



Social Service Outreach Report May 2016

NARRATIVE

The month of May had less homeless encounters in Union Square than April. Most of the regular overnight homeless that Katrina encounters in the district seem to leave the area by 8:30am. A majority of the homeless gravitate to the Tenderloin to get something to eat, but many of those that stay around refuse all services that she has to offer. Some of them that do stay in the district are those addicted to drugs that start their daily cycle of finding money to support their habit. We have one individual who sleeps in Security Pacific Alley who regularly steals merchandise from stores and sells the items in mid-Market area to support his and his girlfriend's drug (heroin) habit. Katrina was able to get these two into a shelter last month, but they were removed for using drugs inside the shelter. Once a person removed from a shelter for violence or drug use, they are no longer eligible to re-enter. These two individuals continue to refuse services, in part, because they feel they were "wronged" by the outreach team.

There continues to be many homeless with severe mental health issues in the district. They continue to be unapproachable and resistant to offers of services and refuse any assistance from Katrina. Any engagement is very challenging with individuals who display signs of actively hearing voices, manic behaviors and paranoia.

On one occasion when Katrina was arranging transportation of an individual to receive services in the Tenderloin, Katrina observed the client counting a large handful of dollars he had accumulated from the generosity and compassion of the people walking by. It appears we are succeeding at making the area "clean and safe" for visitors and tourists, but we also make the area cleaner and safer for the panhandlers and homeless. There is one handicapped person who panhandles on the corner of Powell and O'Farrell who "commutes" on BART to our district because he says he makes more money here every day than he can in Oakland. Katrina regularly engages the panhandlers, but the bulk of them are actually housed in SRO's or shelters in the Tenderloin and they refuse other services she has to offer them.

SUCCESS STORY

There is a male client who is 56 years of age and following through with the services and potential housing offered by Katrina. He will be entering into the Civic Center Navigation Center. At first he was staying on the streets and parks, working weekly and refused most assistance. But, he was mugged in a City park about three weeks ago and was robbed of approximately \$1,000 (his paycheck earnings). At first he was reluctant to accept the shelter space but since the mugging in the park, he has had a change of heart. There seems to be a light at the end of his very dark journey.

Union Square Outreach Metrics		
May 2016		
Total Homeless Encounters	73 (39 in 2015***)	
New Persons	19 (26 in 2015)	
Race (new)		
African American	2	11%
Caucasian	14	74%
Asian	0	0%
Latino	1	5%
Middle Eastern	2	11%
Age (new)		
20-29	4	21%
30-39	5	26%
40-49	5	26%
50-59	5	26%
60+	3	16%
Services Offered (encounters)		
311 List/shelter	4	5%
Panhandlers engaged*	19	26%
Homeward Bound	0	0%
Case Management	10	14%
<i>Denied Services**</i>	28	38%
Detox	0	0%
Information	26	36%
Mental Health Referral		3%
Medical Referral	0	0%
Housing referral	2	3%
Moved into shelters		0%

*Panhandlers include some of the services offered count

** outcomes of services offered to encountered

***In 2015 we were NOT counting panhandlers in the encounters