

Generated on 5/23/2017

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# OUTREACH REPORT

## WINTER, 2017

*This report will provide analysis of data collected by DBHIDS Homeless Services between December 1, 2016 and April 30, 2017.*

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# OVERVIEW OF OUTREACH EFFORTS

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### ZONE ASSIGNMENTS

There are currently six outreach agencies that focus their efforts to address specified geographic areas in Center City, South Philadelphia, West Philadelphia, Concourse stations and other areas as the needs are identified. The goal for outreach is to ensure deepened work with individuals and community agencies. While teams are expected to carry out outreach in their assigned zones, priority is given by all teams to hotline calls, whenever they occur. An effort is made by dispatch to match assignment of response calls to team/zone whenever possible.

During winter, 2017 there was a concentrated effort to target SEPTA concourse, the Rittenhouse Square area, the Convention Center, Jefferson Station, 30<sup>th</sup> Street Station, the Kensington area, and the Pennsport area as hot spots where individuals frequent.

### WINTER, 2017 DATA ANALYSIS

In winter, 2017 there were 14,812 contacts made through outreach efforts; of which, 4,727 were an unduplicated count of individuals. Additionally, there were 2,136 placements made as a result of outreach efforts and 1,610 unique individuals placed, making a 34% placement rate. Of the placements, 1,377 (64%) were placements into OHS shelters, 189 (9%) were placements into overnight cafés, 163 (8%) were placements into BHS shelters/safe havens, 116 (5%) were placements into private shelters, 105 (5%) were placements into other social service agencies, 58 (3%) were CRC admissions, 58 (3%) were placements into recovery houses, 43 (2%) were placements into medical ER/hospitals, 20 (1%) were placements into detox programs, 6 (0%) were placements into PDRs (AAS-GATEKEPT), and 1 (0%) was a placement into a boarding home.

# HOT SPOTS

## HOT SPOTS

### SEPTA CONCOURSE

Between January 8<sup>th</sup>, 2017 and April 8<sup>th</sup>, 2017 the HUB of HOPE opened in the SEPTA concourse at Suburban Station. During that time, they recorded over 10,510 visits from over 1,450 unique individuals. They were able to help facilitate over 150 placements, over 840 case management visits, and over 110 medical/psych evaluations.

Of the outreach contacts made in winter, 2017, 3,351 were made in the SEPTA concourse; of which, 815 were an unduplicated count of individuals. Additionally, there were 194 placements and 155 unique individuals placed, making a 19% placement rate.

### RITTENHOUSE SQUARE AREA

Of the outreach contacts made in winter, 2017, 269 were made in the Rittenhouse Square area; of which, 139 were an unduplicated count of individuals. Additionally, there were 7 placements and 7 unique individuals placed, making a 5% placement rate.

### CONVENTION CENTER AREA

Of the outreach contacts made in winter, 2017, 361 were made in the Convention Center area; of which, 233 were an unduplicated count of individuals. Additionally, there were 56 placements and 56 unique individuals placed, making a 24% placement rate.

### JEFFERSON STATION

Of the outreach contacts made in winter, 2017, 492 were made in Jefferson Station; of which, 218 were an unduplicated count of individuals. Additionally, there were 41 placements and 39 unique individuals placed, making a 18% placement rate.

### 30<sup>TH</sup> STREET STATION

Of the outreach contacts made in winter, 2017, 217 were made in 30<sup>th</sup> Street Station; of which, 129 were an unduplicated count of individuals. Additionally, there were 62 placements and 52 unique individuals placed, making a 40% placement rate.

### KENSINGTON AREA

Of the outreach contacts made in winter, 2017, 531 were made in the Kensington area; of which, 339 were an unduplicated count of individuals. Additionally, there were 109 placements and 89 unique individuals placed, making a 26% placement rate.

### PENNSPORT AREA

Of the outreach contacts made in winter, 2017, 74 were made in the Pennsport area; of which, 33 were an unduplicated count of individuals. Additionally, there were 3 placements and 3 unique individuals placed, making a 9% placement rate.

# OUTREACH DATA: CONTACTS & PLACEMENTS

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### WINTER, 2017: CONTACTS & PLACEMENTS

DESCRIPTION	WINTER, 2016	WINTER, 2017	% CHANGE
<b>UNDUPLICATED COUNT<sup>(1)</sup></b>	4,037	4,727	17% ↑
<b>CONTACTS<sup>(2)</sup></b>	16,477	14,812	10% ↓
<b>PLACEMENTS<sup>(3)</sup></b>	2,037	2,136	5% ↑
<b>UNIQUE INDIVIDUALS PLACED<sup>(3)</sup></b>	1,401	1,610	15% ↑
<b>PLACEMENT RATE<sup>(4)</sup></b>	35%	34%	1% ↓

### TYPE OF PLACEMENT

DESCRIPTION	WINTER, 2016	WINTER, 2017	% CHANGE
<b>BHS SHELTER/SAFE HAVEN</b>	139	163	17% ↑
<b>BOARDING HOME</b>	7	1	86% ↓
<b>CRC ADMISSION</b>	27	58	115% ↑
<b>DETOX PROGRAM</b>	41	20	49% ↓
<b>FAMILY/FRIEND</b>	3	---	---
<b>MEDICAL ER/HOSPITAL</b>	28	43	54% ↑
<b>OHS SHELTER</b>	1,327	1,377	4% ↑
<b>OTHER SOCIAL SERVICE AGENCY</b>	47	105	123% ↑
<b>OVERNIGHT CAFÉS</b>	339	189	56% ↓
<b>PDR (AAS-GATEKEPT)</b>	1	6	500% ↑
<b>PRIVATE SHELTER</b>	26	116	346% ↑
<b>RECOVERY HOUSE</b>	52	58	12% ↑

# OUTREACH DATA: DEMOGRAPHICS

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GENDER				
DESCRIPTION	WINTER, 2016 NBR	WINTER, 2016 PCT	WINTER, 2017 NBR	WINTER, 2017 PCT
<b>MALE</b>	2,957	74%	3,517	75%
<b>FEMALE</b>	1,066	26%	1,185	25%
<b>VALID N<sup>(5)</sup></b>	4,023	100%	4,702	100%

RACE				
DESCRIPTION	WINTER, 2016 NBR	WINTER, 2016 PCT	WINTER, 2017 NBR	WINTER, 2017 PCT
<b>BLACK/ AFRICAN-AMERICAN</b>	2,333	62%	2,732	62%
<b>WHITE</b>	1,170	31%	1,369	31%
<b>ASIAN/OTHER</b>	275	7%	322	7%
<b>VALID N<sup>(5)</sup></b>	3,778	100%	4,423	100%

AGE				
DESCRIPTION	WINTER, 2016 NBR	WINTER, 2016 PCT	WINTER, 2017 NBR	WINTER, 2017 PCT
<b>AGES 18-29</b>	506	14%	595	14%
<b>AGES 30-39</b>	722	20%	843	20%
<b>AGES 40-49</b>	814	23%	936	23%
<b>AGES 50-59</b>	1,024	29%	1,198	29%
<b>AGES 60+</b>	472	13%	557	13%
<b>VALID N<sup>(5)</sup></b>	3,538	100%	4,129	100%

# OUTREACH DATA: BEHAVIORAL HEALTH ISSUES

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### SUBSTANCE USE AND MENTAL HEALTH ISSUES

DESCRIPTION	WINTER, 2016 NBR	WINTER, 2016 PCT	WINTER, 2017 NBR	WINTER, 2017 PCT
<b>BOTH SUBSTANCE USE AND MENTAL HEALTH ISSUES</b>	2,016	76%	2,554	77%
<b>MENTAL HEALTH ISSUES ONLY</b>	240	9%	325	10%
<b>SUBSTANCE USE ISSUES ONLY</b>	319	12%	336	10%
<b>NEITHER</b>	93	3%	112	3%
<b>VALID N<sup>(5)</sup></b>	2,668	100%	3,327	100%

### PHYSICAL DISABILITY

DESCRIPTION	WINTER, 2016 NBR	WINTER, 2016 PCT	WINTER, 2017 NBR	WINTER, 2017 PCT
<b>YES</b>	140	4%	257	6%
<b>NO</b>	3,254	96%	3,998	94%
<b>VALID N<sup>(5)</sup></b>	3,394	100%	4,255	100%

### ISSUES OF AGING/DEMENTIA

DESCRIPTION	WINTER, 2016 NBR	WINTER, 2016 PCT	WINTER, 2017 NBR	WINTER, 2017 PCT
<b>YES</b>	120	4%	191	5%
<b>NO</b>	3,176	96%	3,839	95%
<b>VALID N<sup>(5)</sup></b>	3,296	100%	4,030	100%

# ABOUT REPORT

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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 unique individuals placed is unduplicated and is often lower than the number of placements because some are placed more than once. (4) The placement rate is the number of unique individuals placed divided by the unduplicated count of people encountered. (5) Valid N is the number of non-missing values.