



## **Union Square Cares Outreach Report June 2016**

### **NARRATIVE**

In the month of June, Katrina continued her focus on producing results. This past year we were using the approach of trying to get all of the people into services by spending equal time with each person. Since over 50% of the individuals contacted deny services, this approach was using resources that could be spent on committed individuals wanting to get off of the street. The Union Square program was introduced in 2015 and we now believe the best way to utilize our resources is to focus on the top 5 people who truly want to get off of the street, but need our help doing so. Most of Katrina's time is now spent getting the people that want to change and help to and from appointments, assisting them with filling out paperwork and applying for services and benefits they qualify for. She works diligently with these individuals and the results speak for themselves.

### **SUCCESS STORIES**

Katrina placed two people from the district into the new Navigation Center. She continued to work with them eventually obtaining long term leases in subsidized housing as well. *The San Francisco Chronicle* referenced one of these individuals who sat down with the Mayor for an interview about the new navigation center. He used to sleep here in the district every night and is now considered to be in permanent housing. The other woman mentioned in the May report now lives just down the hall from him. It is worth mentioning that under the new housing rules, the individuals do not have to be clean and sober in order to continue to stay there. The male mentioned above continues to be addicted to methamphetamine, but he is able to stay in housing rather than on the streets. This harm reduction model is unique to the Navigation Center.

Katrina also picked up two new clients in June and began the long process of getting them to trust her enough to take them to appointments. One of them started off cursing and swearing at Katrina. Slowly and regularly Katrina would check in on him and after a month, they began talking. Then one day last month he opened up to her all of a sudden. He talked about his past, his childhood memories, his youth in Louisiana, and everything else. Katrina was even able to call his sister for him. Unfortunately the sister's recollection of events was not what he remembered and she respectfully declined to be responsible for him, but he was elated that Katrina even tried to help. Since then, she has been able to get him a new walker, and begun the process of getting him food stamps so he can eat better. He is medically challenged due to an old untreated ankle injury and she is assisting him get care for that as well.

Although Katrina has only been here three months, the new focused approach is more successful than the than engaging dozens of individuals that refuse help.

<b>Union Square Outreach Metrics</b>		
<b>June 2016</b>		
Total Homeless Encounters	<b>41</b>	<b>61</b>
New Persons	<b>11</b>	<b>37</b>
	2016	2015
<b>Race (new)</b>		
African American	2	18%
Caucasian	8	73%
Asian	1	9%
Latino		0%
Middle Eastern		0%
<b>Age (new)</b>		
20-29	1	9%
30-39	6	55%
40-49	10	91%
50-59	24	218%
60+	0	0%
<b>Services Offered (encounters)</b>		
311 List/shelter	0	0%
Panhandlers engaged*	8	20%
Homeward Bound	0	0%
Case Management	20	49%
<i>Denied Services**</i>	10	24%
Detox	0	0%
Information	5	12%
Mental Health Referral	7	17%
Medical Referral	0	0%
Housing referral	1	2%
<b>Moved into shelters</b>	<b>2</b>	<b>5%</b>

\*\* outcomes of services offered to encountered

\*Panhandlers include some of the services offered count