been and will continue to work closely with our ambassadors to get people to engage with her and finally accept services. It is a long process where we need to measure success one life at a time. To that end, the following success story is very relevant and provides a touch of humanity to just one problem facing these individuals.

Success Story

During her first week here in the district, she met a woman in need of an abundance of support. A 55 year old woman who chooses to use marijuana for pain management. She has an open leg wound which she receives medical attention for at St. Frances Hospital. It is actually helping with the cure. She has shown Katrina some photos of her unbandaged leg and they are very graphic. After many visits, our SFHOT outreach worker was able to get this woman to trust her to follow through on the support she was offering her. In between times, this woman struggles at the flower stand at the Cable Car Turnaround and puts every dime she has into purchasing whatever flowers she can to then sell the next day. The situation is very complicated and Katrina stay neutral because it is not her place to have an opinion on her personal situation outside of the services she can offer. The good news is that a housing option should come up for her either this month or next due to her specific issues. She has currently been sleeping at a friend's house in Daly City. She currently receives no monetary assistance and is currently staying at Pier 80 until the SRO placement comes through via SFHOT and HSA. Katrina was able to get her on food stamps and \$72 of government assistance money which starts in May. Once placed in an SRO, she will receive \$478 in

Union Square Outreach Metrics

April 2016

Total Homeless Encounters	155	
New Persons	59	
Race (new)		
African American	24	41%
Caucasian	35	59%
Asian	0	0%
Latino	0	0%
Age (new)		
20-29	9	15%
30-39	13	22%
40-49	20	34%
50-59	2	3%
60+	3	5%
Services Offered (encounters)		
311 List/shelter	4	3%
<i>Panhandlers engaged*</i>	145	94%
Homeward Bound	2	1%
Case Management	17	11%
<i>Denied Services**</i>	98	63%
Detox	2	1%
Information	24	15%
Mental Health	8	5%
Medical Referral	0	0%
Housing referral	3	2%
Moved into shelters		0%

** outcomes of services offered to encountered

*Panhandlers include some of the services offered count