

Summer, 2016  
Homeless Services Activity  
Executive Summary  
DBHIDS, TIP Unit

This report will provide a summary of the outreach efforts between May 1, 2016 and September 30, 2016. It will also detail outreach efforts during the week of the Democratic National Convention in Philadelphia, response calls, the findings of the outreach surveys administered in preparation for the DNC, the newly added outreach business log books, and results of the quarterly PIT Count. Finally, this report will provide an analysis of data regarding safe havens and Journey of Hope programs.

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Data Totals

Overview Data	Summer, 2015	Summer, 2016
Unduplicated Count of People <sup>1</sup>	3,550	4,269
Number of Contacts <sup>2</sup>	15,717	17,508
Individuals Placed <sup>3</sup>	919	1,076
Total Number of Placements <sup>3</sup>	1,143	1,453
Placement Rate <sup>3</sup>	25.9	25.2

Type of Contact	Summer, 2015 Nbr	Summer, 2015 Pct	Summer, 2016 Nbr	Summer, 2016 Pct
Outreach	14,193	90.3	15,657	89.4
Response	1,123	7.1	1,669	9.5
Collateral (with 3rd party)	78	0.5	78	0.4
Visit	47	0.3	16	0.1
Walk-in	276	1.8	88	0.5
Valid N	15,717	100.0	17,508	100.0

Substance and Behavioral Health Issues	Summer, 2015 Nbr	Summer, 2015 Pct	Summer, 2016 Nbr	Summer, 2016 Pct
Both Sub Ab & Behav Health	2,229	82.3	2,044	72.1
Behavioral Health Only	219	8.1	287	10.1
Substance Abuse Only	182	6.7	406	14.3
Neither	79	2.9	98	3.5
Valid N	2,709	100.0	2,835	100.0

Veteran Status	Summer, 2015 Nbr	Summer, 2015 Pct	Summer, 2016 Nbr	Summer, 2016 Pct
Veteran	144	6.4	148	5.5
Not Veteran	2,108	93.6	2,537	94.5
Valid N	2,252	100.0	2,685	100.0

Race	Summer, 2015 Nbr	Summer, 2016 Pct	Summer, 2016 Nbr	Summer, 2015 Pct
Black/African-American	2,128	65.1	2,349	59.2
White	926	28.3	1,330	33.5
Asian/Other	215	6.6	287	7.2
Valid N	3,269	100.0	3,966	100.0

Gender	Summer, 2015 Nbr	Summer, 2015 Pct	Summer, 2016 Nbr	Summer, 2016 Pct
Male	2,575	72.9	3,033	71.3
Female	959	27.1	1,221	28.7
Valid N	3,534	100.0	4,254	100.0

Types of Placements	Summer, 2015 Nbr	Summer, 2015 Pct	Summer, 2016 Nbr	Summer, 2016 Pct
OSH Shelter	775	67.8	980	67.4
Overnight Café	99	8.7	160	11.0
BHS Shelter/Safe Haven	118	10.3	94	6.5
Recovery House	24	2.1	34	2.3
Other Social Service Agency	34	3.0	43	3.0
Detox Program	32	2.8	51	3.5
Private Shelter	17	1.5	39	2.7
Medical ER/Hospital	20	1.7	25	1.7
CRC Placement	10	0.9	26	1.8
Boarding Home	10	0.9	1	0.1
Family/Friend	4	0.3	-	0.0
PDR (AAS Gate kept)	-	0.0	-	0.0
Valid N	1,143	100.0	1,453	100.0

Location of Contact	Summer, 2015 Nbr	Summer, 2015 Pct	Summer, 2016 Nbr	Summer, 2016 Pct
Street	11,151	71.4	13,193	75.8
SEPTA Concourse	938	6.0	1,386	8.0
Social Service/Health Facility	865	5.5	587	3.4
Park	1,684	10.8	320	1.8
Market East	229	1.5	424	2.4
Airport	243	1.6	385	2.2
Amtrak/30th Street	52	0.3	274	1.6
Parkway	330	2.1	557	3.2
Place of Business	94	0.6	131	0.8
Boarding Home/Private Residence	15	0.1	106	0.6
Police Station	13	0.1	31	0.2
Bus Station	14	0.1	14	0.1
Government Office	-	0.0	-	0.0
Valid N	15,628	100.0	17,408	100.0

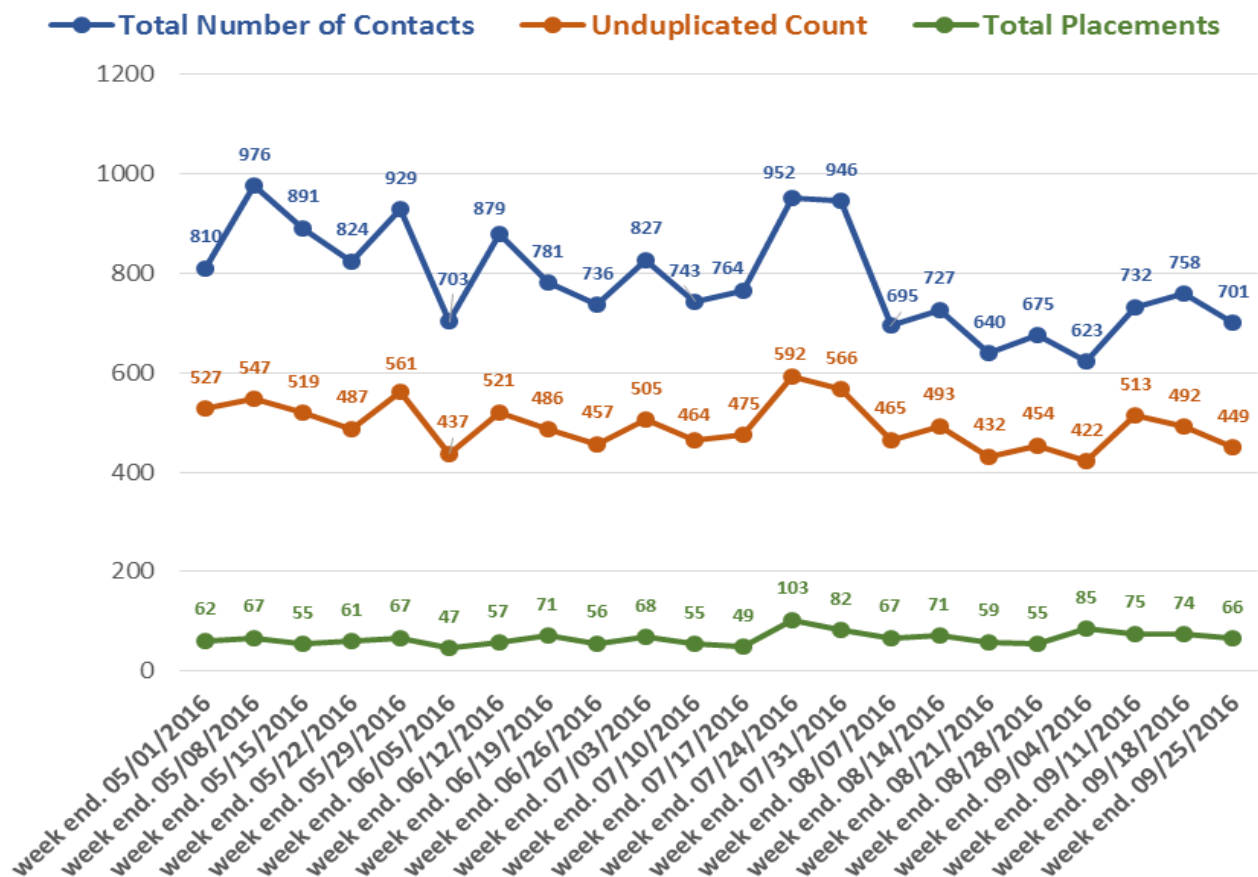
Age Categories	Summer, 2015 Nbr	Summer, 2015 Pct	Summer, 2016 Nbr	Summer, 2016 Pct
Ages 18-29	426	13.7	549	15.2
Ages 30-39	540	17.3	743	20.6
Ages 40-49	735	23.6	789	21.9
Ages 50-59	995	31.9	1,027	28.5
Ages 60+	420	13.5	497	13.8
Valid N	3,116	100.0	3,605	100.0

Data are from DBHIDS SWORD database and include contacts that resulted in the provision of service and/or placement. (1) Anyone with a last name of "Doe" is not included in the unduplicated count. (2) Anyone with the last name of "Doe" is included in the number of contacts. (3) The number of people placed is unduplicated and is often lower than the number of placements because some are placed more than once. The placement rate is the number of individuals placed divided by the unduplicated count of people encountered. Report produced by DBHIDS TIP Unit.

### Outreach Activity Analysis

This summer outreach contacts have increased significantly from 14,193 during the summer of 2015 to 15,657 during the summer of 2016. We believe this is due to the increased media coverage of outreach services. In addition, outreach has improved communication and education to the local businesses. There was also an increase in response calls due to media and literature given out provided by the OCC hot line. People suffering with behavioral health issues continue to be a high percentage of the homeless community. An increase of substance abuse also reflects the growing opioid abuse in the city. The type of outreach placements continues to be primarily OHS shelters. There was an increase in café placements which is believed to be due to the additional resources brought online for the DNC. There was an increase in D&A treatment placements this summer which could be the result of the increased collaboration of OAS /DBH team. We have an increase in outreach workers and OAS’s Project Coordinator of the Journey of Hope program providing outreach as a team. The coordinator has gone out with the teams to explain the Journey of Hope program and provide barrier removal as they go thru the system. Safe haven placements have decreased due to the slow of PHA vouchers. Location of contacts continues to be primarily on the streets, however there has been an increase in contacts in the concourse, airport, and 30<sup>th</sup> street station. We believe the construction of parks have shifted people to different locations. The Demographics of the people we serve continue to be a high percentage of African-American Males.

#### Weekly Trends



### Response Calls

There has been a 49% increase in response calls between the summer of 2015 (n=1075) and the summer of 2016 (n=1599). We believe that this increase is due to media coverage, change in OHS leadership and more education amongst the public and businesses on homeless hotline information.

### DNC

During the week of the Democratic National Convention in Philadelphia, there was a significant increase in contacts and placements due to an increase in outreach efforts and resources. Outreach teams worked on a code blue schedule and were paired with OHS and DBH staff to expand the services. Between Monday, July 25, 2016 and Friday, July 29, 2016, there were a total of 912 contacts and 82 placements made. Of the 912 contacts, 547 were an unduplicated count of people.

Of the 82 placements made during the week of the DNC, 68.29% (n=56) were OHS shelter placements, 4.88% (n=4) were overnight café placements, 9.76% (n=8) were detox program placements, 3.66% (n=3) were BHS shelter/safe haven placements, 7.32% (n=6) were other social service agency placements, 1.22% (n=1) was a private shelter placement, and 4.88% (n=4) were CRC admission placements.

### Outreach Survey

Between Monday, July 18<sup>th</sup>, 2016 and Thursday, July 28<sup>th</sup>, 2016, a total of two hundred and forty two (242) surveys were filled out by thirty four (34) outreach workers and volunteers, surveying people who may be living on the street to find out their plans and concerns for the Democratic National Convention and Political Fest taking place in Philadelphia. Outreach workers and volunteers provided information about DNC dates and locations of events, road closures, the crowds expected, and the increased police and secret service presence. They also made sure people were aware of the services available to them surrounding the DNC, including expanded capacity of beds from July 17<sup>th</sup> to July 31<sup>st</sup> at Fernwood and Project HOME.

Some of the findings included 83% (n=200) of the responses indicated that they were interested in housing, however only 50% (n=121) were willing to go into shelter. Of all the responses, 37% (n=89) indicated that they were not willing to go into shelter. Of those unwilling to go into shelter, 38% (n=34) said because of shelter residents, 35% (n=31) said because of shelter conditions, 34% (n=30) said because of shelter rules, 16% (n=14) said because of shelter staff, 6% (n=5) said because of the intake process, and 30% (n=27) gave another reason. Additionally, 52% (n=125) of the responses indicated that they were not connected to an ICM, health care provider, treatment program, or other services. When asked what would most help get them where they want to be, 18% said getting an ID and/or a birth certificate and 17% said drug or alcohol treatment.

A full report of the findings from the survey is available upon request.

### Outreach Business Log Books

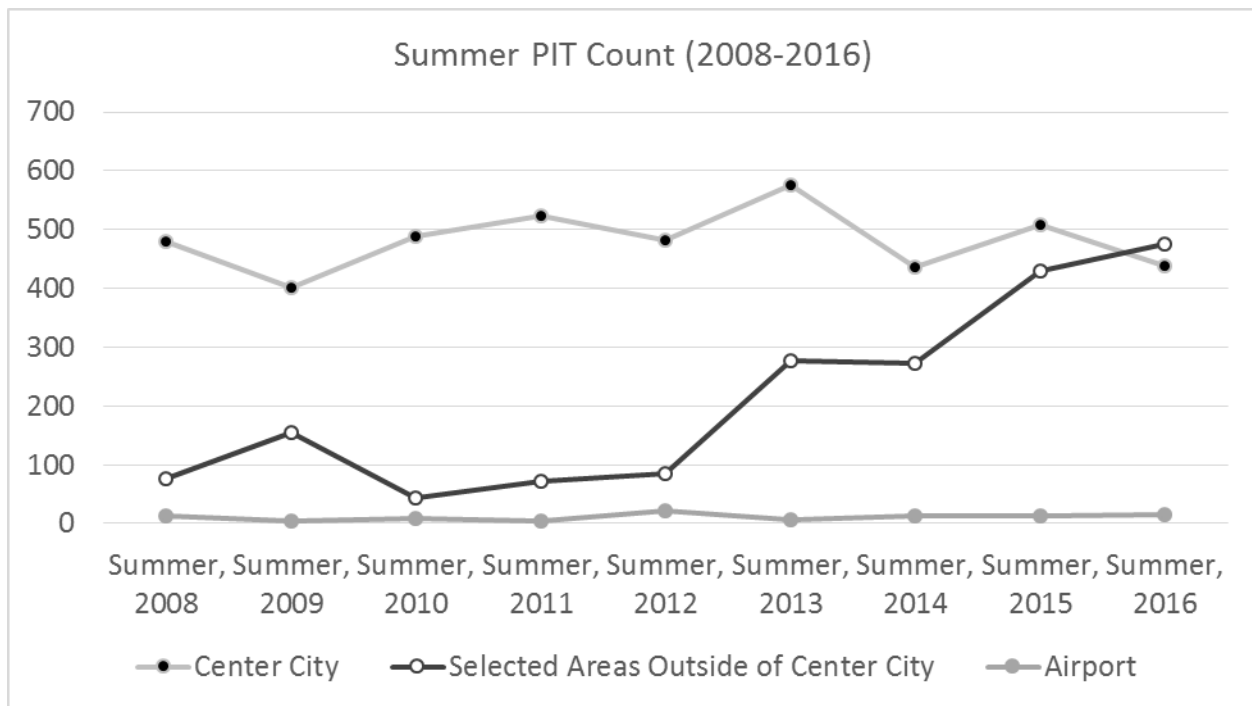
In an effort to maintain a collaborative relationship with business owners throughout the city, outreach teams have been using seven log books around the city. Acting as outreach ambassadors, the teams interact with businesses; checking in the locations of the businesses and engaging with the homeless individuals in the area. So far, the reaction to the log books is a positive one, and more log books are being added to locations such as 30<sup>th</sup> Street Station.

Summer, 2016 PIT Count

On the night of August 17, 2016 the Quarterly Point in Time Homeless Count took place. There were a total of 930 people counted on the streets. Of the 930 people, 439 were counted in center city, 476 were counted in selected areas outside of center city, and 15 were counted at the Philadelphia International Airport.

	Center City	Selected Areas Outside of Center City	Airport	Total
Summer, 2008	479	77	12	568
Summer, 2009	401	155	4	560
Summer, 2010	488	43	9	540
Summer, 2011	523	73	5	601
Summer, 2012	481	86	21	588
Summer, 2013	576	277	7	860
Summer, 2014	437	273	12	722
Summer, 2015	509	430	12	951
Summer, 2016	439	476	15	930

Summer PIT Count (2008-2016) by Location



Summer PIT Count (2008-2016) by Location

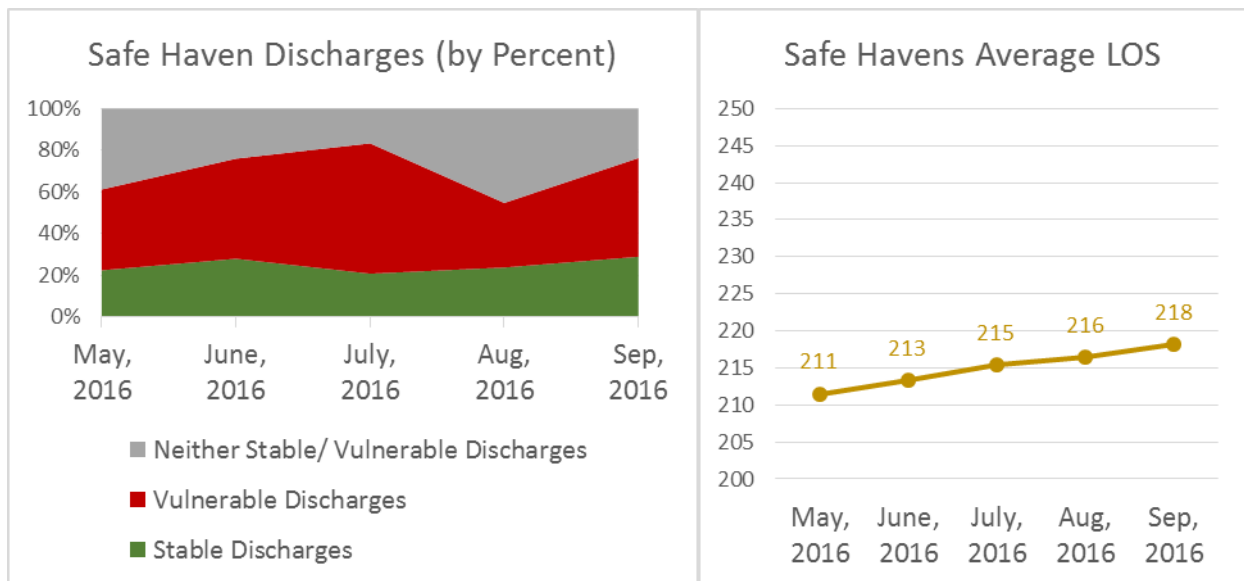
### Safe Havens

Safe Havens are an entry level residence for people with behavioral health challenges, experiencing homelessness-often persistently homeless for long periods of time.

The number of discharges from Safe Havens has ranged from as many as 49 in May to as few as 24 in July. Of all of the discharges, the percentage that are to a stable living environment has remained at an average of 25% of all discharges, whereas the percentage that are to a vulnerable living environment has ranged from as high as 63% of all discharges in July, to as low as 31% of all discharges in August.

The average length of stay (or LOS) has stayed fairly consistent over the last several months, however has been steadily increasing. The average LOS for somebody in a Safe Haven is about seven months.

	Average LOS	Stable Discharges	Vulnerable Discharges	Neither Stable/ Vulnerable Discharges	All Discharges
May, 2016	211	11	19	19	49
June, 2016	213	7	12	6	25
July, 2016	215	5	15	4	24
Aug, 2016	216	10	13	19	42
Sep, 2016	218	11	18	9	38



### Journey of Hope

Journey of Hope programs were designed for people experiencing persistent homelessness with substance abuse challenges. Some people enter these programs directly from the street; while for some, this is the additional care and treatment that follows a stay in a Safe Haven Program.

The number of discharges from Journey of Hope programs has ranged from as many as 29 in May to as few as 15 in July, a decrease in monthly discharges by almost half. Of all of the discharges, the percentage that are to a stable living environment has remained at an average of 28% of all discharges, whereas the percentage that are to a vulnerable living environment has ranged from as high as 53% of all discharges in September (N=15), to as low as 31% of all discharges in May (N=29).

The average length of stay (or LOS) has increased over the last several months, ranging from as high as 136 days in August and as low as 116 days in May. The average LOS for someboyd in a Journey of Hope programs is about four months.

	Average LOS	Stable Discharges	Vulnerable Discharges	Neither Stable/ Vulnerable Discharges	All Discharges
May, 2016	116	9	9	11	29
June, 2016	122	8	11	4	23
July, 2016	120	8	11	8	27
Aug, 2016	136	6	6	12	24
Sep, 2016	127	3	8	4	15

