

Winter Shelter Program 2009—2010



Seasonal Emergency Shelter and Services Program

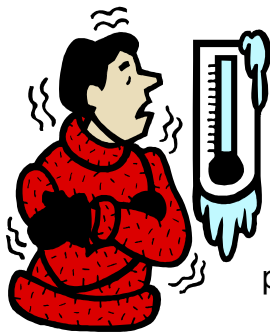
Winter Shelter Report

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 2009-2010 is the 23rd year of successful collaboration.

*Together, the Winter Shelter Program and Project Summer Sun make up the **Seasonal Emergency Shelter and Services Program**.*

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 bednights 11,953 of shelter to 1,024 people experiencing homelessness. Many of these guests were women and children.**



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, and provided shelter to 402 individuals. An average of 50 people per night used this shelter.

Compass Health Care was on-call to provide appropriate shelter and medical screening for people who were intoxicated. Compass provided shelter for 1 individual.

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, many deep freeze nights. This resulted in a total of 32 nights of service. The team saw 500 patients and provided referrals further medical, dental, substance abuse and psychiatric treatment as needed. In addition, influenza shots were administered. The medical clinic staff provided 156 hours of volunteer service.

PROJECT HOSPITALITY: Project Hospitality (PH) is coordinated by the **Interfaith Coalition for the Homeless**. This winter season, a total of 2,720 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/synagogue services were staffed solely by volunteers and many times congregations work together to share in this program.

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 50% 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 \$250,000.00 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 1,274 bednights available contributed by churches and congregations. This year, 3 congregations provided meals and a consistent place to stay for 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 clients, 75% 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 30 congregations, gave over 12,000 hours of service. **Interfaith Coalition's medical program** was staffed by 10 volunteers, 6 medical and 4 lay, for a total of 156 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 50 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.

PROGRAM FUNDING: The Arizona State Department of Economic Security, the City of Tucson and the Federal Emergency Management Agency (FEMA) contributed funding for the Emergency Shelter and Services program. The Interfaith Coalition for the Homeless served as the Fiscal Agent for this program.

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 info@tpch.org.

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

2009-10 Participating Winter Shelter Congregations

Abounding Grace Lutheran	St Andrew's Presbyterian *
Anshei Israel	St Cyril's Catholic*
Beautiful Savior Lutheran Church	St Frances Cabrini Catholic
Catalina United Methodist Church	St Francis de Sales Catholic
Christ Church United Methodist	St Francis in the Foothills UMC
Christ Presbyterian Church	St Mark's Presbyterian Church
Community Church of the Foothills	St Mark's United Methodist Church
Congregation Chaverim	St. Odilla Catholic Church
Congregation Ner Tamid	St Paul's United Methodist Church
Corpus Christi Catholic Church*	St Piux X Catholic*
First Christian Church	Temple Emanu-el
First United Methodist Church	Trinity Presbyterian Church
Grace Community Covenant	Unitarian Universalists
Life in Christ	
Our Saviour's Lutheran Church	
Pima Monthly Meeting of Friends	
Rincon Congregational Church	
Sacred Heart Catholic	
Shalom Mennonite Community	

* *hosted One Step Beyond*

Agencies Contributing Case Management

CODAC	Primavera Foundation
Comin' Home	Southern Arizona AIDS Foundation
COPE Behavioral Health	Southern Arizona V.A. Health Care System (SAVHCS)
DES-Vocational rehabilitation	The Salvation Army (several programs)
Jackson Employment Center	
La Frontera	