

The Road Home Service Umbrella



Palmer Court

Rapid Rehousing

Salt Lake Community Shelter

Midvale Family Center

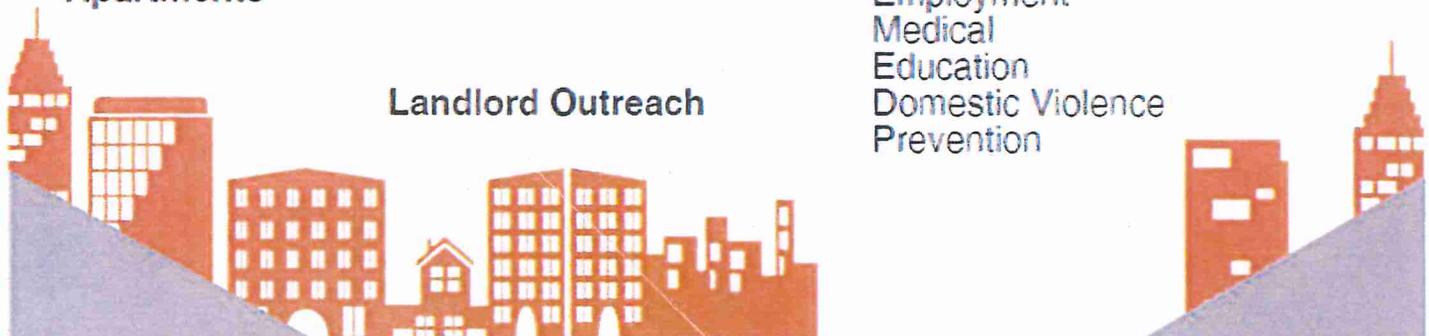
Scattered Site Housing

Partnerships
Diversion
Mental Health
Substance Use Disorder
Employment
Medical
Education
Domestic Violence
Prevention

Wendell Apartments

Veteran Housing

Landlord Outreach



Agency Statistics
11,105 People Served Agency Wide
8,077 People Served with Shelter
3,492 People Served with Housing

The Road Home
210 S Rio Grande St.
SLC, UT 84101
801-819-7350
www.theroadhome.org



Agency Summary and Highlights

Mission Statement: Our mission is to help people step out of homelessness and back into our community.

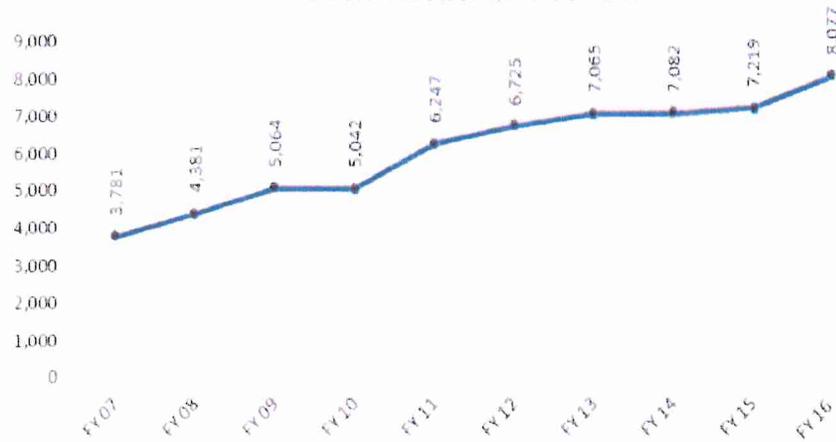
- ✓ On any given night, we have over 1,700 people in housing in the community.
- ✓ We served people turning to The Road Home with 51% more housing nights than shelter nights in FY 16 (588,347 Housing vs. 389,752 Shelter).
- ✓ Demand for shelter is disturbingly high.
- ✓ In a five year span between FY 04 and FY 08, The Road Home served 12,759 total people with shelter. This year in FY 17, we project that we will serve nearly 8,400 people with shelter.
- ✓ The Road Home partners with many different providers to offer services directly to people while they are staying in shelter. These partnerships include:
 - Onsite DWS staff to assist with employment-related needs
 - One full-time therapist provided through Valley Mental Health
 - School District Liaisons working with children in shelter
 - Diversion options with Utah Community Action
 - Services for Veterans onsite for housing and benefits in coordination with the Veterans Administration
 - Providers for Substance Abuse and Medical needs are regularly onsite to work with people.
- ✓ 81% of all people who stay in shelter at The Road Home receive case management services at some point during their stay.
- ✓ The Road Home employs 59 case managers who provide direct services to people to shorten their time in shelter and facilitate movement into and success in housing.
- ✓ We assisted 3,855 people with supportive employment and housing-related services (including birth certificates, state identification cards, Social Security cards, bus tokens, etc.).
- ✓ Our team supports the efforts of Operation Rio Grande to provide a safe neighborhood and work towards housing.

FY 16 Housing	FY 16 Shelter
3,492 people served with housing. This includes: <ul style="list-style-type: none"> • 1,568 total households • 645 households/1,288 individuals in permanent housing • 219 households/343 individuals in Palmer Court • 972 households/2,353 individuals through Rapid Re-housing • 258 households/348 individuals through Veteran housing 331% increase in total households housed through our Housing Program over 10 years ago (1,568 vs. 341)	8,077 individuals served with shelter. This includes: <ul style="list-style-type: none"> • 764 families (1,169 adults and 1,510 children) • 1,442 single women • 4,108 single men 317% increase in families over 10 years ago (764 vs. 183) 167% increase in single women over 10 years ago (1,442 vs. 540) 57% increase in single men over 10 years ago (4,108 vs. 2,614)

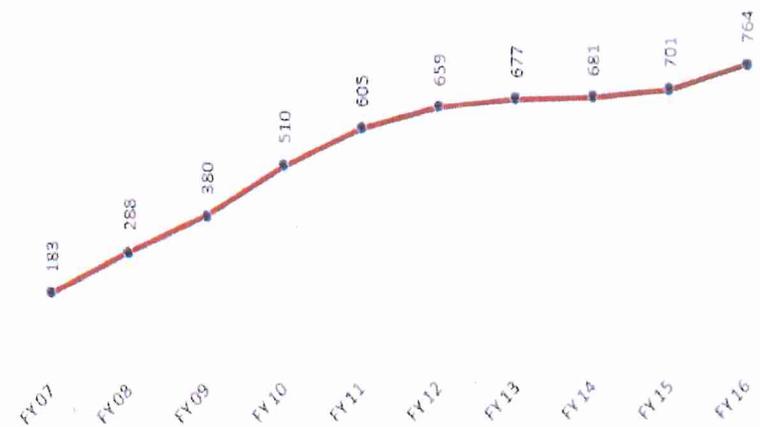
*Yearly totals represent clients in housing between July 1, 2015 and June 30, 2016.

10 YEAR ALL SHELTER TRENDLINES

Total Individuals Served



Total Families Served



Total Women Served



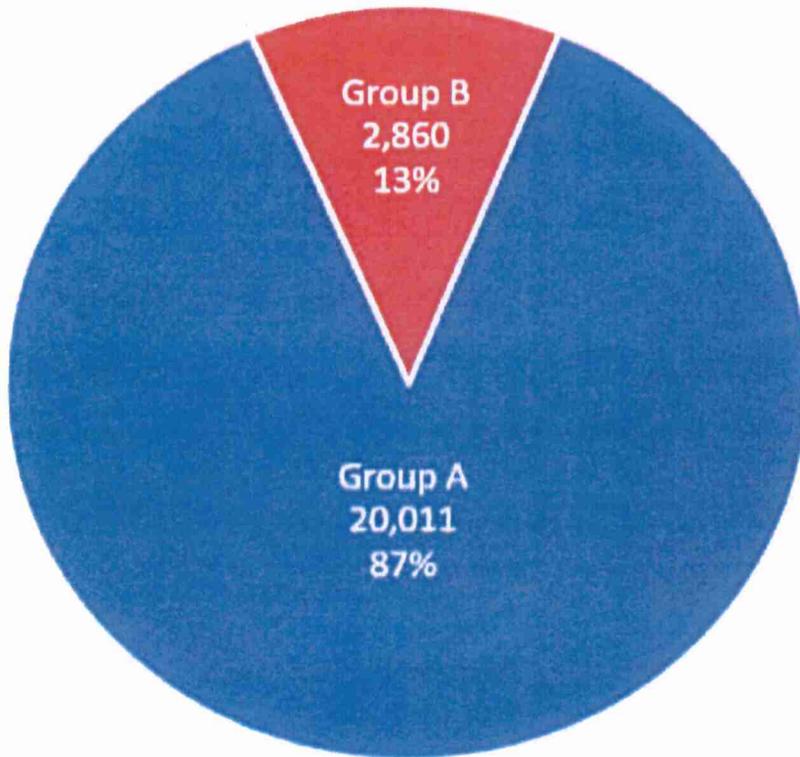
Total Men Served



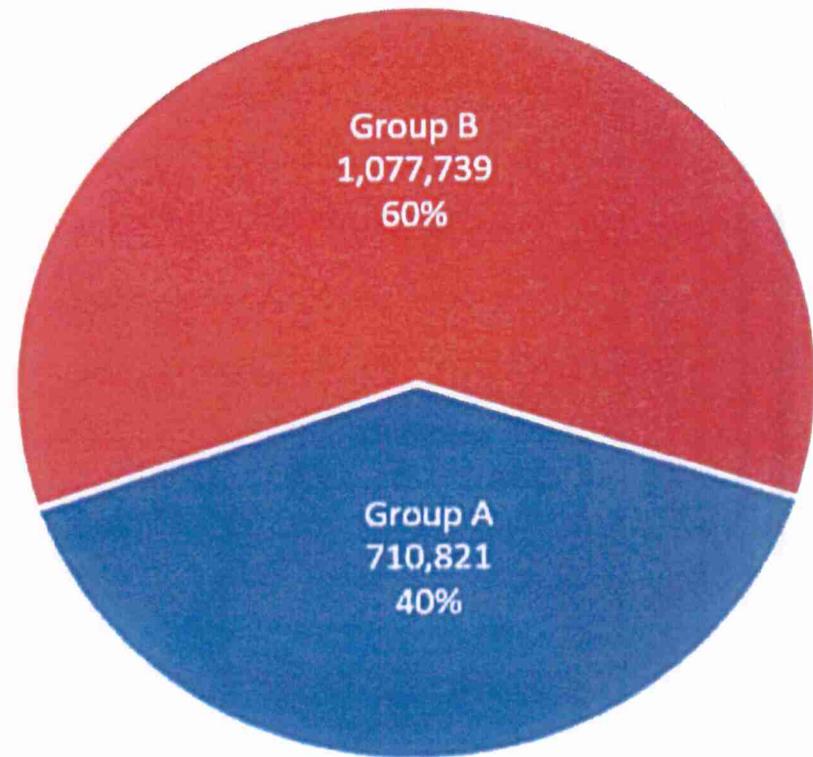
THE ROAD HOME SHELTER NIGHT ANALYSIS FY 12-FY 16



All Clients - High vs. Low Shelter Use



Clients
(22,811 Total)



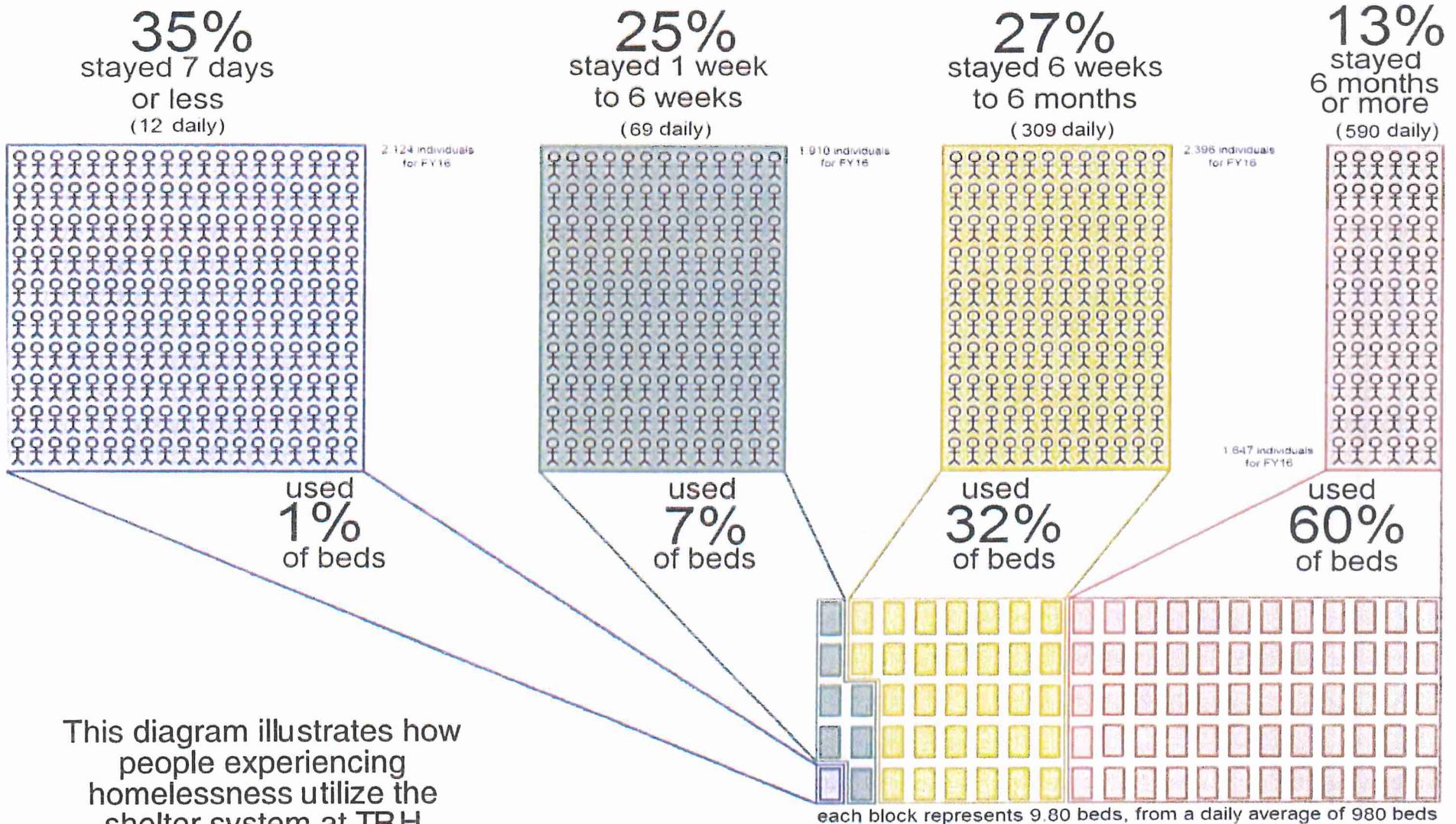
Shelter Nights
(1,788,560 Total)

Total Time in Shelter	Clients	Shelter Nights	Avg.
Group A 6 Months or Less	20,011 87%	710,821 40%	36
Group B More than 6 Months	2,860 13%	1,077,739 60%	377
Totals	22,871	1,788,560	

THE ROAD HOME SHELTER BED USAGE



Fiscal Year 2012 through 2016



This diagram illustrates how people experiencing homelessness utilize the shelter system at TRH

Progressive Engagement Along The Road Home



Shelter/Diversion
Immediate Needs

Shelter

Stability
School
Medical
Behavioral Health

ZIT and other refer to
CAP Diversion Program

Identification
Income Assessment
Barrier Removal

Housing
Assessment
and Approval

Housing
Assessment

Every family
develops a Housing
Plan

Housing Location
and Move In
48% Self-Resolve

Affordability
Location
Utilities
Furniture

A full housing assessment
is completed for families
who do not self-resolve
within 2 weeks

Rapid
Rehousing

3 month average
stay on RRH

41% of all families
in shelter move out
on RRH

Rapid Rehousing
\$3,063 per family
4 month average
stay

Monthly Reviews
TANF
HOME Funds (TPRA)
Housing Authorities
Dept. of Workforce Services
YWCA
Veterans Administration
Church of Latter Day Saints

Progressive
Engagement Meeting
Service Providers
Housing Authorities
HMIS

Progressive
Engagement

Only 11% of RRH families
move through
Progressive
Engagement to longer
term housing subsidies

PSH
Shelter Plus Care
CoC Funds
Other Scattered
Site PSH
VASH

People Served in Programs - 7 years
Family Shelter - 4,694 Families
10,577 Individuals in Families
RRH - 2,138 Total Families
(500 Referred from YWCA)
7,396 Individuals in Families

Source: TRH Internal Documents
and UHMIS, 2011 to 2016



Support and
Shelter for
Overcoming
Homelessness

The Road Home Midvale Center Update September 6, 2017

Midvale Family Data (FY 17) 07/01/2017 - 08/31/2017

- Total Families: 298
 - Entries: 194
 - Exits: 155
- Total Individuals in Families: 1046
- Total Adults: 456
- Total Children: 590
- Shelter Nights: 27336
- Average Individuals in Shelter Each Night: 290 (headcount)
- Total Families Moved into The Road Home's Housing Program: 68
- Total Families Served in Motels: 83
- Number of Families Diverted from Shelter: 36

August Highlights

We were busy at the beginning of the month with our annual Apple Tree event, which provides backpacks, school supplies and new clothes to school aged children in shelter. 180 children in shelter were outfitted with new school supplies this year! We have since been working hard, in connection with Connie Crosby, to ensure that all children coming in to shelter are quickly registered for school or are able to maintain connection with the school they previously attended. We are also beginning a partnership with the Waterford Institute to provide early education assistance to families in shelter.

This month, in partnership with South Valley Services and the Utah Domestic Violence Coalition, we were able to assess 3 families with lethality screenings and offer them direct moves to DV shelters in the area.

We are refining our processes for serving families in motels as overflow. Families are being selected for motel moves based on their housing-readiness. The average length of stay for a family placed in a motel is about 2 weeks. We are pleased to report that all families moved to motels from the downtown shelter were quickly able to move out of their motel rooms and in to stable housing.

Volunteer Activities

The shelter provides wide array of volunteer activities for our families. We focus the majority of these activities on our children as they are the most vulnerable and in need of support and services. We want to ensure that our children get to experience both fun and educational opportunities while they are living in shelter. Some of our volunteer activities currently include:

- Daily dinners
- Weekly after school homework tutoring for all school aged children
- Playgroup for children ages 2-5
- Art class for all children, which includes painting, drawing, and sculpture
- Daily children's program which includes movies, crafts, and games
- Weekly story time that incorporates singing, dancing, reading, and playtime which is sponsored by the Salt Lake County Library
- Monthly birthday parties for kids in shelter which includes cakes, presents, and entertainment (such as face painting and magicians) sponsored by The Celebration Project
- Midvale Center Girl Scout Troop meetings and activities



Support and
Shelter for
Overcoming
Homelessness

The Road Home Midvale Center Update September 6, 2017

Community Partners

Utah Partners for Health

Providing mobile medical and vision clinics for adults and children.

August: Medical: 21 Vision: 15

Fourth Street Clinic

Providing medical services to families. Services include Well-Child checkups, immunizations, and referrals to the 4th Street Clinic for additional services.

Boys Club Girls Club

Providing daily after school programming to school-aged children up to age 18.

August: 23

Utah Community Action

Providing shelter diversion services – finding options other than shelter for families entering shelter.

Family Support Center

Offering free respite/crisis care for children birth to age 11. Crisis nurseries support parents during times of high stress by eliminating a common barrier to accessing services (short-term childcare) and/or to enable positive self-care. Family Support Center also offers services aimed at long-term familial health, including mental health therapy/counseling, self-sufficiency training for single homeless parents at our LifeStart Village, low-income/low-cost daycare, and in-home parenting training.

Department of Workforce Services

Providing eligibility services to help clients apply for financial assistance, food stamps, and Medicaid. Providing employment related services such as resume building, job search, child care, and transportation assistance.

South Valley Services

Providing supportive services, referrals to community resources, domestic violence support services and education.

August: 8

Canyons School District

Providing education assistance for children in shelter – assisting with needed school materials and transportation.

Safe Kids

Providing car seats and car seat education.

7 families, 14 car seats

Dr. Frank Kramer, Pediatrician

Providing medical care and follow up visits to children in shelter.

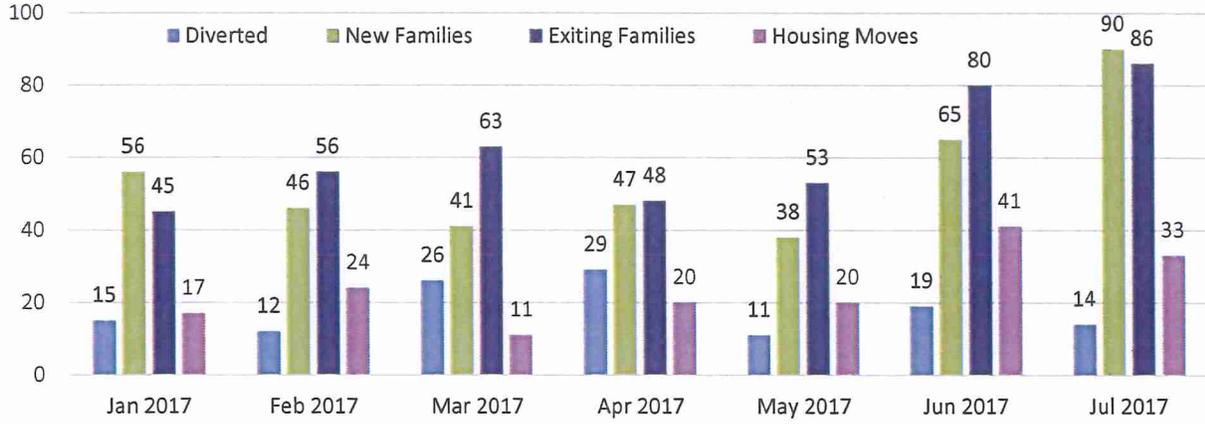
August:24



Support and
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Overcoming
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The Road Home Midvale Center Update September 6, 2017

Diverted & Entering vs. Exiting Families - Jan. to July 2017



Total Families Served

