

2011 Client Success, Expanded Services  
and Regional Collaboration  
Report to  
El Dorado County, Board of Supervisors  
Dec. 6, 2011

# Mission

Current: United Outreach is dedicated to serving and empowering homeless individuals and families.

For 2011-2012: Expanding mission to include medical assistance services and regional collaboration.

# Client Services Overview

## Emergency Shelter

- Voucher Incentive Program (VIP)
- Up to 30 nights of shelter at a local motel
- Weekly food vouchers
- Interim Respite Housing Program for CMSP & CMSP-Eligible repetitive homeless emergency room patients with on-going advocacy & support
- Individualized coaching support for self-management of health care

# Client Services Overview

## Transitional Shelters

- Individualized coaching support
- Weekly food vouchers & Food Bank delivery programs
- Grace Place at Perks Court - THP
  - Up to 120 nights of shelter at Perk's Court
- Interim Respite Housing Program at Pollock Pines
  - Stay determined by medical need
  - Advocacy & overcoming barriers to personal health care

# Client Services Overview

## Vouchers

- **Food:** clients meeting weekly goals received \$25 grocery card for *each* family member
- **Gas:** when available, clients receive \$10-15 gas cards used for transportation to: school, child care, looking for work, medical visits, healthy life choices

# Client Services Overview

## Coaching

- Coaches provide individualized support, and help clients set weekly goals
  - Budgeting and credit issues
  - Addressing health issues
  - Searching for jobs and housing
  - Referrals to and following up with other local resources
  - Transportation
  - Child care

# Client Services Overview - NEW

- **Demonstration Pilot with CMSP in Partnership with El Dorado Community Health Center**
  - Partnership with community hospitals, clinics
    - Marshall Hospital
    - Divide Wellness
    - El Dorado Community Health Center
    - Rapid Care
    - Western Sierra

# Client Services Overview - NEW

- Demonstration Project continued:
  - Target population: CMSP Enrollees & CMSP Eligible
    - repetitive emergency room homeless patients
  - Weekly recovery service with medical professionals
  - Enhanced, supportive recovery & self-management training with Registered Nurse



# Program Milestones

- **November 2009:** UO received a \$1 per year lease from the County BOS for Grace Place at Perks Court; **continued to present**
- **January 2010:** Part-time Case Manager hired, clients begin receiving shelter at Grace Place at Perks Court; **program continued to present**
- **February 2010:** Camino Seventh Day Adventist Church (CSDAC) commits to paying the lease for one year at Grace Place at Pollock Pines and clients begin receiving shelter; **CSDAC continues to pay the lease presently**

# Program Milestones

- **December 2010:**
  - First annual report to El Dorado County Board of Supervisors
  - El Dorado Community Foundation \$20,000 grant
- **July 2011:** Began CMSP Demonstration Pilot working with El Dorado Community Health Center & Marshall Hospital (CMSP Pilot Demonstration Project)
- **October 2011:** UO and Community Resource Center (CRC) collaboration

## With UO support, client success:

- 2010: **80%** success in moving from transitional housing to permanent housing
- 2011: **87%** success – from transitional to permanent housing
- 2011: **12** patients successfully given advocacy services and **5** provided respite housing post medical needs – breaking the chain of repetitive emergency room visits

# Client Success

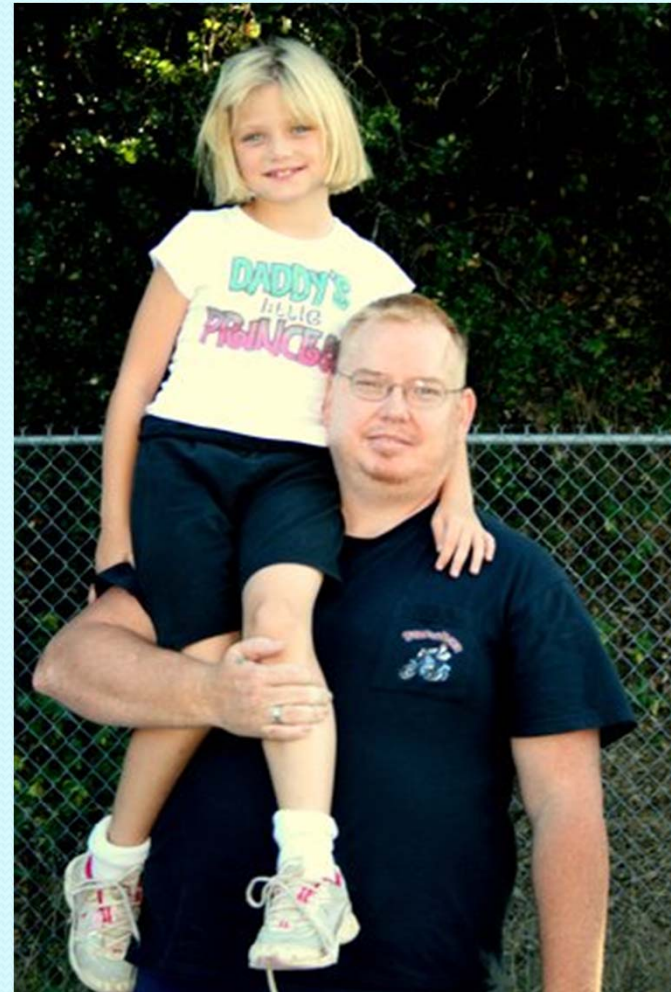
## The Owens Family

A loving, single father of a very sweet little girl came into the Transitional Living Facility on 05/19/2011.

While in the program Dad worked grave-yard shifts as Security for Red Hawk Casino. During his time in the program he was able to save \$1,920.

Father and daughter moved to their new home in Pollock Pines on 09/03/2011. Dad is currently 'paying it forward' as a Volunteer Monitor and checks on new, clients in the Transitional Housing Program (THP) for United Outreach.

The family continues to thrive. We love seeing the process come full circle!



# Client Success

## The Schlieff Family

The Schlieff family came into the THP on 01/14/2011.

Dad started working on 01/15/2011, as a ranch hand at Secret Valley.

Dad participated in “AOD” classes through Progress House and successfully completed all their steps.

They left the program on 03/31 2011 with \$1,940 in savings and moved into housing located on the Secret Valley Farms property.

This family continues to thrive.



# Client Success

## The McCrory Family

Mother and daughter came into the THP on 04/29/2011

During their time in the program Shelly, the Mom got a job working as an Administrative Assistant for Stem Express.

Mom did so well working for the business that they paid for her to take classes in an Executive Administrative Program through Penn & Foster.

Shelly saved \$1,515 while in the THP. She found housing in Placerville and moved out of the THP on 08/21/2011.

This family continues to thrive.



# Resources Gained (through December 2011)

- Collaboration with LifeSTEPS USA: in-kind and paid contributions
  - Accounting, Grant Reconciliation and Program Services
  - Supplemental Funding of Community Regional Coordinator
  - CMSP Pilot Demonstration Program Implementation
  - Oversight & funding of Case Management Worker
- El Dorado Community Foundation: \$20,000
- EFSP (Emergency Food and Shelter Program): \$12,635
- Community Donations: \$34,500
- Faith Episcopal Church: \$1,200

# Resources Gained (through December 2011)

- Camino Seventh Day Adventist Church: \$16,200
- Freda B. Runyon Foundation: \$3,000
- Holy Trinity Church: \$4,269
- Federated Church: \$893
- Soroptimist International of Cameron Park: \$400
- El Dorado County Association of Realtors: \$1,575
- United Outreach Board of Directors: \$4,570



# Resources Gained (through December 2011)

- **Expanded Board of Directors**
  - Dave Roberts, El Dorado Hills Fire Chief
  - Natalie Miller, Principal, Liaison to Education Community
  - Jennifer Sands, Liaison to Community Professionals
  - Gloria Navratil, Accounting Professional
- **Board Members continuing from 2011:**
  - Beth Southorn, LifeSteps USA
  - Craig Klatt, 7<sup>th</sup> Day Adventist Church
  - Ane Deister, Faith Episcopal Church

# Goals for 2012

- Increased community engagement
- County-wide grant applications
- Community fund raising
- Collaboration with LifeSTEPS:
  - Transition to Regional Coordination with Community Resource Center and County of El Dorado
- Expand Supportive Services
  - Transitional Housing, Medical Respite

# Conclusion, Questions

- Where to send donations?

United Outreach

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- Program and volunteer information:

[www.uedc.org](http://www.uedc.org)