

Summer 2016 Re-Cap:

Days of Service: 73

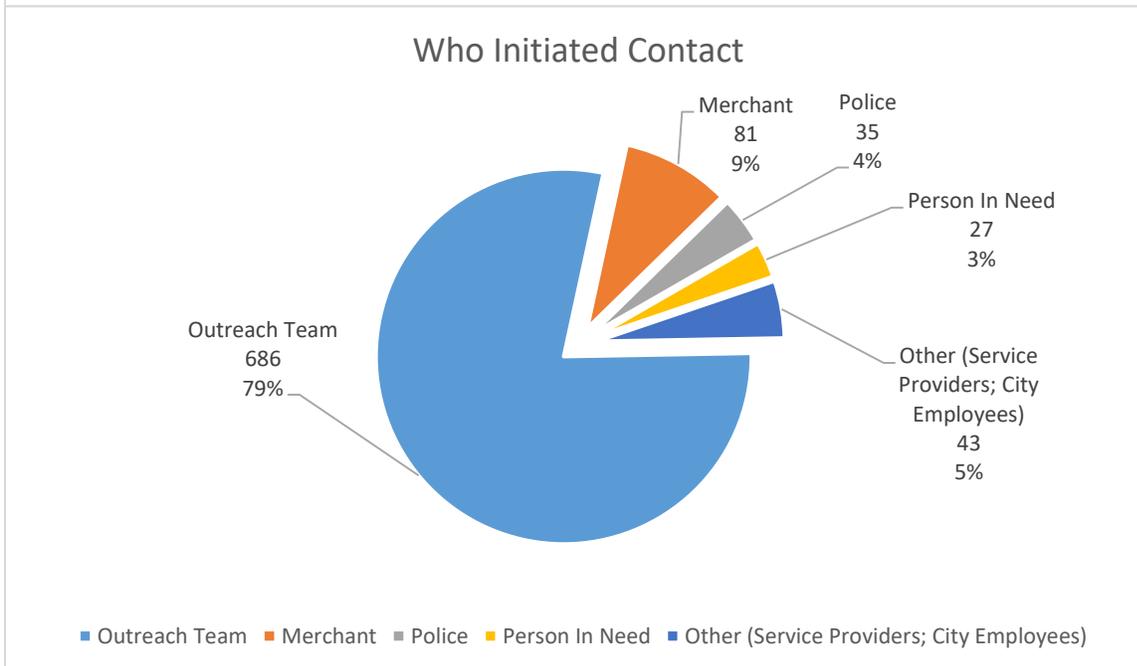
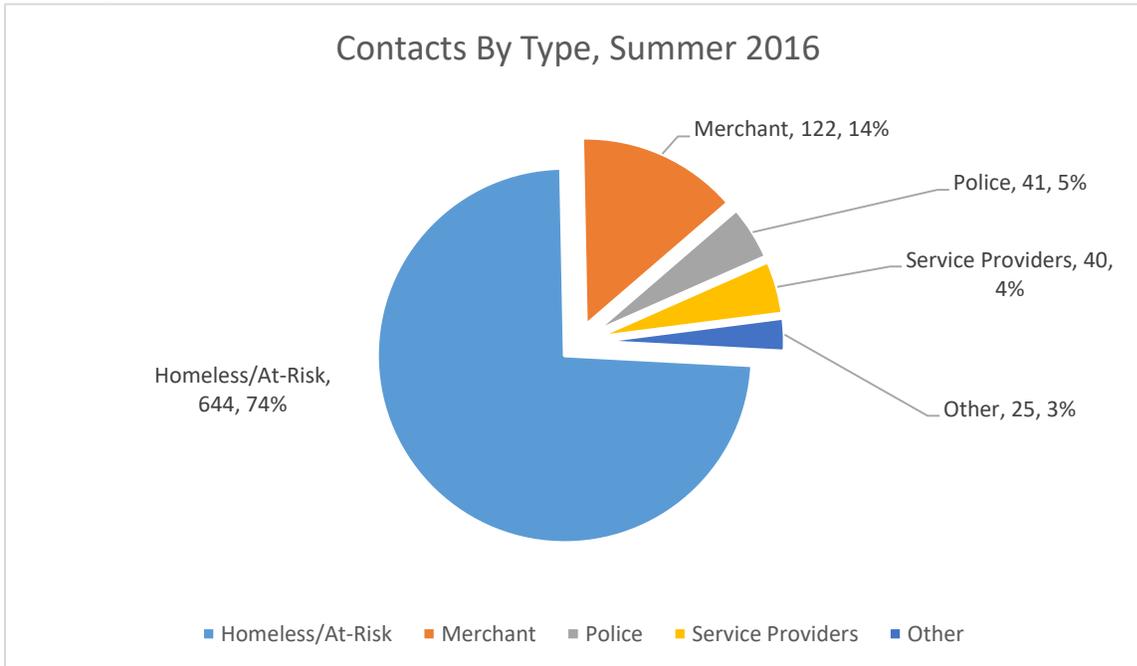
Total Contacts: 873

Unduplicated Contacts: 337

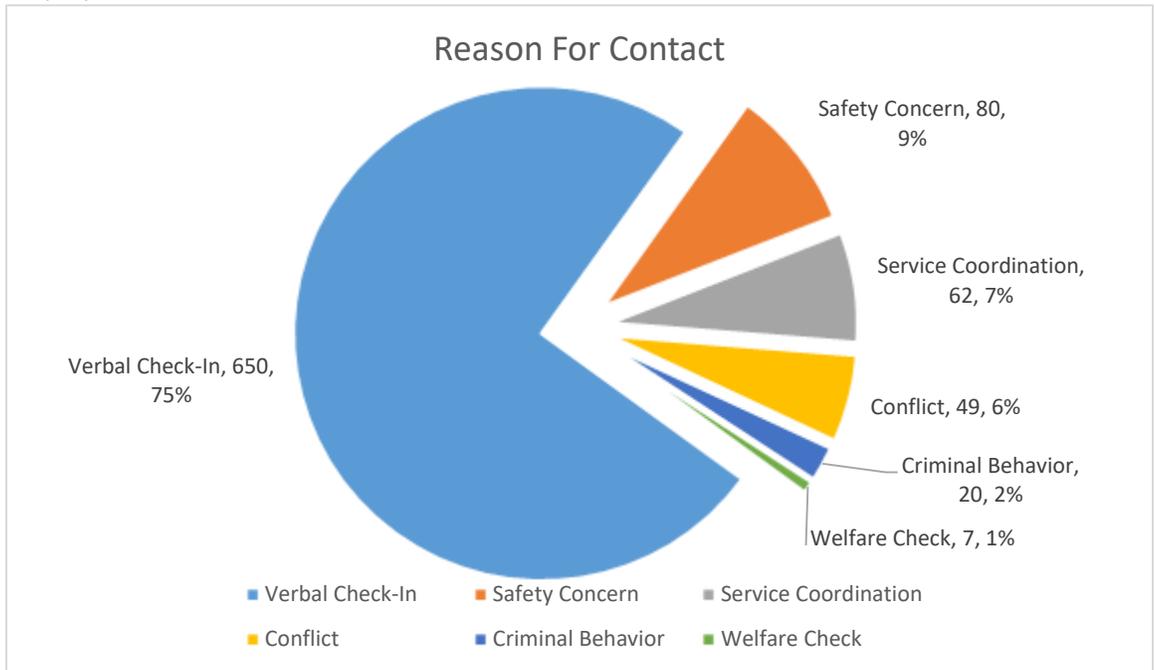
Merchant Staff Contacted: 78

Merchant Locations Contacted: 52

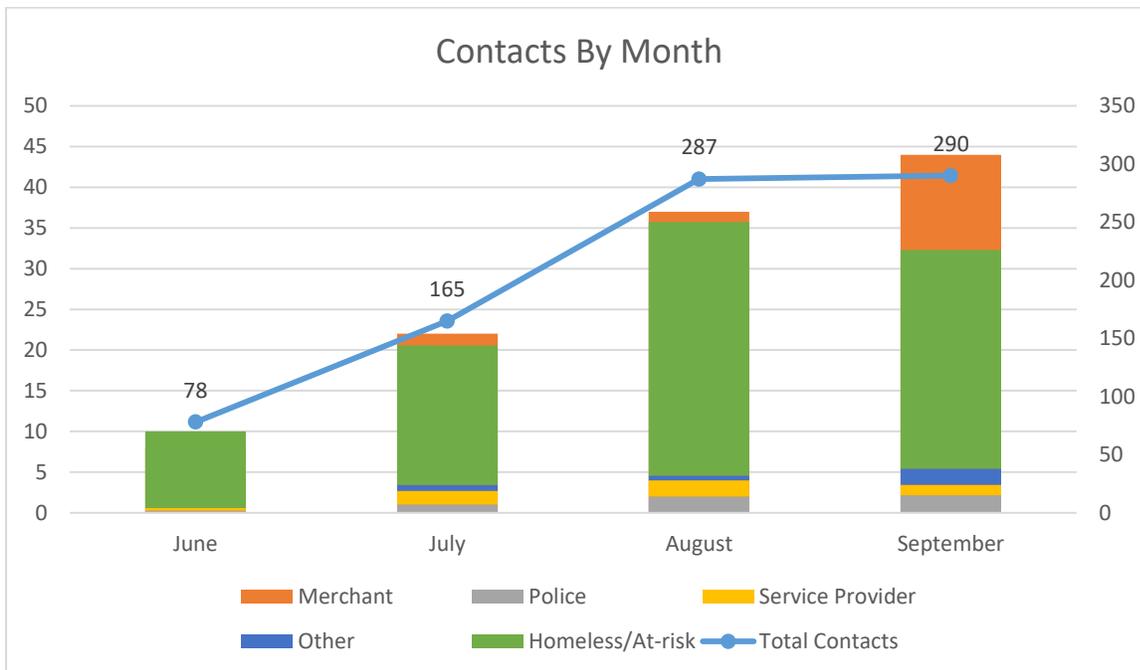
Service Agencies Contacted: 34



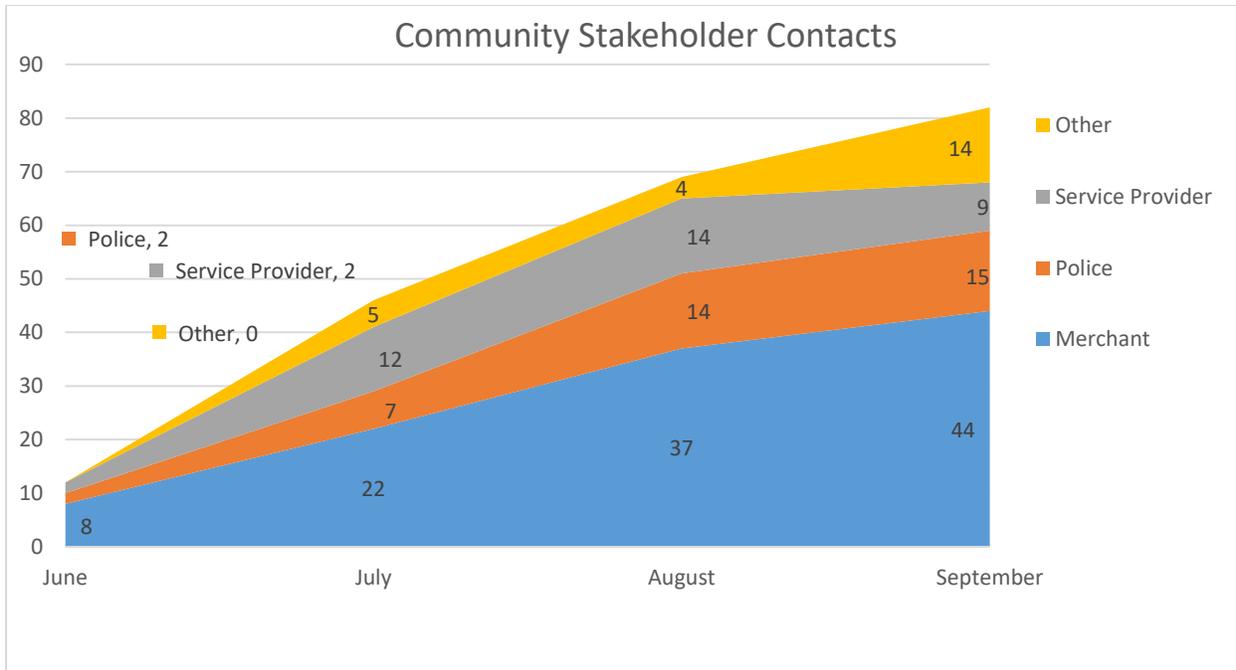
- The “other” category reflects calls, e-mails, or requests from Service Providers and City Employees



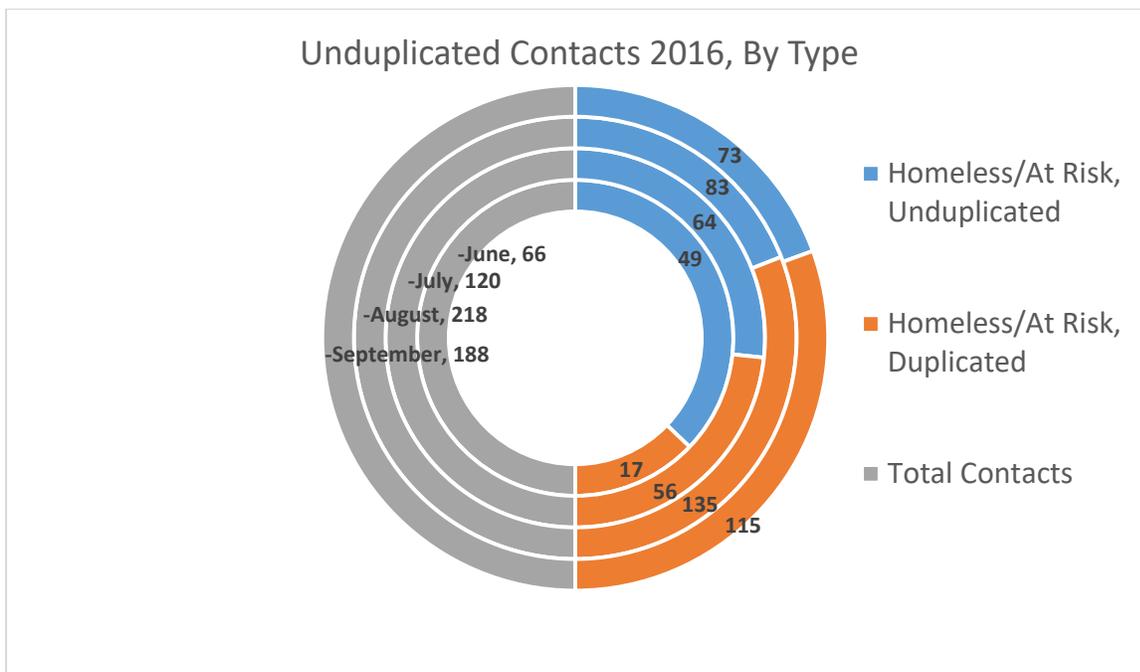
This reflects the catalyst for the outreach team interacting with various stakeholders- including street, phone, and e-mail contacts.



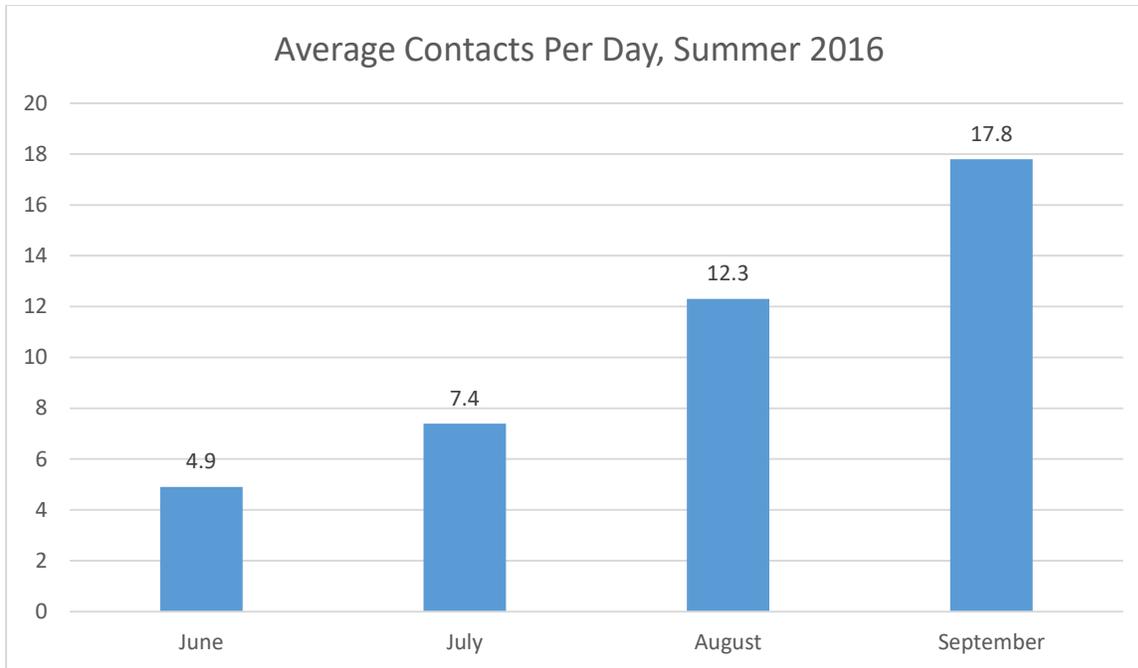
This reflects the total contacts by month and by stakeholder type. It may be worth mentioning that the number of homeless/at-risk contacts have actually decreased while merchant contacts have increased in September, reflecting seasonal trends in travelers vs. local populations.



This graph is meant to reflect the work that the team is doing with the non-homeless/at risk community.



This graph is to meant to show the breakdown of unduplicated vs. duplicated contacts, by month, since the program's start. Important to note is that the number of unduplicated as well as duplicated contacts has grown or remained stable throughout the program's existence, reflecting both relationships through recurring contacts as well as an expanding network of various stakeholders.



Contacts Per Days of Service

Outreach Success/Impact

-Outreach first made contact with a disabled veteran through a police officer who asked the team to come and meet this individual. This individual self-reports being chronically homeless for over the past 30 years. The outreach team discussed available services and programs for disabled veterans, but this individual was initially resistant to services, citing negative prior experiences with getting his basic needs met. The outreach team continued to work with this individual-having conversations about their past, discussing different services and agencies that would be appropriate, as well building a trusting relationship by maintaining frequent contact over the course of the next month. In total, outreach made contact with this individual 18 times over a 33-day period, connecting him to programs through Veteran's Affairs, Volunteers of America, Catholic Charities, The Murphy Center, and Homeless Gear. Ultimately through these collaborative efforts, this client is accessing a higher level of care.

-Individual has been contacted 11 times since program launch. Individual's behavior has never been an issue, but has significant changes in behavior and demeanor as a result of consuming alcohol. Over the course of two weeks, the outreach team noticed that client was consistently sleeping in public during the day, and appeared to be physically deteriorating with each passing contact. As a result, the outreach team contacted EMS for a welfare check. Two days later the outreach team contacted the client again, who informed the team that during the past few weeks he had been using drugs and drinking heavily, and was in a state of detoxing when the team had seen him prior. This individual told the outreach team that he was interested in seeking substance abuse treatment, and thanked the team for helping him through a difficult time.

-Individual was initially very service resistant, refusing to have conversations with the Outreach Team about his past, his needs, and the obstacles he faced which impacted his ability to remain stably housed. This individual was one of the first street contacts made by the outreach team, and has been contacted 27 times since program launch. Despite a number of calls from merchants in downtown regarding this individual's behavior, outreach was able to respond, de-escalate, and decrease public concern over his group's behavior (based off merchant feedback), while also improving the quality of the relationship between this individual and the Outreach Team. Recently, client has shared a number of traumatic events from his past which have played a part in his homelessness, and is contemplating accessing rehabilitation and recovery services, as well as counseling to help him cope with depression from these events. As a result, behavioral complaints around this individual have decreased from merchants and police. This client has been an advocate for the Outreach Team on many occasions, vouching for us and standing up for us with other individuals experiencing homelessness.

-Individual was the first contact Outreach Team made. For about six weeks the Outreach Team built a trusting relationship with client and Outreach Staff engaged this person in case management services through SummitStone. Due to overarching medical concerns client was hospitalized and is now in a nursing home. Outreach Team continues to offer support and has been part of helping client engage in mental health and substance abuse treatment through SummitStone. Currently client is working on options for permanent housing and treatment for substance abuse.

Develop processes to help streamline access to services, especially for service resistant and high vulnerability individuals

Maintain and increase connectedness to Merchant, Visitor, Police, and City stakeholders.

Develop, distribute, and educate stakeholders on program information, including viable options for basic needs items through service providers, clarification on the legality of specific behaviors, and appropriate responses to conflicts.

Reduce frequency of calls to Police Dispatch and Emergency Services in response to non-illegal, non-emergency conflicts and/or situations

Increase positive perception of Downtown Fort Collins as safe and enjoyable for all stakeholders (visitors, merchants, service recipients, etc)