

HERO

Homeless Engagement Resource Outreach

TEAM



@HEROTEAMFRESNO





HISTORY


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The Fresno Madera Continuum of Care (FMCoC) has been coordinating street outreach in partnership with its member agencies for 5 years. Through this effort, our community was able to identify the gap that existed in street outreach and engagement. In partnership and through funding from the City of Fresno, the HERO Team emerged to equip the City with a team of 8 dedicated Outreach/Navigator positions.

WHO WE ARE



WestCare California and its subcontracted partners, Turning Point of Central California, Poverello House and Fresno Economic Opportunities Commission (EOC), employ Outreach/Navigators to work alongside the Fresno Police Department's Homeless Task Force, respond to requests for street outreach/engagement from the City of Fresno, complete assessments for those experiencing homelessness and coordinate with all MAP Points, housing and supportive services through the FMCoC's Coordinated Entry System.



OUR MISSION



The Homeless Engagement Resource and Outreach (HERO) Team provides outreach, identification, assessment and navigation services for Veterans, individuals and families experiencing chronic homelessness within the City of Fresno. The goal is to build rapport, assess each person's situation, navigate the process of attaining vital documents needed, locate housing options and quickly provide stability in permanent housing for individuals and families experiencing a housing crisis and/or homelessness.

WHAT WE DO



1

Respond

- Via Social Media, Phone, Email & In Person Visits.
- Self Referrals
- Community questions
- City Council concerns by district
- Fresno PD Homeless Task Force

2

Outreach

- Daily
- Mon-Sun
- 8:00 AM - 5:00 PM

3

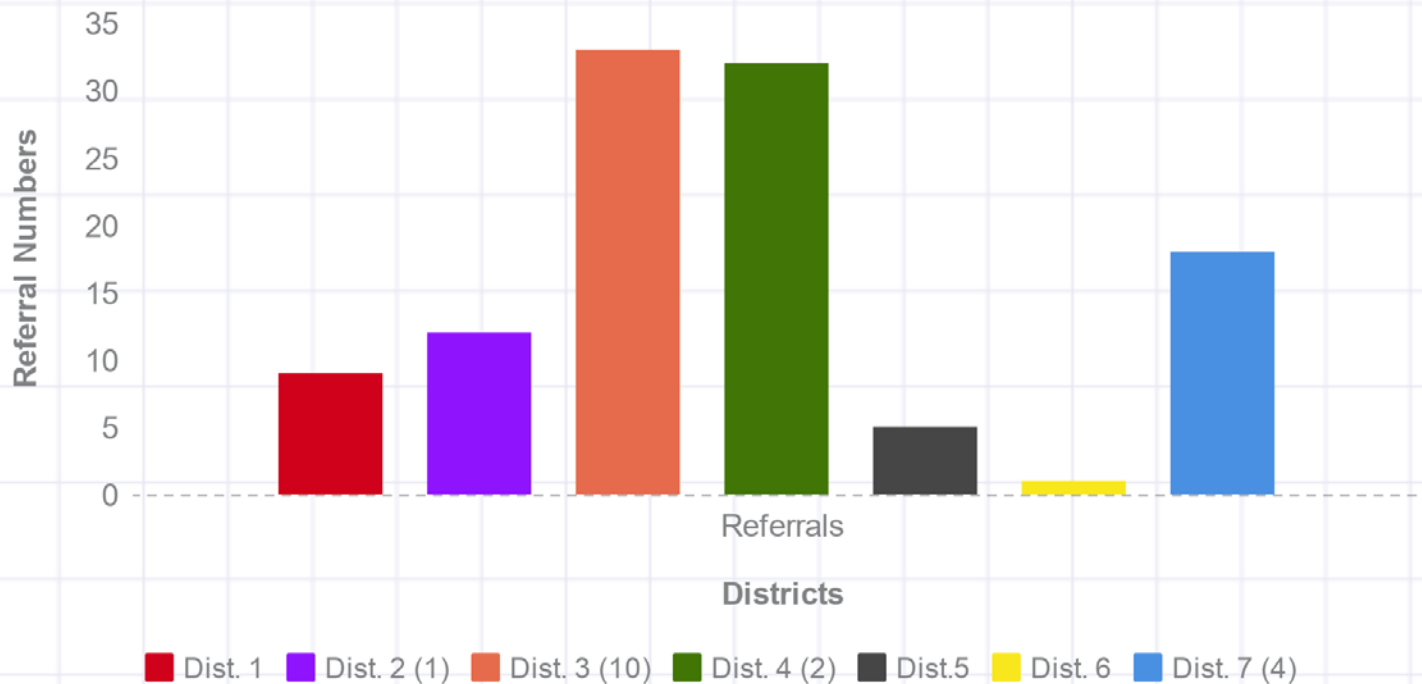
Navigation and Linkages

- Provide Supportive Services (in a non judgmental manner)
- Transportation to appointments
- Advocacy
- Document readiness (CA ID, Birth Certificate, SSI, Disability/Income Verification, Certification of Homelessness)
- Supportive & Subsidized Housing Applications
- Locate Affordable Housing
- Educating Potential Landlords on the benefits of working with Case Managers

REFERRALS



HERO Referrals
Jan. 2018 - Nov. 2018



The graph above shows the raw number of referrals received for HERO Team by district. Some of the clients have already been housed as shown in parenthesis and others are in the process of becoming document ready with the assistance of HERO Team.

This chart only reflects a sample of the referrals received by HERO throughout and from the City of Fresno.

COORDINATED ENTRY & THE BY-NAME LIST



The HERO Team is the only dedicated/funded Street Outreach Access Point for the Coordinated Entry System. Through Coordinated Entry, the Fresno Madera Continuum of Care manages a real-time By-Name List (BNL) of the individuals experiencing homelessness within Fresno/Madera counties. The contacts made each day with those experiencing homelessness are entered into the BNL. The BNL currently holds information for approximately 2005 individuals.

PRIORITIZATION & NAVIGATION



Individuals on the BNL are prioritized based on:

- ✓ Highest acuity
- ✓ Vulnerability
- ✓ Longest length of homelessness



Navigators (including HERO Team) are then assigned to work with the individuals at the top of the prioritization list. Through continued navigation, the HERO Team works to navigate them through the Coordinated Entry System and into a Housing Placement.

OUTCOMES

July 2016 - October 2018



Contacts

7,964

Contacts are individuals experiencing homelessness that are encountered during HERO team outreach. An average of 284 individuals are contacted each month



VI-SPDATS

776

The Vulnerability Index - Service Prioritization Decision Assistance Tool (VI-SPDAT) is a survey that assists the HERO team to determine vulnerability of each individual and/or families experiencing homelessness. On average, 27 VI-SPDATS/surveys are administered each month.



Housed

234

An average of 8 individuals obtain permanent housing placements each month.

OUTCOMES CONTINUED

When HERO team conducts outreach, each individual's needs are assessed and connections are made to the following services:

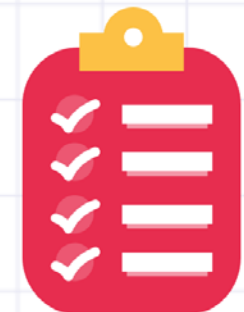
- Dept. of Behavioral Health
- Shelters
- Food banks
- MAP Point
- Utility assistance
- HealthCare Providers
- Residential Treatment
- Outpatient Treatment
- Employment/Staffing
- Low income housing
- Mainstream services

On average, HERO team makes 160 linkages per month.

Linkages

January - October 2018

1,606



OUTCOMES CONTINUED

Document Assistance

February - October 2018

535



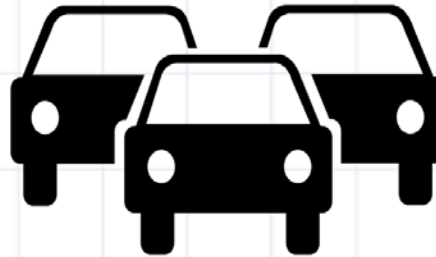
HERO team assists individuals experiencing homelessness to retrieve vital documents such as: Birth certificates, state identification, disability verification, proof of income, homeless verification, housing program applications and any other documents needed to obtain permanent housing. On average 60 individuals were assisted monthly in the last 9 months.

OUTCOMES CONTINUED

June - October 2018

Transportation

298



HERO team provides transportation to those experiencing homelessness in an effort to obtain the documentation listed above as well as attend appointments for disability verification, appointments for housing and social services such as general relief and CalFresh - to mention a few. On average 60 individuals were transported monthly in the last 5 months.

FOR MORE INFORMATION



Presentations and trainings are available to provide information about the services of HERO Team to community providers. In addition, community members are invited to participate in outreach, alongside the HERO Team any day of the week from 8:00 am – 5:00 pm.

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