

Winter Shelter Program 2007—2008



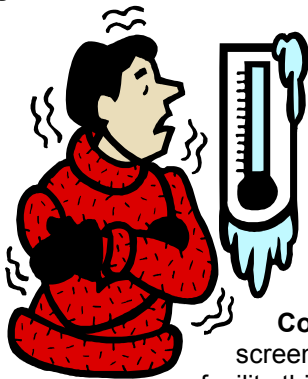
Tucson Planning Council For The Homeless
C/O ICH, P.O. Box 16023, Tucson AZ 85732-6023

2007-08 Winter Shelter Program Report

BACKGROUND: Tucson's Winter Shelter Program is an interagency effort to make additional shelter available to homeless people during the winter months. The winter of 2007-08 is the 21st year of successful collaboration.

The winter Shelter Program consists of three sub-programs: 1) **Operation Deep Freeze**, an emergency plan for sheltering everyone in need on nights of severe weather conditions; 2) **Project Hospitality**, in which local religious congregations provide beds and meals at their facilities on a pre-scheduled rotating basis; 3) **One Step Beyond**, a congregation based, extended stay program for selected veterans working on case management plans geared towards long-term treatment for mental health and substance abuse problems.

The Salvation Army Hospitality House is the intake facility for all Winter Shelter activities, which run from November 15th to March 31st. **This season, the program provided a total of 15,438 bednights of shelter to 1,386 people experiencing homelessness. Women and children comprised 282 of these guests.**



OPERATION DEEP FREEZE: Operation Deep Freeze (ODF) began in the 1986-87 season. The average number of ODF nights per year is 30, the highest being 48 nights in 1989-90 and the lowest being 16 nights in 2005-06. ODF is called when the overnight temperature is predicted to be 35 degrees. Precipitation and wind chill factors are also a consideration. ODF was called on 23 nights this winter, compared to 36 nights the previous season. An average of 86 people per night received shelter at the National Guard Armory overflow facility.

Compass Health Care was on-call to provide appropriate shelter and medical screening for people who were intoxicated. There were no referrals made to this facility this season.

The **Interfaith Coalition for the Homeless** provided a clinic and medical team consisting of a doctor, nurses and lay volunteers every Monday night, as well as, every deep freeze night. This resulted in a total of 41 nights of service. The team saw 2,677 patients and referred 29 for further medical, dental, substance abuse and psychiatric treatment. In addition 160 influenza shots were administered. The medical clinic staff provided 337 hours of volunteer service.

PROJECT HOSPITALITY: Project Hospitality (PH) is coordinated by the **Interfaith Coalition for the Homeless**. This winter season, a total of 3,014 PH bednights of shelter were available. The 29 congregations that participated in this season's Project Hospitality provided overnight supervision, wonderful home cooked dinners and breakfast. They often provide a bag lunch as well. Many provided transportation and some also provided good serviceable winter clothing, new underwear and socks. All church/congregation services were staffed solely by volunteers and many times congregations work together to share in this ministry.

Participants in Project Hospitality are required to register with a case manager from participating homeless-serving agencies. Seven social service agencies contributed case management for people seeking jobs, job training, treatment for behavioral health problems and entitlements. Approximately 66% of the clients that participate in this



program successfully transition from the streets to employment and/or treatment and housing. If the program had to pay for medical personnel, meals, transportation, space, utilities and overnight supervision contributed by Project Hospitality congregations this year, the cost would be well in excess of \$250,000 in-kind support (not including space and utilities) or almost double the actual cash budget for the entire Winter Shelter Program.

ONE STEP BEYOND: One Step Beyond (OSB) is another component of the winter shelter program, accounting for an additional 1,293 bednights available contributed by churches and congregations. This year, 3 congregations provided meals and a consistent place to stay for 50 veterans. The participants in OSB are enrolled in treatment or pre-treatment programs in agencies whose clients benefit substantially from a stable environment. This year some of the clients were awaiting substance abuse treatment at the Southern Arizona V.A. Health Care System (SAVAHCS). Others were placed in the program through the outreach efforts of Comin' Home, a transitional housing facility for veterans.



Of these 50 clients, 76% successfully fulfilled their goals and moved into the substance abuse treatment programs. Although the numbers who qualify for placement in the One Step Beyond program are relatively small, the security and stability offered by the program is a vital element in helping its clients recover and move closer to successful reintegration into mainstream society.

One Step Beyond is coordinated by the Interfaith Coalition for the Homeless and facilitated by the Veterans Partnership, a collaboration of Comin'Home and SAVAHCS. The participating congregations this year were St Pius X, St Cyril's of Alexandria and St Andrew's Presbyterian Church.

VOLUNTEERS: The **Interfaith Coalition for the Homeless**, which staffs Project Hospitality and One Step Beyond entirely with volunteers from 32 congregations, gave over 12,000 hours of service. Interfaith Coalition's medical program was staffed by 19 volunteers, 7 medical and 12 lay, for a total of 337 hours of service. The winter shelter program could not operate without such enormous volunteer power, this year totaling nearly 15,000 hours of assistance to people who are homeless.



Another component of volunteerism is from representatives of social service agencies who visit the program's overflow facility on nights of Operation Deep Freeze with the purpose of offering a listening ear and referrals to guests, many of whom may avoid seeking services or may be new to Tucson and be unaware of the service delivery system.

This year, five agencies sent representatives for a total of 60 hours of outreach. The agencies were: the Salvation Army; La Frontera RAPP, Project Advent, Department of Economic Security, and Southern Arizona VA Health Care System. Not only do these outreach case workers benefit guests of the winter shelter program by introducing them to appropriate services, they benefit the program as a whole by acting as a safety valve for the pressures of mass shelter through their active listening and intervention skills.

BLANKETS: The Department of Defense delivered FEMA emergency use blankets.

PRIMAVERA'S BLUE DOOR STORE: A free clothing bank for homeless people is maintained by Primavera Foundation called the Blue Door Store. Winter Shelter clients were allowed to shop at this store to obtain clothing services. In addition, many of the churches and congregations maintain clothing closets of warm clothing for use by their nightly client/guests. New underwear and socks are also often offered.

PROGRAM FUNDING: The Arizona State Department of Economic services supported Winter Shelter with \$74,349.66 dollars, the City of Tucson CDBG Human Services granted \$30,000 dollars and the

Federal Emergency Management Agency (FEMA) contributed \$25,000 dollars. The Interfaith Coalition for the Homeless served as the Fiscal Agent for this program during the 2007-08 season.

Thanks to the overall effort of all volunteers and staff, involved with homeless people in Tucson had access to safe shelter during the cold weather. Please direct any questions, ideas or comments about the Winter Shelter program to the chair of the Winter Shelter Committee, **Jill Rich, American Red Cross, 349-0174.**

This report has been prepared by the **Interfaith Coalition for the Homeless** with data and input from the agencies herein mentioned.

2007-08 Participating Winter Shelter Congregations

Abounding Grace Lutheran
Anshei Israel
Beautiful Savior Lutheran Church
Catalina United Methodist Church
Christ Church United Methodist
Christ Presbyterian Church
Community Church of the Foothills
Congregation Chaverim
Congregation Ner Tamid
Corpus Christi Catholic Church*
First Christian Church
First United Methodist Church
Grace St Paul's Episcopal
Grace Community Covenant
Life in Christ
Pantano Christian
Pima Monthly Meeting of Friends
Rincon Congregational Church

Sacred Heart Catholic
Shalom Mennonite Community
St Andrew's Presbyterian *
St Cyril's Catholic*
St Frances Cabrini Catholic
St Francis de Sales Catholic
St Francis in the Foothills UMC
St Mark's Presbyterian Church
St Mark's United Methodist Church
St. Odilla Catholic Church
St Paul's United Methodist Church
St Piux X Catholic*
Temple Emanu-el
Trinity Presbyterian Church
Unitarian Universalists

* *hosted One Step Beyond*

Agencies Contributing Case Management

CODAC
Comin' Home
COPE Behavioral Health
DES-Vocational rehabilitation
Jackson Employment Center
La Frontera

Primavera Foundation
Southern Arizona AIDS Foundation
Southern Arizona V.A. Health Care System
(SAVHCS)
The Salvation Army (several programs)