

Attachment C5 – Responses from Administration re: Homeless Services questions

Below is a list of questions asked during the CAN briefing, as well as the responses from the Administration.

- 1. \$20,000 was appropriated for ID cards; however, the funds were not used. Council Members would like to receive a more immediate answer on this one.** Catholic Community Services used \$20,000 from FY 15/16 to start the ID program. It is still in operation and possibly going to be expanded to include other service providers. Another \$20,000 was also given in FY 16/17 however, CCS asked to use that money for security rather than the ID program. HAND asked CCS to put forward a revised proposal for ID cards instead of the security proposal, however nothing was submitted. The current ID program created by CCS can work for all HMIS users and will be expanded to include those at St Vincent's. In addition, when the new Homeless Resource Centers open a more comprehensive ID program will be put into place.
- 2. How many people have housing now (who didn't have housing previously)?** The Administration asked for further clarification on this question.
- 3. Is disruption (for individuals with drug addictions) changing behaviors?** Disruption for individuals with addictions is changing behaviors. For example: Individuals may not have had access to substance abuse treatment prior to the "Operations." This disruption has allowed individuals to consider the opportunity for treatment while before it may have never been an option. Over 400 people have went to the Community Connection Center to seek assistance with treatment who may have never asked for it before. By disrupting the cycle, we are able to show individuals what other resources are available for them. When there is disruption there is an opportunity for change. When we work on changing the thought process, we change the behavior.
- 4. How many hotel vouchers have been used? How is this program run? How do we measure success?** The Council allocated \$80,000 to fund emergency vouchers to be used during the winter season. These funds went to The Road Home, Volunteers of America, and Fourth Street Clinic. Through their combined efforts a total of \$71,559 was spent. The three agencies were able to assist 143 individuals with 1,466 motel nights. Success is measured differently for each agency as the population was slightly different for each. The Road Home was able to provide safe temporary housing to 49 individuals (9 families) that would otherwise not have had a safe place to sleep because the Midvale and downtown family shelter space was over capacity. Space for single women was opened at The Road Home when families were moved out. For VOA & Fourth Street, these agencies targeted medically frail, elderly, and those being released from hospital care. Vouchers were used when there were no other options available. Through these two programs 94 individuals were served. These efforts increased medical safety for those that would be most vulnerable to the elements.
- 5. Why is there a decrease in funding for detox beds at the VOA?** We are continuing to fund Volunteers of America detox beds at a rate of \$84,000/year for 2 HOST detox beds. This looks like a decrease in the budget because 2 line items (VOA Detox + additional Transitional Storage Program funding) that had previously been lumped together, have now been separated out. Budget request for the detox beds remain level funded. The visible reduction of \$7,300 is due to cost savings identified by utilizing Advantage Services to run the Transitional Storage Program. The amount that was allocated in the base budget is sufficient to run the Transitional Storage Program.

6. **Lack of jail beds: How do we address this problem? The Administration indicates that the County is contracting for more beds beginning June 1st. Follow up question: Are these additional beds being made available to all jurisdictions OR just for Salt Lake City?** The jail beds that will become available as they relocate prisoners to other jails will be utilized by all of Salt Lake County jurisdictions.
7. **House 20: A Council Member asked for additional information from County partners. Can the funding be used by other entities?** Not at this time. This program is completely run by The Road Home. However, the clients can be referred into the program by any agency. Currently The Road Home partners with shelter service providers, police, fire, medical outreach teams, etc to identify eligible clients.
8. **Councilmember Adams asked why there was an increase for the Midvale Shelter.** The actual amount paid out of Non-Departmental over the past number of years has actually been \$92,000. It is unknown why that amount was not changed in previous budgets. The Road Home did not initiate the change, it was to ensure that the actual amount was being budgeted. New to the contract this year, however, is that TRH must provide a scope of work, a line item budget, and that they report metrics. As invoices come in, the Homeless Strategies and Outreach Coordinator will match the correct contract and budget before it is paid (Capital Planning already does this with federal grants). This will be done with all contracts to ensure transparency and prohibit service providers from billing different funding sources for the same work.