

Hub of Hope Outcomes Report January 31st – March 30th 2018

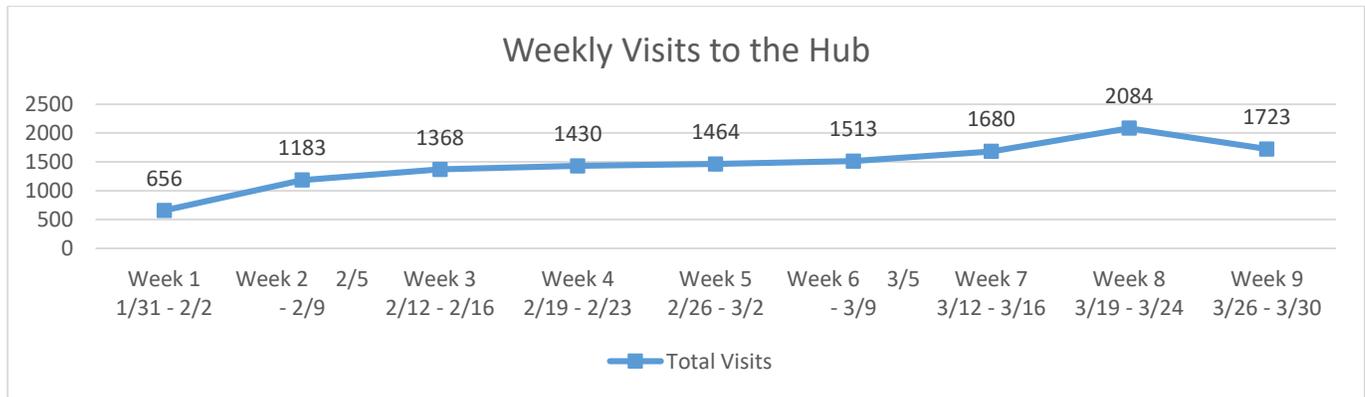
Introduction

The newly expanded Hub of Hope opened to participants on January 31st, 2018. Designed to bring the most necessary services to those experiencing homelessness in the city, from day one, the Hub welcomed over 200 individuals through its doors, offering respite from the harshness of a night spent outside, a warm cup of coffee or tea, and the opportunity to receive clothing, take a shower, do laundry, sit down with a case manager, and participate in the Hub’s programming. Highlights from the first two months of operation are detailed below.

Weekly Visits

The Hub saw over 200 participants in its very first day of operation. Since that time, the Hub has expanded its average of 200-250 participants per day to 325-375 participants per day. In just the first month of operations, the Hub saw over 1,000 unique individuals, and at the close of March the census had increased to over 1,500.

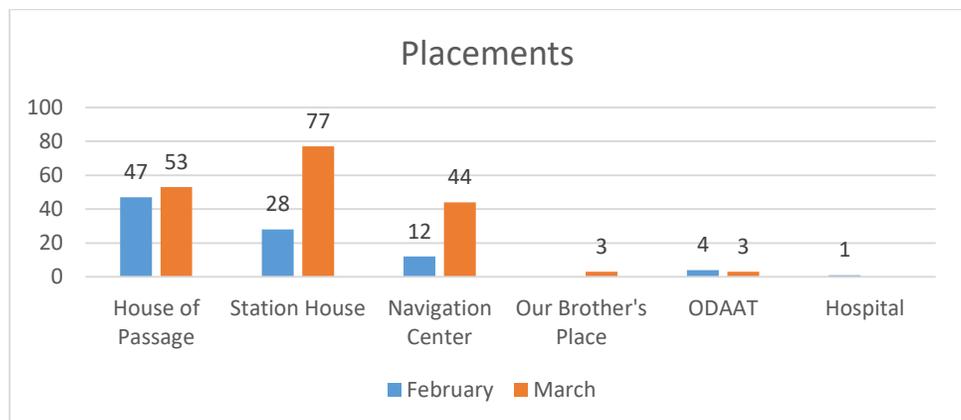
The start of meal services through partnering with Broad Street Ministry and Philabundance has contributed to the increase in visits over time, as some people who originally came for meals now come for other services as well.



Hub of Hope Placements and Case Management Visits

One of the greatest strengths of the Hub are the relationships that staff and participants cultivate through consistent conversations and interactions, that allow staff to help individuals accept placements, and encourage those who may be hesitant. In just two months, the Hub had 97 placements into shelters, Safe Havens, and treatment centers during the day, and 317 placements in the evenings, for a total of 414 placements.

A strong partnership with the Outreach Coordination Center has helped to connect over 200 individuals in total to shelters, including many individuals who would otherwise sleep in or near the Concourse.



The Case Management team had 498 total visits, and in addition to helping individuals get into Safe Havens (16 placements), Journey of Hope programs (3 placements), and shelters, cafes, and respites, they also helped individuals with ID referrals and referrals to get needed documentation for Safe Haven and other applications (e.g. psychiatric and medical evaluations).

Hub of Hope Living Room Services and Recovery Programming

While the Hub opens its doors to all who are interested, it offers targeted services to individuals who are especially vulnerable (e.g. chronically homeless and living with mental illness) through the Living Room program. In two months, the Living Room had over 50 individuals participate in services, and four (4) individuals from the Living Room have since been placed in Safe Havens, and one person was connected with Mercy Hospice. Though many of these individuals have not accepted placement, over time, many have engaged in additional services (e.g. seeing a doctor or sitting down with a case manager), and continue building trust with staff.

In addition to the Living Room, over 30 Hub participants interested in drug and alcohol recovery have sat down with Peers individually and in groups to discuss recovery and consider treatment programs.

Medical Services

In March, the medical services team began seeing patients. They saw 35 patients across 44 visits, and treated concerns ranging from lice and scabies (4 cases), STDs, skin rashes, and flu and cold symptoms. Importantly, many patients came in seeking wellness checks, as they had not seen a doctor in years. The medical team also helped 3 participants get health insurance, referred 5 individuals to specialists, and wrote approximately 20 prescriptions for needed medications, including for health-sustaining prescriptions such as inhalers.

Hospitality Services



Since the Hub of Hope opened, a total of 383 unique individuals took 736 showers, and 248 unique individuals did 439 loads of laundry.

These services have been the starting point for many individuals who have come into the Hub, who then decide to talk with Peer Support Staff or Case Managers to discuss other options.

Emergency Responses

Hub staff responded to a number of emergency situations including eleven (11) calls to EMS for seizures (related to diabetes, epilepsy, and alcohol withdrawal), completed two (2) 302s, as well as ten (10) responses to overdoses, including following opiate response protocol and dispensing five (5) doses of Narcan. Importantly, during the multiple snow storms this season, the Hub was able to remain open, offer additional services (including breakfasts and lunches), and help ensure that people remained safe during life-threatening weather.

Conclusion

The information provided above details much of what has been accomplished at the Hub thus far, but every single day, there are stories of individuals whose quality of life has been improved in ways that cannot be captured by statistics. With the help of Hub staff, Greg*, who is wheelchair-bound and has been street-homeless for 5 years, took a shower for the first time in months. Mary, who participates in the Living Room but was hesitant to receive other services, agreed to see a doctor and receive treatment for lice, getting her hair cut, taking a shower, and receiving a change of clothes. Jon, who has come through the Hub for years for coffee but never talked with a Case Manager or most staff, accepted placement into a Safe Haven with the help of another Hub participant whom he trusts. These are just some of the stories Hub staff encounter each day, which will only strengthen with time.

*Names have been changed to protect participants' identities.