



Project Homeless Connect 2009

A Community-based event designed
to increase awareness and
provide access to needed
services

Pierce County, WA
October 14, 2009



Project Homeless Connect (PHC) was held in the Exhibition Room of the Tacoma Dome on a Wednesday in October for the third consecutive year. Approximately 61 Pierce County agencies, organizations, and volunteer groups worked together to create awareness and provide homeless people with needed services. Some provided transportation or a place to stay the night before the event. Others had representatives at the event on October 14th to help people connect to services off-site or to provide much needed services on site.

Each year new services have been added to PHC. For instance this year, for the first time, participants were able to file their income tax returns from previous years AND have their refunds mailed to them.

At each PHC, participants have been given various donated items such as toothbrushes, clothes, shoes, socks, and condoms. For example, this year over 3,000 pairs of socks and several hundred pairs of shoes were among the items distributed.

Food service was handled differently this year. Participants were given food vouchers worth \$10.00 that could be redeemed at various food vendors located at Freight House Square. Follow-up discussions with vendors the next day were very positive.

The number of PHC participants has nearly tripled since the first event was held in 2007. In 2007, 512 participated; in 2008, 937; and, in 2009, 1510.

Services/Commodities Provided

The following summary is in alphabetical order by service. Reports have been provided by participating agencies, organizations, and volunteer groups. Not all reports have been received.

1. Childcare Services (on-site) *no report yet*

Children seen- 46 from 37 families (*16 in 2008*)

Distributed: 250 pairs of socks, 55 hats, 55 pairs of mittens, 37 bags of healthy snacks, 11 packages of diapers, 40 quilts, 75 stuffed animals, and 200 books

2. Chemical Dependency *no report yet*

Assessments completed - ? (*13 in 2008; 14 in 2007*)

Information provided - ? (*65 in 2007*)



3. Dental

Clients triaged – 425 (*235 in 2008; 150 in 2007*)
Treated in dental van – 65 (*46 in 2008*)
Number of teeth extracted – 86 (*92 in 2008*)
Number of teeth received restorations - 22

4. Department of Licensing (DOL)

Number of ID replaced – 87 (*50 in 2008*)

5. Department of Social and Health Services (DSHS)

Applications filled out at event - 200 (*134 in 2008, 98 in 2007*)
Food benefits – 105
Medical – 91
Cash – 66
Other- 22

6. Domestic Violence *no report yet*

Received services on site (*10 people in 2008*)

7. Family Housing

Intakes completed - 22 family, 1 single (*14 in 2008*)
Housed – 1 family in emergency shelter and scheduled for transitional housing next month; 2 families will be housed before year end.

8. Haircuts: *no report yet*

Haircuts/braiding, etc. - ? (*338 in 2008, approx. 200 in 2007*)

9. Hepatitis C Testing

Clients tested – 29 (*24 in 2008; 45 in 2007*)

10. HIV/STD Testing

HIV tests – 115 (*98 in 2008, 47 in 2007*)
Gonorrhea/Chlamydia tests – 32
Syphilis tests - 7

11. Income Tax Returns

Income tax returns filed – 50

12. Immunizations

Children vaccinated – 40
Seasonal flu – 638 (*547 in 2008; 240 in 2007*)
H1N1 flu – 110 (*most given to healthcare workers volunteering*)
Pneumococcal – 88 (*6 in 2008; 25 in 2007*)
Twinrix (hepatitis A&B vaccine) – 127 (*91 in 2008; 50 Hep B in 2007*)



13. Legal Services - no report yet

People provided information - ? (46 in 2007)

14. Medical/Podiatry

Signed up for medical/podiatry care – 291

Saw health care providers – 230¹ (183 in 2008; 90 in 2007)

15. Mental Health no report yet

Clients screened - ? (35 in both 2008 and 2007)

16. Pet Care

Animals spayed or neutered – 17 (17 in 2008)

Animals receiving general pet care- 74

Pet food distributed-337 pounds

17. Refreshments Provided before Event

Coffee – 500

Pastries - 800

18. Social Security no report yet

Clients served - ? (approx. 40 in 2008; 75 in 2007)

19. Tobacco Cessation

Counseled in tent – approximately 50

Provided information – approximately 200

20. University of Puget Sound Ongoing Research Project:

Distributed gift cards -95

Usable interviews - 75

21. Veterans Affairs

Veterans seen – 175 (100 in 2008, 90 in 2007)

22. Vision

Clients seen – 225 (285 in 2008; 247 in 2007)

Readers glasses distributed – 210

Sunglasses distributed – 175

Prescription eye glasses – 195

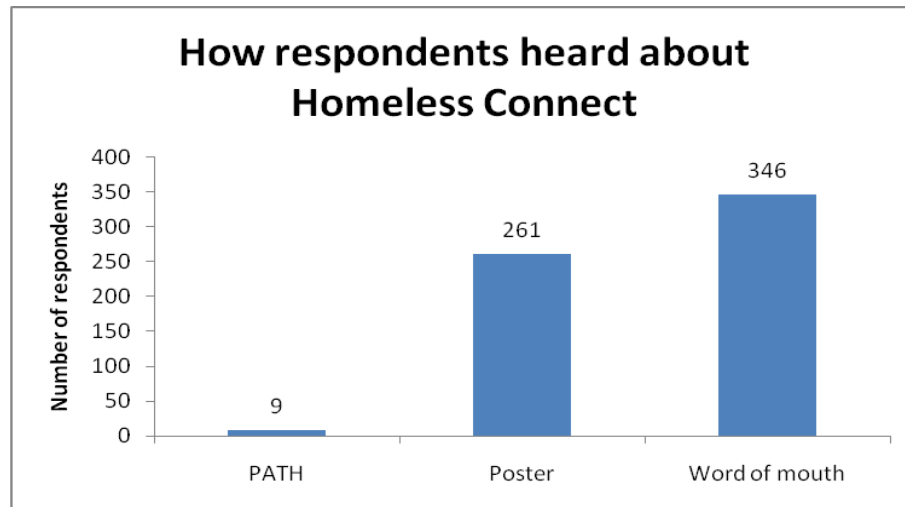
23. Voter Registration no report yet

¹ Some of the people who signed up may have left without seeing a provider; others may have taken their medical record with them after being seen.



2009 Participant Exit Survey Results

This year 821 participants (approximately 54%) filled out their exit surveys. In 2008, 380 participants (approximately 41%) filled out exit surveys. Not unexpectedly, most participants who were surveyed in 2009 heard about PHC by word of mouth.

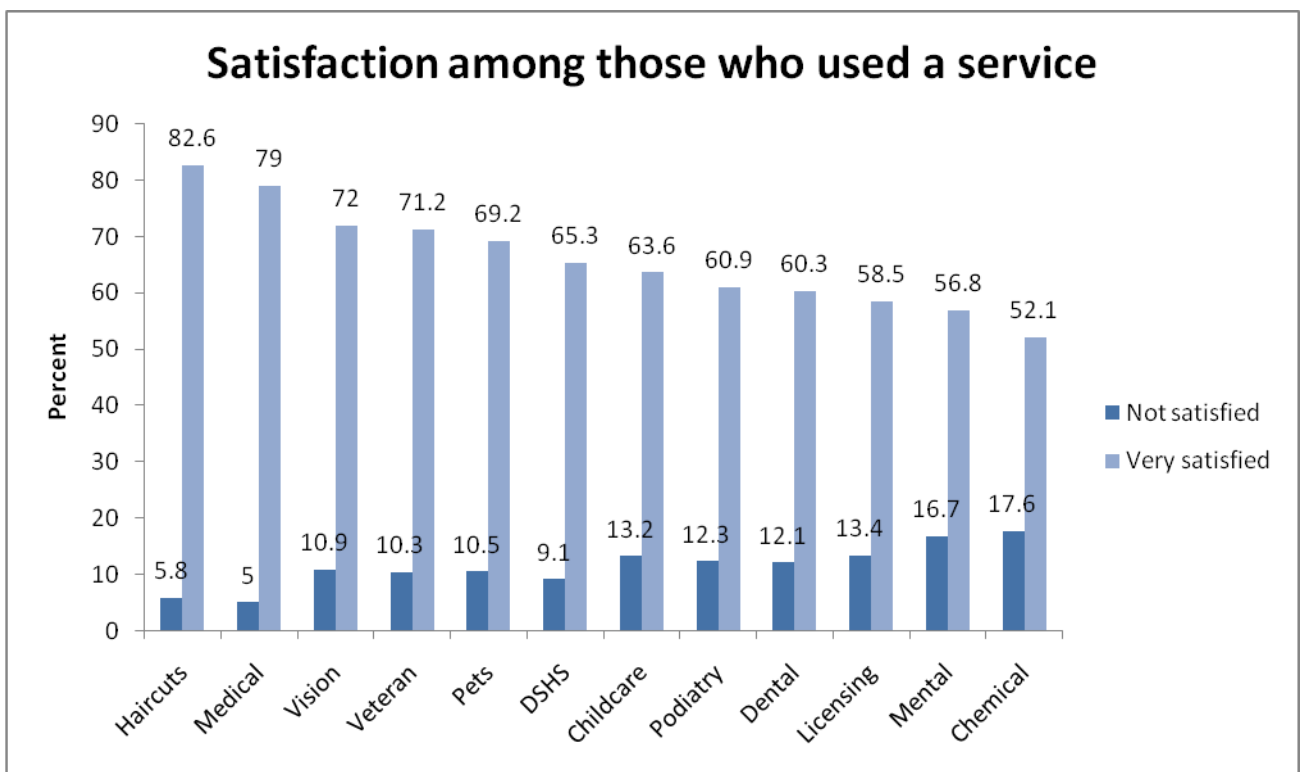
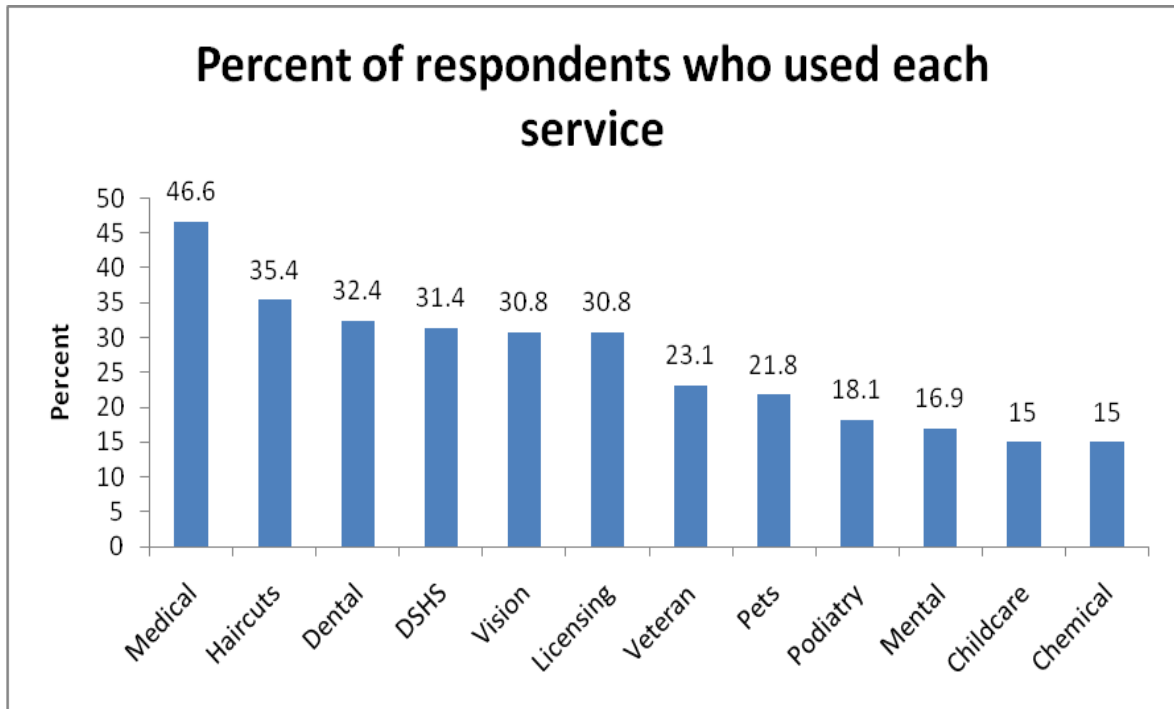


Participant Use of and Satisfaction with Services

Of those who filled in surveys, most were very satisfied with the event, staffing, and food options and few were not satisfied. Of course, persons who were not satisfied at all could have refused to be surveyed and were not captured in our data set.



In comparison, 90% of survey respondents were very satisfied with volunteers and staff and 82% were very satisfied with the event in 2008.





Recommendation for Improvement of PHC

Suggested improvements	Number of respondents
Event fine as is	286
Logistical improvements, e.g. Better traffic flow, crowd control Increase capacity to decrease long lines and shortages Better promotion	82
Provide more tangible items, e.g. Blankets, sleeping bags, tents Coats, jackets, long johns Hats, gloves, umbrellas Shoes Bus passes, gas vouchers Nicotine patches, diabetes test strips Books	49
More or better food	28
Hold event more often	19
More housing resources	9
More employment resources	7



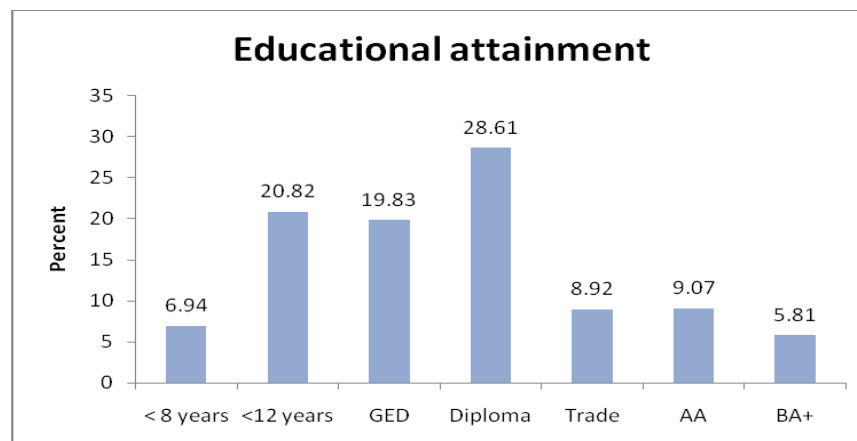
Information about Participants

(54% of participants filled in some or all of the information asked on an exit survey; the following charts & graphs are a summary of the information from those surveys.)

Demographic characteristics

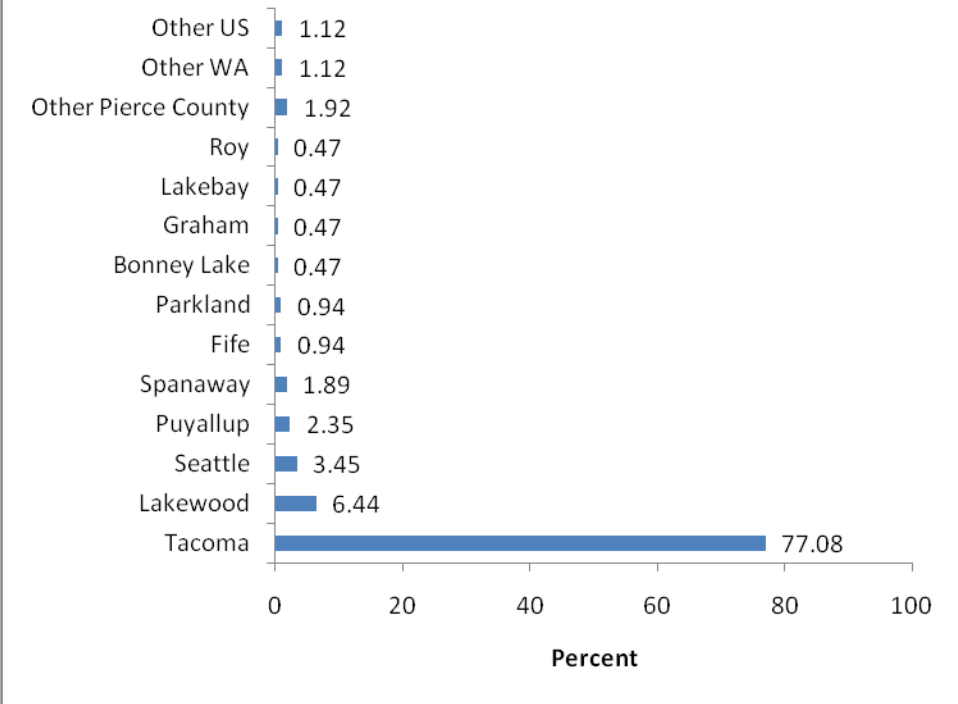
	Number	Percent
Age		
<18	7	1.1
19-25	73	12.0
26-35	91	15.0
36-45	161	26.5
46-55	209	34.4
>55	66	10.9
Gender		
Male	411	57.4
Female	305	42.6
Race/ethnicity		
White		53.1
Black		17.1
Hispanic		7.7
Asian		1.7
Native American		11.1
Unaccompanied youth	33	4.4
Ever in foster care	114	15.2
Currently homeless	520	71.0
Homeless for at least 1 year	329	64.6*
Disabled	364	58.5
Employed		
Employed	88	12.1
Full time	22	25*
Part time	34	38.6*
Day labor	9	10.2*
Self-employed	4	4.5*
Served in Armed Forces		
Served in Armed Forces	114	19.7
Eligible for VA benefits	60	19.2*
Receiving VA benefits	24	11.3*

*Percentages for these indented characteristics show percents among qualifying individuals. For example, 11.3% of respondents who served in the armed forces and are eligible for VA benefits said they receive those benefits.

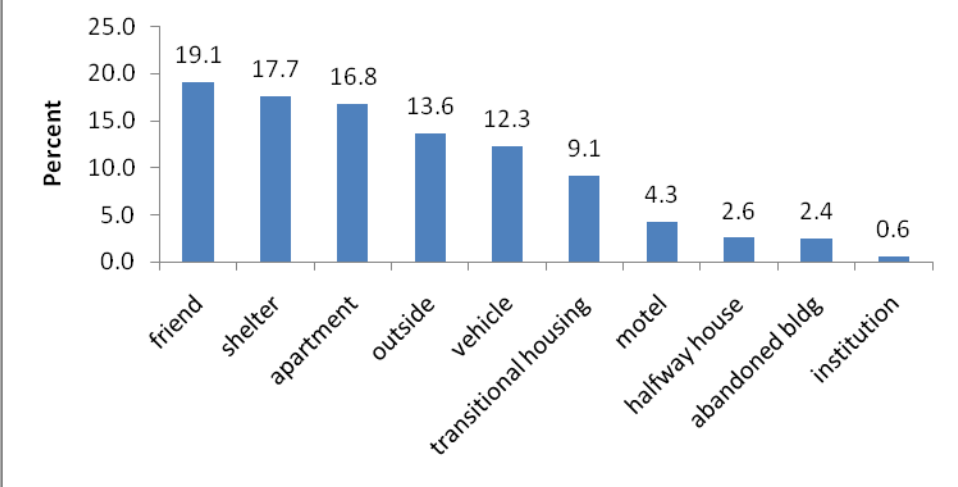


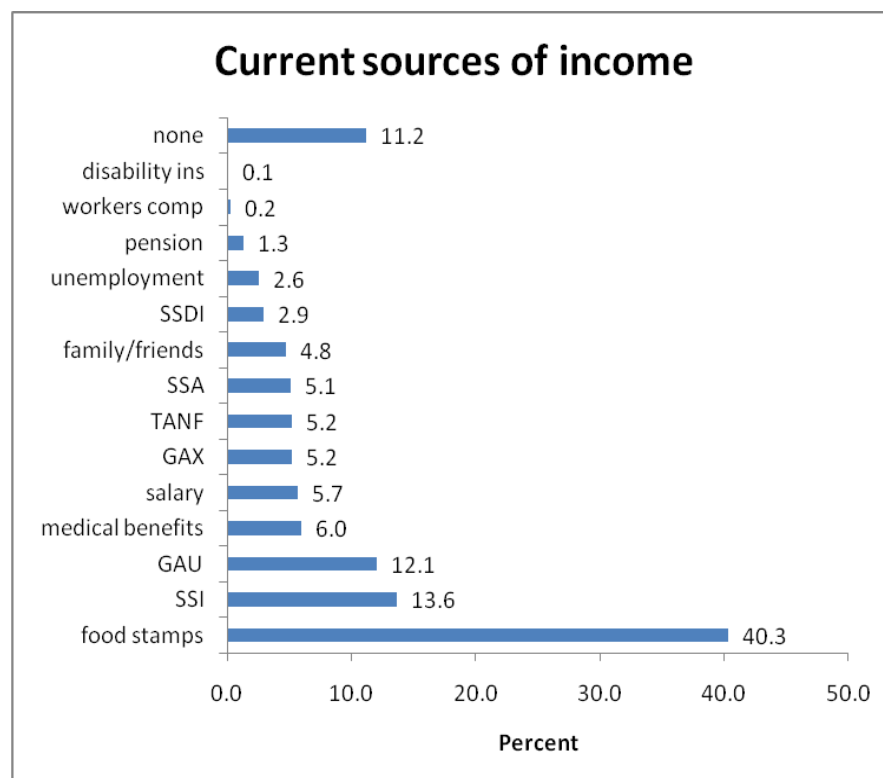
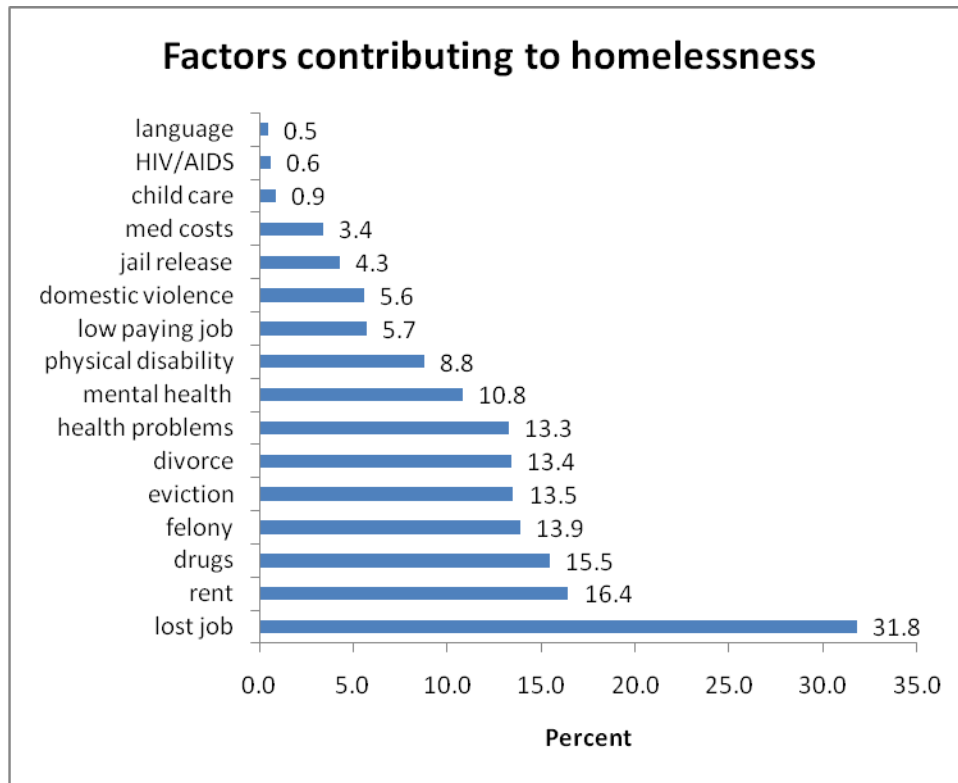


City where respondents usually spend time



Usual sleeping place







Information from Passports

Each participant was given a “passport” with a list of available services, a space to check off services used, and a space for service providers to initial. Participants were asked to have their passports filled out as they made their way through the event, and to turn them in as they left for the day.

Some participants turned in more than one passport; others turned in passports with no services checked or initialed. Towards the end of the day, some participants added notes to their passports saying that dental and vision had closed or that the licensing line was too long.

	Passports	
Services	Checked	Checked and Initialed
Chemical Dependency	40	38
Child Care	14	13
Dental	273	226
DSHS	159	120
Employment Information	38	21
Family Housing	103	62
Family Services	46	25
Flu vaccine	520	443
Haircut	283	239
Immunization	146	23
Legal	23	10
Licensing	174	134
Medical/Podiatry/Wound Care	211/54/12	134/40/7
Mental Health	50	35
Pet Care	39	22
Shoes	191	130
Social Security	108	80
Taxes	31	23
Transport	103	69
Veterans Assistance	154	136
Vision	224	185
Voter Registration	58	47