

# CITY OF PALM SPRINGS

## Homelessness Services Summary September 30, 2019

The following is a summary of the City's efforts to alleviate homelessness and the outcomes of those efforts. The City funds and coordinates services and assistance for homeless, unsheltered, and low income individuals from throughout the region. This effort brings together the City, County, and non-profit organizations to provide a coordinated, comprehensive, array of programs and services for the most vulnerable in our region. These include:

- Overnight Cooling Shelters
- Rapid Rehousing
- Outreach & Engagement
- Housing Search & Locator Assistance
- Shelter Assistance
- Crisis Stabilization Housing
- First Aid and Food Handler job training
- Behavioral Health and Substance Abuse Services
- Employment Assessment
- Resume and Email Assistance
- Job Skills Training
- Homeless Prevention and Diversion
- Mainstream Benefits

The cumulative outcomes of the services provided by the City's Cooling Center, Crisis Team, Martha's Village and Kitchen, CVAG/Path of Life Ministries, and Roy's Computer Lab are provided below. Reported outcomes for all highlighted services are highlighted in four categories for unduplicated services.

### **Cumulative Results** 2016 through June 30, 2019

<i>Outcome</i>	<i>Persons Served (unduplicated)</i>
<i>Permanent Housing</i>	232
<i>Temporary Housing</i>	700
<i>Overnight Cooling Shelter</i>	368
<i>Homeless Prevention</i>	37

Updated October 11, 2019

- Permanent Housing includes independent housing, housing with rental subsidies, and family reunification.
- Temporary Housing includes emergency, bridge, and shelter housing.
- The Overnight Cooling Shelters refer to the City's efforts to provide relief from the heat at the Demuth Community Center and former Boxing Club.
- Homeless Prevention applies to those persons for whom potentially homeless situations were averted.

It is important to note the outcomes reported cover multiple years. Roy's Computer Lab reported data from 2016 to 2017; Martha's Village commenced operations in Palm Springs in July 2018; the City's Crisis Team began operations in 2016; and Path of Life Ministries has been operating in Palm Springs since May 2017. More recently the City's Overnight Cooling Center began operations early this past summer.

The individual outcomes of the services provided by the City's Cooling Center, Crisis Team, Martha's Village and Kitchen, CVAG/Path of Life Ministries, and Roy's Computer Lab are provided below

### **Cooling Centers**

With temperatures reaching 116 degrees in mid-June of 2019, the City opened the Demuth Community Center as a temporary overnight Cooling Center. Recognizing the need to operate a Cooling Center the entire summer, the City made the former Boxing Club building available for use as a Cooling Center for the Summer. Initially, the Coachella Valley Association of Governments, secured funding to have the Coachella Valley Rescue Mission operate the Palm Springs Cooling Center as well as cooling centers in Desert Hot Springs and Cathedral City. The City provided additional funding to continue operating the Cooling Center into the Fall. So far the Palm Springs Cooling Center has proven to be a tremendous help for individuals in need of a safe overnight shelter and to escape the heat.

### **Cooling Center Client Statistics**

July 2019 through September 2019

<b>Age Group</b>	<b>Count</b>	<b>Percent</b>
Age 10 to 19	3	0.8%
Age 20 to 29	26	7.1%
Age 30 to 39	53	14.4%
Age 40 to 49	97	26.4%
Age 50 to 59	125	34.0%
Age 60 plus	61	16.6%
Unknown	3	0.8%
<b>Total Unduplicated Clients</b>	<b>368</b>	<b>100.0%</b>

Individuals are offered clothing, snacks, and are able to take showers at the Cooling Center. They are also provided with services such as free ID vouchers, homeless verifications, housing assessments, EBT sign-ups, rehabilitation referrals, transportation, and disability verification. Cooling Center reports are provided in Attachment A.

## Crisis Team

In July 2015 the City established a Crisis Team to engage and refer individuals to resources for housing (permanent and supportive), mental health, and substance abuse. In December 2017, a matching grant from the Desert Healthcare Foundation enabled the City to add a second Crisis Team to provide outreach services on evenings and weekends. Outcomes of the services provided by the Crisis Teams are shown in the table below.

### Crisis Team

June 2016 through June 2019 (3 years)

---

Unduplicated Individuals	1,347
Home Connections Made	69
Housing General	44
Housed (Permanent)	78
Housed (Emergency)	49
Housed (Bridge)	9
Housed (Shelter)	33
Behavioral Health Clinic Referral *	955
Substance Abuse Clinic/Treatment Referral *	894
Client Contacted Behavioral Health Clinic	70
Client Contacted Substance Use Clinic/Treatment	29
Service Prioritization Decision Assistance Tool (SPDAT)	146

Updated October 11, 2019

\* Prior to 2018, outcomes for Behavioral Health Clinic Referral and Substance Use / Treatment Referrals may have included duplicate counts of individuals assisted due to the service provider's reporting practices at that time.

*Home Connections* refers to clients holding a Qualified Housing Voucher and is enrolled in the Home Connection program. They work with Street Outreach and Engagement Workers from an agency in Riverside County to identify and secure a housing provider that has a vacancy. The Qualified Housing Voucher offers the housing provider a guaranty of rental payment.

*Housing General* was the term used in the service provider's reports in 2016. The service provider began using more specific outcomes such as permanent, emergency, bridge, and shelter housing later that calendar year.

*Housed (Permanent)* refers to stable, long term housing, as opposed to housing that can only be provided for limited periods of time.

*Housed (Emergency)* refers to a form of temporary housing to provide immediate shelter to individuals in need. Emergency housing is typically provided in the form of motel vouchers, but requires there be an exit plan to permanent housing. Considered to be “Temporary” housing, these outcomes are not included in the Housed (Permanent) outcomes.

*Housed (Bridge)* also refers to a form of temporary housing with the use of vouchers, but typically provided for longer periods of time. Considered to be “Temporary” housing, these outcomes are not included in the Housed (Permanent) outcomes.

*Housed (Shelter)* refers to individuals who’ve secured housing with organizations such as Martha’s Village and Kitchen and Coachella Valley Rescue Mission with shelter beds to provide housing to individuals in need. Considered to be “Temporary” housing, these outcomes are not included in the Housed (Permanent) outcomes.

*SPDAT* (a.k.a. VI-SPDAT, Vulnerability Index - Service Prioritization Assessment Tool) is a standard set of questions used by outreach and engagement workers to quickly assess a person’s need and eligibility for care and services. Crisis Team reports are provided in Attachment B.

### **Martha’s Village and Kitchen**

The matching grant from the Desert Healthcare Foundation also enabled the City to add wrap around services for homeless individuals. In July 2018 the City of Palm Springs entered into a contract with Martha’s Village and Kitchen to provide wrap around services for homeless individuals and those at risk of becoming homeless on an as needed basis.

Examples of wrap around services include:

- Assisting individuals to obtain permanent housing and supportive housing.
- Assisting individuals with securing health, disability, social security and other benefits.
- Training for computer skills, internet searches for employment, completing on-line employment applications, and interview techniques.
- Employment assessment of an individual’s employment strengths and weaknesses.
- Basic first aid training and assistance with securing food handlers certificates.

Outcomes of the services provided by Martha’s Village and Kitchen are shown in the table below. Martha’s Village and Kitchen reports are provided in Attachment C.

## **Martha's Village and Kitchen**

July 2018 through June 2019 (1 year)

---

Wrap Around Service Meetings	1,338
Case Management Units of Service	1,122
Housing Plan Developed	254
Housed - MVK	48
Valley Shelters	53
Rapid Rehousing Vouchers through Coordinated Entry System (CES)	8
Mental Health Facility	3
VA Voucher	1
Housed - CVRM	2
Housed - Family Reunification	22
Issued Bus Passes	558
Birth Certificate/CA ID Vouchers	38
Units of Service for Main Stream Benefit Assessment	625
Employment Services Units of Service	293
Employment Assessments	46
Number of Email Accounts and Resumes Created	130
Employment Gained	59
VI - SPDAT	76

Updated October 11, 2019

### **Coachella Valley Association of Governments/Path of Life Ministries**

The City of Palm Springs also participates in the CV Housing First (CVHF) initiative administered by the Coachella Valley Association of Governments with services provided by Path of Life Ministries (POLM). The two components of this initiative are:

1. Homeless Prevention and Diversion (HPD) services are intended to preserve individuals' and families' current housing before they fall into homelessness (i.e. through use of rapid rehousing opportunities, emergency rental assistance, housing navigation assistance, and supportive services such as security deposits, utility assistance, and case management services). HPD services assist those that are precariously housed to find alternatives, with the goal of rapidly rehousing those Clients, bypassing temporary Crisis Stabilization Housing
2. Crisis Stabilization Housing (CSH) programming ensures that individuals in emergency housing exit quickly into stable non-emergency housing. POLM provides emergency housing beds in Palm Springs, as well as Desert Hot Springs, and Cathedral City. Clients may stay-up to a maximum of 90 days. Clients are monitored intensively through case management to assist them in moving into permanent housing (market rate, subsidized, etc.) as quickly as possible.

## **CV Housing First/Path of Life Ministries**

May 2017 through June 2019

---

Emergency Shelter - Resulting in Housing	49
Emergency Shelter - Still Receiving Services	43
Emergency Shelter - Non-identified Exit	22
Homeless Prevention	37
Long Term Supportive Housing (Rapid Rehousing or Perm Supportive Hsng)	28
Did Not Desire, or Unable to Secure, Housing	64

Updated October 11, 2019

The data provided above only reflects CV Housing First/Path of Life Ministries work in the City of Palm Springs. CV Housing First/Path of Life Ministries provides homeless prevention, intervention, and stabilization services throughout the Coachella Valley.

In addition to the services provided by POLM, all individuals and clients are assessed and entered into the Countywide Coordinated Entry System (CES) which ensures that everyone seeking services is assessed and prioritized within the CES protocol as established by the Department of Behavioral Health as to helps those in the highest need first.

### **Roy's Desert Resource Center**

Roy's Desert Resource Center offered services to families and single adults who were homeless in the Coachella Valley. Staff screened participants and coordinated case management services for clients. Clients were allowed to remain in the program up to 120 days based on their progress. Clients participated in case management activities and receive the tools necessary to secure housing and successfully end their homelessness. Roy's Desert Resource Center's latest report is provided in Attachment D.

## **Roy's Desert Resource Center**

2011 through 2017

---

Completed and submitted Resumes on-line	102
Employment Gained	55
Housing Search Assistance	66
Housed (permanent)	55
Obtained Mainstream Benefits	108
Enrolled for Medical Coverage	74
Housed at Roy's for Less than one week (emergency)	35
Clients Served	495

## **Well in the Desert**

Well in the Desert also provides support services and operates a cooling center to aid unsheltered individuals. Shower and restroom facilities are available for patrons, as well as beverages and snacks. Counseling and support services are provided in conjunction with Martha's Village and Kitchen which occupies a suite in the same building as the Well in the Desert. The cooling center is typically available from 8:00 a.m. to 4:00 p.m. depending on staffing availability. Well in the Desert has also transported clients to overnight cooling centers when their facility closes for the day.

## **Poppe Report**

A recent report prepared by Barbara Poppe and Associates, *The Path Forward: recommendations to advance an end to homelessness in the Coachella Valley* made a number of findings homelessness in the Coachella Valley.

In regards to the number of unsheltered homeless in the Coachella Valley, Ms. Poppe noted, "over the past four years, the number of unsheltered homeless persons has increased by sixteen percent (16%) since 2015; seventy-three percent (73%) of people who experienced homelessness are unsheltered in Riverside County."

She also noted, "The Coachella Valley provides a disproportionate share of the crisis housing response for the Riverside County: 63% of all emergency shelter beds within Riverside County are located in the Coachella Valley; 58% of all transitional housing beds within Riverside County are located in the Coachella Valley."

Furthermore, according to the 2019 Point in Time Count, the number of homeless residents counted increased from 2,310 in 2018 to 2,811 in 2019 (an increase of 21%) in Riverside County. It was also revealed that thirty-two percent (32%) of those counted who are unsheltered in the Coachella Valley reside in Palm Springs. Of course, many unsheltered residents are not counted as part of this annual effort. As the largest number of homeless residents live in Palm Springs, and Palm Springs continues to provide the vast majority of services for homeless residents regardless of where they live, more resources are needed to address homelessness in the West Valley and entire Coachella Valley.

## 2019 Point in Time Count

### Coachella Valley

	Count	Percent
Palm Springs	196	32.0%
Coachella	51	8.3%
Desert Hot Springs	45	7.4%
Indio	52	8.5%
Cathedral City	82	13.4%
Palm Desert	23	3.8%
Rancho Mirage	6	1.0%
La Quinta	9	1.5%
Indian Wells	2	0.3%
Blythe	48	7.8%
Unincorporated	98	16%
Total	612	

Ms. Poppe expressed the need for the Coachella Valley to address “investment priorities, key strategic policy shifts, opportunities to advocate with local partners for system improvements, and the need for boldness and urgency in making these shifts in investment policy.”

Finally, as no single organization controls all the resources needed to address homelessness, she also encouraged the formation of a Coachella Valley Collaborative to End Homelessness “to bring together public and private sectors, homeless providers, community-based organizations and funding partners to work toward a functional end to homelessness.”

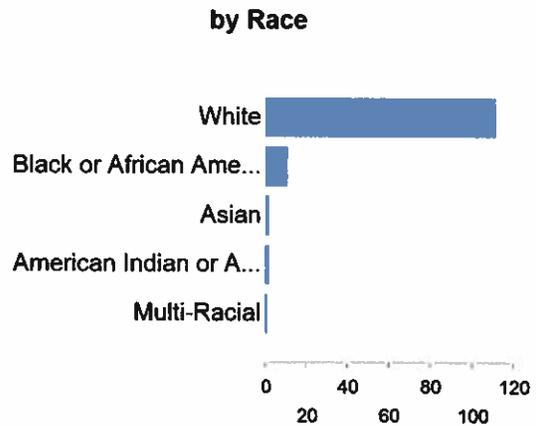
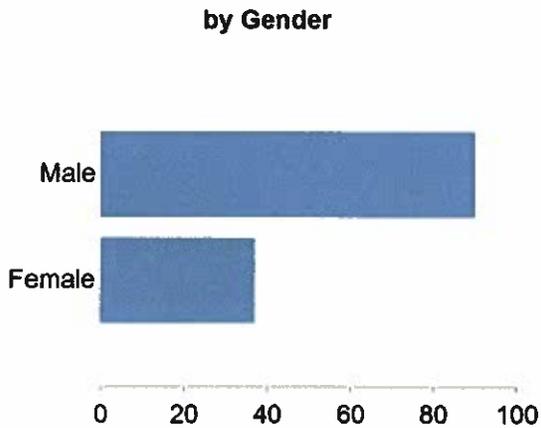
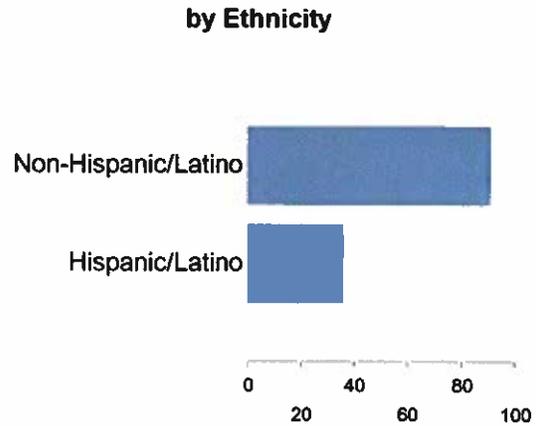
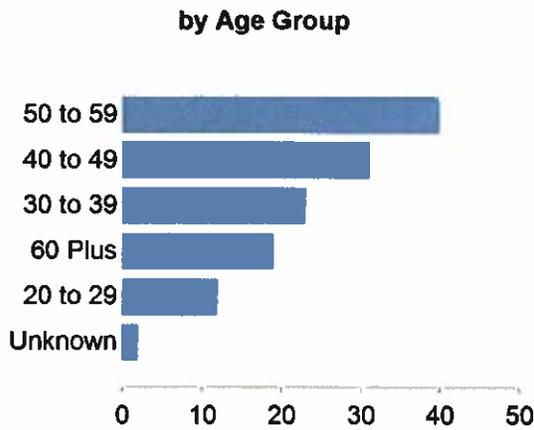
**ATTACHMENT A  
COOLING CENTER CLIENT STATISTICS**



**Report Criteria:**

Organizations: Coachella Valley Rescue Mission  
Programs: CVAG - CVRM PS Shelter

**Clients Served**



Category	Unduplicated		Duplicated		Dollar Value	
	#	%	#	%	\$	%
<b>Age Group</b>						
20 to 29	12	9.4%	120	6.5%	\$632.48	6.6%

Service Demographic Totals  
7/1/2019 to 7/31/2019



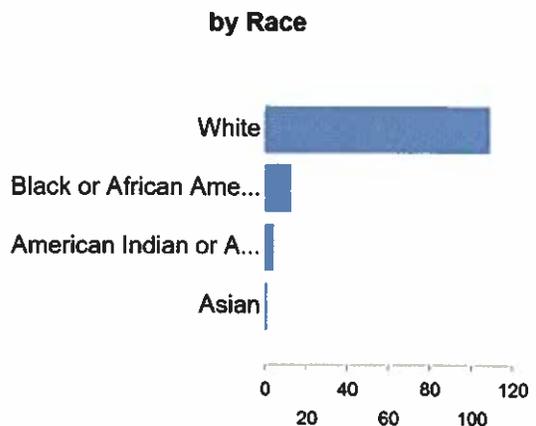
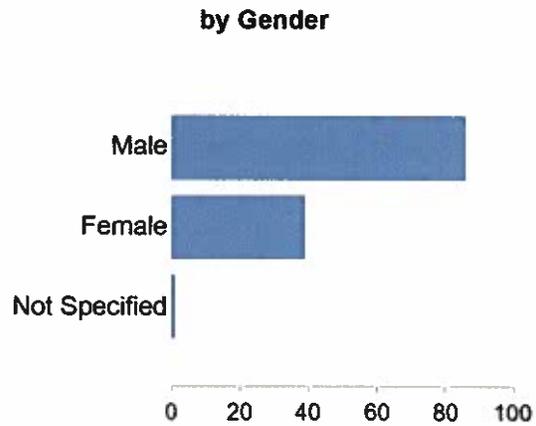
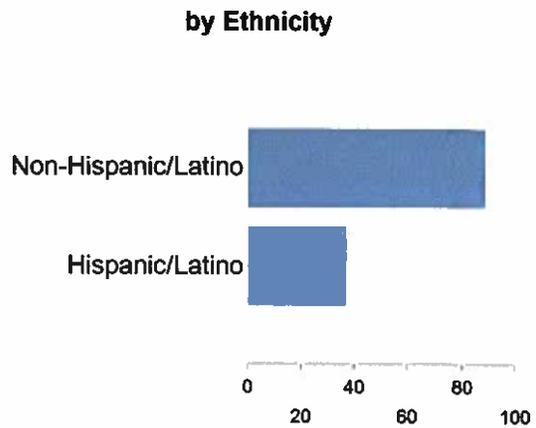
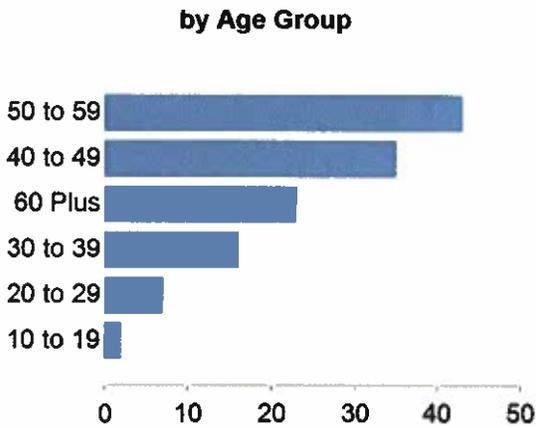
Category	Unduplicated		Duplicated		Dollar Value	
	#	%	#	%	\$	%
<b>Age Group</b>						
30 to 39	23	18.1%	322	17.5%	\$1,638.24	17.0%
40 to 49	31	24.4%	428	23.3%	\$2,188.96	22.8%
50 to 59	40	31.5%	635	34.6%	\$3,383.20	35.2%
60 Plus	19	15.0%	318	17.3%	\$1,724.64	17.9%
Unknown	2	1.6%	12	0.7%	\$52.64	0.5%
<b>Ethnicity</b>						
Hispanic/Latino	36	28.3%	426	23.2%	\$2,264.96	23.5%
Non-Hispanic/Latino	91	71.7%	1409	76.8%	\$7,355.20	76.5%
<b>Gender</b>						
Female	37	29.1%	498	27.1%	\$2,578.20	26.8%
Male	90	70.9%	1337	72.9%	\$7,041.96	73.2%
<b>Race</b>						
American Indian or Alaska Native	2	1.6%	31	1.7%	\$215.32	2.2%
Asian	2	1.6%	23	1.3%	\$102.80	1.1%
Black or African American	11	8.7%	132	7.2%	\$726.60	7.6%
Multi-Racial	1	0.8%	5	0.3%	\$12.88	0.1%
White	111	87.4%	1644	89.6%	\$8,562.56	89.0%
<b>Total</b>	<b>127</b>	<b>100.0%</b>	<b>1835</b>	<b>100.0%</b>	<b>\$9,620.16</b>	<b>100.0%</b>



**Report Criteria:**

Organizations: Coachella Valley Rescue Mission  
Programs: CVAG - CVRM PS Shelter

**Clients Served**



Category	Unduplicated		Duplicated		Dollar Value	
	#	%	#	%	\$	%
<b>Age Group</b>						
10 to 19	2	1.6%	14	0.5%	\$64.52	0.4%

Service Demographic Totals  
8/1/2019 to 8/31/2019



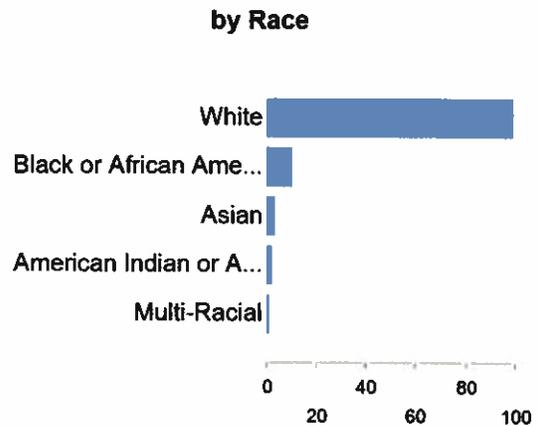
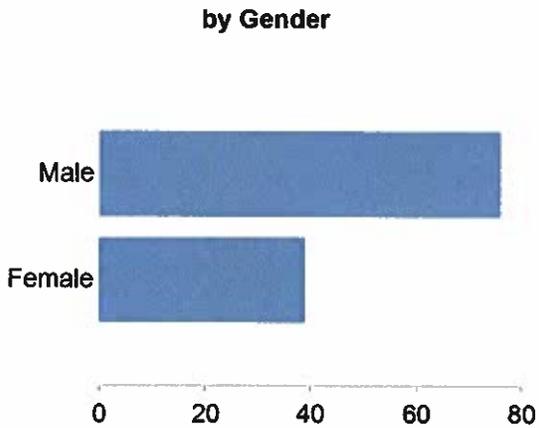
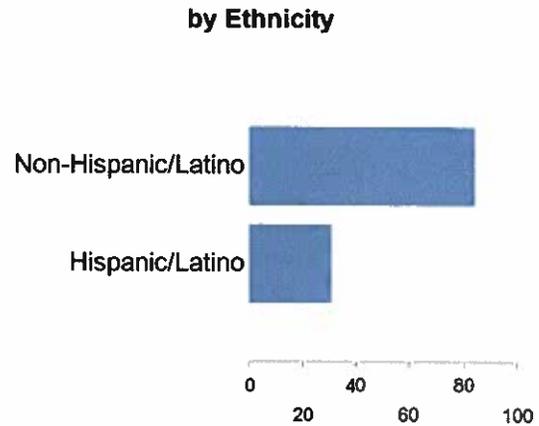
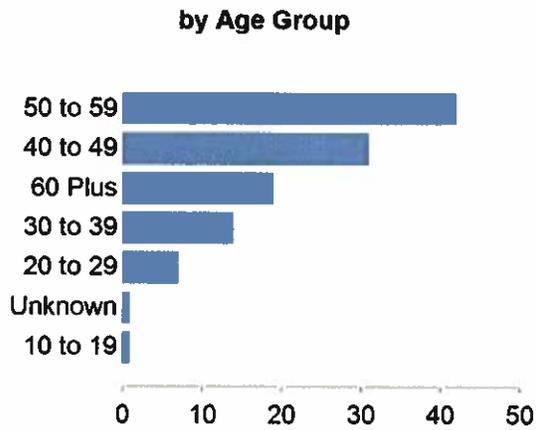
Category	Unduplicated		Duplicated		Dollar Value	
	#	%	#	%	\$	%
<b>Age Group</b>						
20 to 29	7	5.6%	162	5.9%	\$940.40	5.6%
30 to 39	16	12.7%	253	9.2%	\$1,317.04	7.8%
40 to 49	35	27.8%	808	29.4%	\$4,813.88	28.5%
50 to 59	43	34.1%	1059	38.6%	\$6,844.76	40.5%
60 Plus	23	18.3%	450	16.4%	\$2,928.12	17.3%
<b>Ethnicity</b>						
Hispanic/Latino	37	29.4%	645	23.5%	\$3,780.64	22.4%
Non-Hispanic/Latino	89	70.6%	2101	76.5%	\$13,128.08	77.6%
<b>Gender</b>						
Female	39	31.0%	894	32.6%	\$5,587.68	33.0%
Male	86	68.3%	1847	67.3%	\$11,308.16	66.9%
Not Specified	1	0.8%	5	0.2%	\$12.88	0.1%
<b>Race</b>						
American Indian or Alaska Native	4	3.2%	59	2.1%	\$355.08	2.1%
Asian	1	0.8%	19	0.7%	\$93.04	0.6%
Black or African American	12	9.5%	344	12.5%	\$2,238.88	13.2%
White	109	86.5%	2324	84.6%	\$14,221.72	84.1%
<b>Total</b>	<b>126</b>	<b>100.0%</b>	<b>2746</b>	<b>100.0%</b>	<b>\$16,908.72</b>	<b>100.0%</b>



**Report Criteria:**

Organizations: Coachella Valley Rescue Mission  
Programs: CVAG - CVRM PS Shelter

**Clients Served**



Category	Unduplicated		Duplicated		Dollar Value	
	#	%	#	%	\$	%
<b>Age Group</b>						
10 to 19	1	0.9%	33	1.2%	\$178.56	1.2%

Service Demographic Totals  
9/1/2019 to 9/30/2019



Category	Unduplicated		Duplicated		Dollar Value	
	#	%	#	%	\$	%
<b>Age Group</b>						
20 to 29	7	6.1%	120	4.5%	\$699.32	4.8%
30 to 39	14	12.2%	144	5.4%	\$923.32	6.3%
40 to 49	31	27.0%	646	24.1%	\$3,588.12	24.4%
50 to 59	42	36.5%	1127	42.0%	\$6,049.72	41.1%
60 Plus	19	16.5%	608	22.6%	\$3,236.88	22.0%
Unknown	1	0.9%	7	0.3%	\$43.76	0.3%
<b>Ethnicity</b>						
Hispanic/Latino	31	27.0%	559	20.8%	\$3,261.68	22.2%
Non-Hispanic/Latino	84	73.0%	2126	79.2%	\$11,458.00	77.8%
<b>Gender</b>						
Female	39	33.9%	958	35.7%	\$5,295.44	36.0%
Male	76	66.1%	1727	64.3%	\$9,424.24	64.0%
<b>Race</b>						
American Indian or Alaska Native	2	1.7%	67	2.5%	\$377.24	2.6%
Asian	3	2.6%	47	1.8%	\$266.08	1.8%
Black or African American	10	8.7%	255	9.5%	\$1,376.84	9.4%
Multi-Racial	1	0.9%	5	0.2%	\$35.88	0.2%
White	99	86.1%	2311	86.1%	\$12,663.64	86.0%
<b>Total</b>	<b>115</b>	<b>100.0%</b>	<b>2685</b>	<b>100.0%</b>	<b>\$14,719.68</b>	<b>100.0%</b>

**ATTACHMENT B  
CRISIS TEAM REPORTS**



# Housing Crisis Response Team



2016	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
Monthly Service Contacts	1262	1547	1050	1448	2011	1619	1994
Unduplicated Individuals	47	63	32	51	69	51	67
Housed (general)	16	14	5	5	1 (shelter) 6 (perm)	4	1(Perm) 1(ISHel) 1(Emer)
Origin (client's location before Palm Springs)	Pending	Pending	See below	N/A	N/A	See below	See below
Referred to Beh. Health Clinic	40	56	29	42	57	50	58
Referred to Substance Use Clinic/Treatment	38	55	28	44	61	50	60
Client made contact with Beh. Health Clinic	5	2	6	2	3	2	2
Client made contact with Substance Use Clinic/Treatment	1	0	1	0	0	0	3
SPDATs Done *						10	14

Previous Location
Palm Springs
Banning
Riverside
Florida
Indio
Los Angeles
Oregon
Unspecified
Desert Hot Springs
Cathedral City
Moreno Valley
Rancho Mirage
Hemet
Hesperia
Other CA Cities
Other States & Territories
Other Counties
House/Apartment
Treatment Center
Jail/Prison

#
18
2
1
1
4
2
1
3

#	#
39	43
13	13
5	5
2	4
13	13
4	6
5	5
6	8
2	2
5	5
1	1
1	1
1	1
5	9
4	7
4	4
14	27
9	11
4	4

\* Service Prioritization Decision Assistance Tool



# Housing Crisis Response Team



## Monthly Service Report

2017	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	YTD
Contacts	1540	397	917	1092	1065	1348	1173	872	823	398	900	449	10,974
Unduplicated Individuals	62	23	39	31	45	46	36	40	40	37	37	34	470
Housed (general)	2 (P) 1 (S)	1 (P) 1 (S) 4 (E)	6 (P) 1 (S)	3 (P) 1 (S)	1 (P) 1 (E)	2 (P) 3 (E)	3 (P) 2 (E)	2 (P)	2 (P) 3 (S)	4 (P) 4 (E)	3 (P) 1 (S) 2 (E)	3 (P) 1 (S) 0 (E)	32 (P) 9 (S) 16 (E)
Origin (client's location before PS)	Below	Below	N/A	Below	Below	N/A	N/A	Below	Below	Below	Below	Below	
Beh. Health Clinic Referral	96	22	38	29	18	22	26	39	20	26	55	29	420
Substance Use Clinic / Treatment Referral	97	22	38	29	18	19	25	39	19	12	53	28	399
Client contacted Beh. Health Clinic	2	1	1	3	2	1	2	1	1	2	1	2	19
Client contacted Substance Use Clinic / Treatment	1	1	1	1	0	0	1	1	0	2	1	1	10
SPDATs Done *	6	3	1	4	1	4	1	2	10	3	3	3	41

Previous Location	#	#
Palm Springs	2	
Banning		
Riverside		
Florida		
Indio		
Los Angeles	1	
Oregon		
Unspecified		
29 Palms	2	
Desert Hot Springs		
Cathedral City	1	
Moreno Valley		
Rancho Mirage		
Hemet		
LaQuinta	1	
Hesperia		
Other CA Cities	1	1
Other States/Territories	2	
Other Counties		
House/Apartment		8
Treatment Center		1
Incarceration	2	

#	#
2	3
1	1
	2
2	2
1	1
1	1
2	2
	8
	1
2	2

#	#	#	#	#
3	10	10	10	10
1	1	1	1	1
2	12	12	12	12
2	3	3	3	3
1	3	3	3	3
1	1	1	1	1
1	2	2	2	2
2	4	4	4	4
8	15	15	15	15
1	2	2	2	2
2	6	6	6	6

\* Service Prioritization Decision Assistance Tool

Housed:

- S = Sheltered
- P = Permanent
- E = Emergency



# Housing Crisis Response Team

## Monthly Service Report



2018	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	YTD
Contacts	804	820	1163	490	628	428	334	210	330	364	138	255	5415
Unduplicated Individuals	50	70	79	63	75	61	44	27	30	38	19	21	251
Home Connections Made *	9	3	5	3	1	2	5	0	5	15	2	2	52
Housed (Permanent)	0	2	1	8	2	1	1	5	0	6	1	3	31
Housed (Emergency)	0	1	0	0	0	0	1	0	10	8	0	1	21
Housed (bridge)	-	-	-	-	-	-	-	-	1	1	0	0	2
Housed (Shelter)	0	3	1	2	1	1	2	1	1	3	1	0	16
Beh. Health Clinic Referral	36	40	46	47	18	12	5+			4	2	2	176
Substance Use Clinic / Treatment Referral	35	39	42	21	16	10	3+			6	2	4	137
Client contacted Beh. Health Clinic	4	1	2	2	2	2	2			1	1	1	18
Client contacted Substance Use Clinic / Treatment	3	1	0	1	0	0	1			1	0	1	8
SPDATs Done **	1	5	12	4	9	7	2	3	6	4	3	2	58

\* Qualified housing Voucher which a Client can work with a Housing Provider that has a vacancy, & payment guaranteed.

\*\* Service Prioritization Decision Assistance Tool



**ATTACHMENT C**  
**MARTHAS VILLAGE AND KITCHEN REPORTS**

**MONTHLY PROGRAM PROGRESS REPORT (PPR)**  
Project Name: Palm Springs Wrap - Around - Services

Agency / Organization: Martha's Village & Kitchen

Project Name: Palm Springs Wrap - Around - Services

Report Month : 8/1/2018-8/31/2018	Date Submitted: September 27, 2018
Prepared By: Rosa E. Torres	Contact Number: 760-347-4741 ext. 109

**PROGRAM OUTCOMES:**

**1. Case Management and an Employment Specialist:**

Palm Springs Wrap Around Services will include Trained Case Managers, and Employment Services support. Case Managers assigned to Palm Springs Wrap Around will be SOAR certified to address the needs of client Social Security Disability applications, and numerous other client entitlements. All Case Managers are trained in the VISPADT process and Housing First. Case Managers through individualized case plans, client assessments, counseling and information and supported referral services, increasing the clients success in exiting homelessness to safe and affordable permanent housing with entitlements and income in place. The Employment Services will include needed computer related skills, assessments, guidance with internet searches for employment, interviewing skills, transportation, basic training in First Aid and Food Handlers certificates as needed for employment.

**2. Assist Individuals to obtain permanent housing and supportive housing:**

Martha's capacity for this project includes professionally trained case managers that have experience working intensively with homeless individuals and individuals at risk of homelessness to develop and progress through an Individualized assessment, case plan that addresses issues such as securing permanent housing and income. Martha's Housing Program has provided the organization substantial experience in case management by assisting residents to overcome obstacles to independent living and positions them to exit Martha's with stable income, permanent housing and a hopeful future for themselves and their families.

**3. Assist individuals with securing health, disability, social security and or benefits:**

All Case Managers are trained in the VISPADT process and Housing First. Direct working Collaboration with Behavioral Health Specialist II, Mental Health Peer Specialist, Mental Health Crisis Response Team, Path of Life and other agencies including relationship with collaborating partners, such as Health to Hopes mobile medical unit. Allows Martha's to connect clients to benefits that fit their needs.

**MONTHLY PROGRAM PROGRESS REPORT (PPR)**  
**Project Name: Palm Springs Wrap - Around - Services**

4. Computer skills, internet searches for employment, completing on-line employment applications, and interview techniques:

To help adults achieve employment and lay the foundation for future success, Martha's will provides job seeking skills training, assistance with resume writing, mock interview training, job skills classes, internet searches for employment services, career exploration assessments, and individual employment plans.

5. Employment assessment- Determine an individual's strengths and weakness:

In order to determine an individual's strengths and weakness Martha's Wrap Around Employment Services uses an employment assessments that assist to determine clients employment experience, writing, speaking and computer skills to determine employability.

6. Basic First Aid-some employers require basic first aid; and/or Food Handlers Certificate-Required for food handler jobs.

Through employments services clients will have the ability to receive assistance with Basic First Aid and Food Handlers certificates as needed for employment. Clients work alongside with assigned employment specialist to help with this need.

Services Monthly Reports

Case Management

Measure	Outcome
Total numbers of wrap around service meetings:	168
Case Management units of service:	111
Number of Housing Plan Developed/ Referrals:	19
**One (1) household was assisted with Rental Assistance resulting in Homeless Diversion	

**MONTHLY PROGRAM PROGRESS REPORT (PPR)**  
**Project Name: Palm Springs Wrap - Around - Services**

<b>Issued Bus Passes:</b>	<b>14</b>
<b>Units of Service for Main Stream Benefit Assessment: ***The majority area of assistance in this category was health coverage related. There is a large need for client understanding and Case Management support.</b>	<b>30</b>

**Employment Services**

<b>Measure</b>	<b>Outcome</b>
<b>Employment Services units of service:</b>	<b>57</b>
<b>Employment Assessments Completed:</b>	<b>11</b>
<b>Numbers of email accounts and resumes created :</b>	<b>9</b>

**Client Served**

<b>Measure</b>	<b>Outcome</b>
<b>Monthly Unduplicated Clients Served:</b>	<b>72</b>
<b>YTY Unduplicated Clients Served:</b>	<b>72</b>

**Outreach Summary**

Twenty-seven (27) clients were connected with through off site outreach.

Eight (8) clients completed new VI-SPADATs (\*\*Please note VI-SPADATs can only be updated annually). \*\*\*Please note that Martha's staff has completed required DPSS HMIS training for the Coordinated Entry System (CES), and is certified to enter VI-SPADAT information directly into the County HMIS system.

Martha's staff offered services too hard to serve clients, through regular repeat contacts. This approach is successful in the area of client trust, and we are seeing clients starting to access Martha's office for Wrap – Around - Services.

MONTHLY PROGRAM PROGRESS REPORT (PPR)  
Project Name: Palm Springs Wrap - Around - Services

**Client Story**

No matter how long you have served those in need there are people who have circumstances that you will not forget, and Bob was one of those people. During the first week of August a very fragile looking homeless man approached Wrap – Around – Services Case Management, and shared his story and shocking need.

Bob had AIDS and was in the last stage of his life. He had been admitted to hospice three times, but he walked away each time not being able to wrap his mind around that this was the end of his life. Now understanding that this was truly the end and in profound pain he was desperate to return to hospice, to pass with dignity and peace. But there was a problem – his medical carrier would not approve a fourth request for this care.

The Wrap-Around –Services Case Management Team moved into action to resolve this urgent need. Through Case Managers' determination, expertise, collaborations and numerous telephone calls the solution was found. Once the needed path was clear staff took action, and Bob was placed in hospice before the end of the day.

MONTHLY PROGRAM PROGRESS REPORT (PPR)  
Project Name: Palm Springs Wrap - Around - Services

Agency / Organization: Martha's Village & Kitchen

Project Name: Palm Springs Wrap - Around - Services

Report Month : 9/1/2018-9/30/2018	Date Submitted: October 10, 2018
Prepared By: Rosa E. Torres	Contact Number: 760-347-4741 ext. 109

PROGRAM OUTCOMES:

1. Case Management and an Employment Specialist:

Palm Springs Wrap Around Services will include Trained Case Managers, and Employment Services support. Case Managers assigned to Palm Springs Wrap Around will be SOAR certified to address the needs of client Social Security Disability applications, and numerous other client entitlements. All Case Managers are trained in the VISPADT process and Housing First. Case Managers through individualized case plans, client assessments, counseling and information and supported referral services, increasing the clients success in exiting homelessness to safe and affordable permanent housing with entitlements and income in place. The Employment Services will include needed computer related skills, assessments, guidance with internet searches for employment, interviewing skills, transportation, basic training in First Aid and Food Handlers certificates as needed for employment.

2. Assist individuals to obtain permanent housing and supportive housing:

Martha's capacity for this project includes professionally trained case managers that have experience working intensively with homeless individuals and individuals at risk of homelessness to develop and progress through an individualized assessment, case plan that addresses issues such as securing permanent housing and income. Martha's Housing Program has provided the organization substantial experience in case management by assisting residents to overcome obstacles to independent living and positions them to exit Martha's with stable income, permanent housing and a hopeful future for themselves and their families.

3. Assist individuals with securing health, disability, social security and or benefits:

All Case Managers are trained in the VISPADT process and Housing First. Direct working Collaboration with Behavioral Health Specialist II, Mental Health Peer Specialist, Mental Health Crisis Response Team, Path of Life and other agencies including relationship with collaborating partners, such as Health to Hopes mobile medical unit . Allows Martha's to connect clients to benefits that fit their needs.

**MONTHLY PROGRAM PROGRESS REPORT (PPR)**  
**Project Name: Palm Springs Wrap - Around - Services**

4. Computer skills, internet searches for employment, completing on-line employment applications, and interview techniques:

To help adults achieve employment and lay the foundation for future success, Martha's will provides job seeking skills training, assistance with resume writing, mock interview training, job skills classes, internet searches for employment services, career exploration assessments, and individual employment plans.

5. Employment assessment- Determine an individual's strengths and weakness:

In order to determine an individual's strengths and weakness Martha's Wrap Around Employment Services uses an employment assessments that assist to determine clients employment experience, writing, speaking and computer skills to determine employability.

6. ~~Basic First Aid-some employers require basic first aid, and/or Food Handlers Certificate-Required for food handler jobs.~~

Through employments services clients will have the ability to receive assistance with Basic First Aid and Food Handlers certificates as needed for employment. Clients work alongside with assigned employment specialist to help with this need.

Services Monthly Reports

Case Management

Measure	Outcome
Total numbers of wrap around service meetings:	Sept. 2018 - 155/ YTD 323
Case Management units of service:	Sept. 2018 - 206/ YTD 317
Number of Housing Plan Developed/ Referrals:	Sept. 2018 - 39/ YTD 58
Issued Bus Passes:	Sept. 2018 - 47/ YTD 61

**MONTHLY PROGRAM PROGRESS REPORT (PPR)**  
**Project Name: Palm Springs Wrap - Around - Services**

Birth Certificate/ CA ID Vouchers:	Sept. 2018 - 3/ YTD 3
Units of Service for Main Stream Benefit Assessment: ***The majority area of assistance in this category was health coverage related. There is a large need for client understanding and Case Management support.	Sept. 2018 - 19/ YTD 49

**Employment Services**

Measure	Outcome
Employment Services units of service:	Sept. 2018 - 26/ YTD 83
Employment Assessments Completed:	Sept. 2018 - 6/ YTD 17
Numbers of email accounts and resumes created :	Sept. 2018 - 10/ YTD 19

**Client Served**

Measure	Outcome
Sept. 2018 - Monthly Unduplicated Clients Served:	108
YTY Unduplicated Clients Served:	180

**Outreach Summary**

Sixty-Two (62) unduplicated clients were connected through face to face off-site outreach for the month of September 2018.

YTD unduplicated clients connected through face to face outreach: Eighty-Nine (89)

Five (5) clients completed new VI-SPADATs (\*\*Please note VI-SPADATs can only be updated annually). \*\*\*Please note that Martha's staff has completed required DPSS HMIS training for the Coordinated Entry System (CES), and is certified to enter VI-SPADAT information directly into the County HMIS system.

YTD VI-SPADAT's : 13

Martha's staff offered services too hard to serve clients, through regular repeat

MONTHLY PROGRAM PROGRESS REPORT (PPR)  
Project Name: Palm Springs Wrap - Around - Services

contacts. This approach is successful in the area of client trust, and we are seeing clients starting to access Martha's office for Wrap – Around - Services.

**Client Story**

**Story # 1:**

Client John came into Martha's Village Palm Springs Wrap Around services seeking housing resources. The 51-year-old veteran had just broken off a troublesome relationship, recently became unemployed, and began accruing rental debt because of employment loss.

Client began his journey with the Wrap Around Services team in early September. Case manager worked with client in providing adequate resource referral. John was referred to Lighthouse of the desert to begin the process towards obtaining his VA benefits and housing. Meanwhile, client continued to work with employment specialist, he was able to polish up his resume and was provided computer access to conduct job searches. With our Wrap Around Services in Palm Springs John was provided

with a secure, reliable point of contact where he was able to call potential employers and receive messages from potential employers as well. Resources which were vitally conducive to him acquiring not single, but, dual employment.

Ultimately, client is working, and receives income from employment. He is still working with Lighthouse on the process towards obtaining his VA benefits that he is eligible for, and housing.

**Story # 2:**

Carol came into Martha's Village Wrap Around services in Palm Springs, CA. She was looking for substance abuse treatment. Client has been in the foster care system; her parents were both drug addicts, and that's where she was first introduced to drugs at an early age. She has been homeless, hitchhiking throughout California unofficially since the age of 14.

Client worked with case manager to attempt transferring her medical benefits down here to Riverside County. After which, client was connected to mental health services here in the valley where she is currently taking urgent care classes and attending her daily A. A. meetings.

Furthermore, client was referred to Martha's Village and Kitchen where she was provided with a 90-day emergency stay to alleviate her state of homelessness. Client is still working on her sobriety, and meeting with her mental health worker to very soon be placed in a substance abuse treatment program. Despite her dual diagnosis, suffering from paranoid schizophrenia, and drug addiction; client is cognizant of her lacking social, vocational, and employment skills which is why she sought help with us. Nonetheless, client exudes that hope to change her life around for the better, and the reality of her story, the urgency she feels to cultivate that opportunity for change is the essential purpose of Martha's Village and Kitchen Wrap Around services.

MONTHLY PROGRAM PROGRESS REPORT (PPR)  
Project Name: Palm Springs Wrap - Around - Services



Agency / Organization: Martha's Village & Kitchen

Project Name: Palm Springs Wrap - Around - Services

Report Month : 10/1/2018-10/31/2018	Date Submitted: November 15, 2018
Prepared By: Rosa E. Torres	Contact Number: 760-347-4741 ext. 109

**PROGRAM OUTCOMES:**

1. Case Management and an Employment Specialist:

Palm Springs Wrap Around Services will include Trained Case Managers, and Employment Services support. Case Managers assigned to Palm Springs Wrap Around will be SOAR certified to address the needs of client Social Security Disability applications, and numerous other client entitlements. All Case Managers are trained in the VISPADT process and Housing First. Case Managers through individualized case plans, client assessments, counseling and information and supported referral services, increasing the clients success in exiting homelessness to safe and affordable permanent housing with entitlements and income in place. The Employment Services will include needed computer related skills, assessments, guidance with internet searches for employment, interviewing skills, transportation, basic training in First Aid and Food Handlers certificates as needed for employment.

2. Assist Individuals to obtain permanent housing and supportive housing:

Martha's capacity for this project includes professionally trained case managers that have experience working intensively with homeless individuals and individuals at risk of homelessness to develop and progress through an individualized assessment, case plan that addresses issues such as securing permanent housing and income. Martha's Housing Program has provided the organization substantial experience in case management by assisting residents to overcome obstacles to independent living and positions them to exit Martha's with stable income, permanent housing and a hopeful future for themselves and their families.

3. Assist individuals with securing health, disability, social security and or benefits:

All Case Managers are trained in the VISPADT process and Housing First. Direct working Collaboration with Behavioral Health Specialist II, Mental Health Peer Specialist, Mental Health Crisis Response Team, Path of Life and other agencies including relationship with collaborating partners, such as Health to Hopes mobile medical unit . Allows Martha's to connect clients to benefits that fit their needs.

MONTHLY PROGRAM PROGRESS REPORT (PPR)  
 Project Name: Palm Springs Wrap - Around - Services



4. Computer skills, internet searches for employment, completing on-line employment applications, and interview techniques:

To help adults achieve employment and lay the foundation for future success, Martha's will provides job seeking skills training, assistance with resume writing, mock interview training, job skills classes, internet searches for employment services, career exploration assessments, and individual employment plans.

5. Employment assessment- Determine an individual's strengths and weakness:

In order to determine an individual's strengths and weakness Martha's Wrap Around Employment Services uses an employment assessments that assist to determine clients employment experience, writing, speaking and computer skills to determine employability.

- ~~6. Basic First Aid-some employers require basic first aid; and/or Food Handlers Certificate-Required for food handler jobs.~~

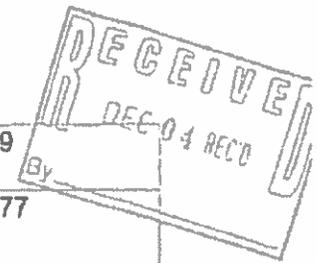
Through employments services clients will have the ability to receive assistance with Basic First Aid and Food Handlers certificates as needed for employment. Clients work alongside with assigned employment specialist to help with this need.

Services Monthly Reports

Case Management

Measure	Outcome
Total numbers of wrap around service meetings:	Oct. 2018 - 168/ YTD 491
Case Management units of service:	Oct. 2018 - 119/ YTD 436
Number of Housing Plan Developed/ Referrals:	Oct. 2018 - 35/ YTD 93
Issued Bus Passes:	Oct. 2018 - 38/ YTD 99

**MONTHLY PROGRAM PROGRESS REPORT (PPR)**  
**Project Name: Palm Springs Wrap - Around - Services**



Birth Certificate/ CA ID Vouchers:	Oct. 2018 - 6/ YTD 9
Units of Service for Main Stream Benefit Assessment: ***The majority area of assistance in this category was health coverage related. There is a large need for client understanding and Case Management support.	Oct. 2018 - 28/ YTD 77

**Employment Services**

Measure	Outcome
Employment Services units of service:	Oct. 2018 - 49/ YTD 132
Employment Assessments Completed:	Oct. 2018 - 7/ YTD 24
Numbers of email accounts and resumes created :	Oct. 2018 - 22/ YTD 41

**Client Served**

Measure	Outcome
Oct. 2018 - Monthly Unduplicated Clients Served:	59
YTD Unduplicated Clients Served:	239

**Outreach Summary**

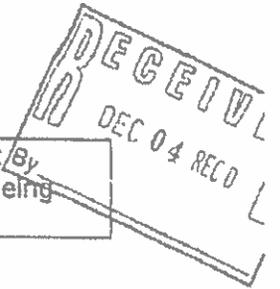
Eight (8) unduplicated clients were connected through face to face off-site outreach for the month of October 2018.

YTD unduplicated clients connected through face to face outreach: Ninety-Seven (97)

Twenty-Five (25) clients completed new VI-SPADATs (\*\*Please note VI-SPADATs can only be updated annually). \*\*\*Please note that Martha's staff has completed required DPSS HMIS training for the Coordinated Entry System (CES), and is certified to enter VI-SPADAT information directly into the County HMIS system.

YTD VI-SPADAT's : 38

MONTHLY PROGRAM PROGRESS REPORT (PPR)  
Project Name: Palm Springs Wrap - Around - Services



Martha's staff offered services too hard to serve clients, through regular repeat contacts. This approach is successful in the area of client trust, and we are seeing clients starting to access Martha's office for Wrap - Around - Services.

Client Story

Story # 1: October Success Story:

Gary lost a partner of two years along with a friend of three years almost concurrently to one another. He left his whole life behind, came from Las Vegas, NV arrived here to Palm Springs in search of a new beginning. After befriending some bad company here, he lost everything again, when he believed he had lost it all already. Gary came to Martha's Village Wrap-Around Services Palm Springs with no identifiable documents, unemployed, and homeless. Through the collaborative efforts of Well In the Desert working alongside Martha's Village Wrap-Around Services. Gary began volunteering. He was soon connected with a housing unit for volunteering staff. MVK ~~Wrap-Around Services put into motion the process for obtaining Gary his birth~~ certificate. After receipt of the first document Wrap-Around Services team worked on obtaining Gary his California Identification card. Now, with a sense of self identity including the documents to back it. Case manager has connected Gary with Veteran Affairs to reap the rewards of his benefits, which he is entitled to for his military service. Also, he has been assisted with applying for mainstream benefits such as, food stamps, general relief, and medical. Furthermore, Gary is working with employment specialist to build his resume, conduct weekly job searches, and submitting job applications using Wrap-Around Services Employment computers and staff guidance. Overall, it has been a long broken journey for Gary, but, Martha's Village Wrap-Around Services team has helped him repair his identity, is putting his life back together piece by piece one document at a time. Ultimately, this case highlights one important mission of MVK Wrap-Around Services; the urgency we feel to obtain the homeless necessary documents to raise their level of employability, and increase their chances of safe housing.

**MONTHLY PROGRAM PROGRESS REPORT (PPR)**  
**Project Name: Palm Springs Wrap - Around - Services**

**Agency / Organization: Martha's Village & Kitchen**

**Project Name: Palm Springs Wrap - Around - Services**

<b>Report Month : 11/1/2018-11/30/2018</b>	<b>Date Submitted: December 15, 2018</b>
<b>Prepared By: Rosa E. Torres</b>	<b>Contact Number: 760-347-4741 ext. 109</b>

**PROGRAM OUTCOMES:**

**1. Case Management and an Employment Specialist:**

Palm Springs Wrap Around Services will include Trained Case Managers, and Employment Services support. Case Managers assigned to Palm Springs Wrap Around will be SOAR certified to address the needs of client Social Security Disability applications, and numerous other client entitlements. All Case Managers are trained in the VISPADT process and Housing First. Case Managers through individualized case plans, client assessments, counseling and information and supported referral services, increasing the clients success in exiting homelessness to safe and affordable permanent housing with entitlements and income in place. The Employment Services will include needed computer related skills, assessments, guidance with internet searches for employment, interviewing skills, transportation, basic training in First Aid and Food Handlers certificates as needed for employment.

**2. Assist Individuals to obtain permanent housing and supportive housing:**

Martha's capacity for this project includes professionally trained case managers that have experience working intensively with homeless individuals and individuals at risk of homelessness to develop and progress through an individualized assessment, case plan that addresses issues such as securing permanent housing and income. Martha's Housing Program has provided the organization substantial experience in case management by assisting residents to overcome obstacles to independent living and positions them to exit Martha's with stable income, permanent housing and a hopeful future for themselves and their families.

**3. Assist individuals with securing health, disability, social security and or benefits:**

All Case Managers are trained in the VISPADT process and Housing First. Direct working Collaboration with Behavioral Health Specialist II, Mental Health Peer Specialist, Mental Health Crisis Response Team, Path of Life and other agencies including relationship with collaborating partners, such as Health to Hopes mobile medical unit . Allows Martha's to connect clients to benefits that fit their needs.

**MONTHLY PROGRAM PROGRESS REPORT (PPR)**  
**Project Name: Palm Springs Wrap - Around - Services**

4. Computer skills, internet searches for employment, completing on-line employment applications, and interview techniques:

To help adults achieve employment and lay the foundation for future success, Martha's will provides job seeking skills training, assistance with resume writing, mock interview training, job skills classes, internet searches for employment services, career exploration assessments, and individual employment plans.

5. Employment assessment- Determine an individual's strengths and weakness:

In order to determine an individual's strengths and weakness Martha's Wrap Around Employment Services uses an employment assessments that assist to determine clients employment experience, writing, speaking and computer skills to determine employability.

6. ~~Basic First Aid-some employers require basic first aid, and/or Food Handlers Certificate-Required for food handler jobs.~~

Through employments services clients will have the ability to receive assistance with Basic First Aid and Food Handlers certificates as needed for employment. Clients work alongside with assigned employment specialist to help with this need.

Services Monthly Reports

Case Management

Measure	Outcome
Total numbers of wrap around service meetings:	Nov. 2018 - 119/ YTD 610
Case Management units of service:	Nov. 2018 - 70/ YTD 506
Number of Housing Plan Developed/ Referrals:	Nov. 2018 - 22/ YTD 90
Issued Bus Passes:	Nov. 2018 - 66/ YTD 165

**MONTHLY PROGRAM PROGRESS REPORT (PPR)**  
**Project Name: Palm Springs Wrap - Around - Services**

Birth Certificate/ CA ID Vouchers:	Nov. 2018 - 1/ YTD 10
Units of Service for Main Stream Benefit Assessment: ***The majority area of assistance in this category was health coverage related. There is a large need for client understanding and Case Management support.	Nov. 2018 - 19/ YTD 96

**Employment Services**

Measure	Outcome
Employment Services units of service:	Nov. 2018 - 49/ YTD 181
Employment Assessments Completed:	Nov. 2018 - 3/ YTD 27
Numbers of email accounts and resumes created :	Nov. 2018 - 17/ YTD 58

**Client Served**

Measure	Outcome
Nov. 2018 - Monthly Unduplicated Clients Served:	48
YTD Unduplicated Clients Served:	287

**Outreach Summary**

Ten (10) unduplicated clients were connected through face to face off-site outreach for the month of November 2018.

YTD unduplicated clients connected through face to face outreach One Hundred-Seven (107)

Thirteen (13) clients completed new VI-SPADATs (\*\*Please note VI-SPADATs can only be updated annually). \*\*\*Please note that Martha's staff has completed required DPSS HMIS training for the Coordinated Entry System (CES), and is certified to enter VI-SPADAT information directly into the County HMIS system.

YTD VI-SPADAT's : 51

MONTHLY PROGRAM PROGRESS REPORT (PPR)  
Project Name: Palm Springs Wrap - Around - Services

Martha's staff offered services too hard to serve clients, through regular repeat contacts. This approach is successful in the area of client trust, and we are seeing clients starting to access Martha's office for Wrap - Around - Services.

**Client Story**

**Story # 1: November Success Story:**

After her husband passed away, the father of her three children. Mother and Widow Jennifer with 13 year old Michael, 10 year old Gabriella, 8 year old Zachary, as a family they planned to head back home to Jenifer's parents in Covington, VA to start a new life. When the unexpected happened, their van broke down in Palm Springs. They became stranded with no resources nor family to help them out. As if the swift touch of death that befell the family wasn't hard enough, just like that they became homeless experiencing two major losses all at once. After struggling for almost two months, buying a second car that also broke down, using the little left of their funds to pay for hotel rooms, eventually the family ended up sleeping in their broken down van with nowhere else to go. Luckily, after hearing about Martha's Village Wrap Around Services Palm Springs she decided to seek the program. Upon initially meeting the family case manager, alongside the employment specialist thought reunification with her parents back home would be the best course of action. Quickly, within a week both case managers on duty purchased Greyhound tickets, obtained suitcases for all their belongings, and gathered food supplies for the long ride back home to Covington, VA. Meanwhile, Jennifer along with her three children were referred to Martha's Village and Kitchen. They were granted auxiliary stay there provided with a room, beds, three hot meals a day; a safe haven while awaiting their departure. Finally, all arrangements were made by the program, the family was transported to the bus station where they departed back home on Wednesday, November 14, 2018. Ultimately, it's the ability to provide services like these that breathe purpose into Martha's Village Wrap Around Services, but, most importantly that purpose breathes a new opportunity into the lives of those struggling with homelessness. We believe in more than second chances!

**MONTHLY PROGRAM PROGRESS REPORT (PPR)**  
**Project Name: Palm Springs Wrap - Around - Services**

**Agency / Organization: Martha's Village & Kitchen**

**Project Name: Palm Springs Wrap - Around - Services**

<b>Report Month : 12/1/2018-12/31/2018</b>	<b>Date Submitted: January 15, 2018</b>
<b>Prepared By: Rosa E. Torres</b>	<b>Contact Number: 760-347-4741 ext. 109</b>

**PROGRAM OUTCOMES:**

**1. Case Management and an Employment Specialist:**

**Palm Springs Wrap Around Services will include Trained Case Managers, and Employment Services support. Case Managers assigned to Palm Springs Wrap Around will be SOAR certified to address the needs of client Social Security Disability applications, and numerous other client entitlements. All Case Managers are trained in the VISPADT process and Housing First. Case Managers through individualized case plans, client assessments, counseling and information and supported referral services, increasing the clients success in exiting homelessness to safe and affordable permanent housing with entitlements and income in place. The Employment Services will include needed computer related skills, assessments, guidance with internet searches for employment, interviewing skills, transportation, basic training in First Aid and Food Handlers certificates as needed for employment.**

**2. Assist Individuals to obtain permanent housing and supportive housing:**

**Martha's capacity for this project includes professionally trained case managers that have experience working intensively with homeless individuals and individuals at risk of homelessness to develop and progress through an individualized assessment, case plan that addresses issues such as securing permanent housing and income. Martha's Housing Program has provided the organization substantial experience in case management by assisting residents to overcome obstacles to independent living and positions them to exit Martha's with stable income, permanent housing and a hopeful future for themselves and their families.**

**3. Assist individuals with securing health, disability, social security and or benefits:**

**All Case Managers are trained in the VISPADT process and Housing First. Direct working Collaboration with Behavioral Health Specialist II, Mental Health Peer Specialist, Mental Health Crisis Response Team, Path of Life and other agencies including relationship with collaborating partners, such as Health to Hopes mobile medical unit . Allows Martha's to connect clients to benefits that fit their needs.**

**MONTHLY PROGRAM PROGRESS REPORT (PPR)**  
**Project Name: Palm Springs Wrap - Around - Services**

4. Computer skills, internet searches for employment, completing on-line employment applications, and interview techniques:

To help adults achieve employment and lay the foundation for future success, Martha's will provides job seeking skills training, assistance with resume writing, mock interview training, job skills classes, internet searches for employment services, career exploration assessments, and individual employment plans.

5. Employment assessment- Determine an individual's strengths and weakness:

In order to determine an individual's strengths and weakness Martha's Wrap Around Employment Services uses an employment assessments that assist to determine clients employment experience, writing, speaking and computer skills to determine employability.

6. Basic First Aid-some employers require basic first aid; and/or Food Handlers Certificate-Required for food handler jobs.

Through employments services clients will have the ability to receive assistance with Basic First Aid and Food Handlers certificates as needed for employment. Clients work alongside with assigned employment specialist to help with this need.

Services Monthly Reports

**Case Management**

Measure	Outcome
Total numbers of wrap around service meetings:	Dec. 2018 - 115/ YTD 725
Case Management units of service:	Dec. 2018 - 96/ YTD 602
Number of Housing Plan Developed/ Referrals:	Dec. 2018 - 26/ YTD 116
Issued Bus Passes:	Dec. 2018 - 77 / YTD 242

**MONTHLY PROGRAM PROGRESS REPORT (PPR)**  
**Project Name: Palm Springs Wrap - Around - Services**

Birth Certificate/ CA ID Vouchers:	Dec. 2018 - 1/ YTD 11
Units of Service for Main Stream Benefit Assessment: ***The majority area of assistance in this category was health coverage related. There is a large need for client understanding and Case Management support.	Dec. 2018 - 71/ YTD 167

**Employment Services**

Measure	Outcome
Employment Services units of service:	Dec. 2018 - 19/ YTD 200
Employment Assessments Completed:	Dec. 2018 - 2/ YTD 29
Numbers of email accounts and resumes created :	Dec. 2018 - 8/ YTD 66

**Client Served**

Measure	Outcome
Dec. 2018 - Monthly Unduplicated Clients Served:	46
YTD Unduplicated Clients Served:	333

**Outreach Summary**

One (1) unduplicated clients were connected through face to face off-site outreach for the month of December 2018.

YTD unduplicated clients connected through face to face outreach One Hundred-Eight (108)

Five (5) clients completed new VI-SPADATs (\*\*Please note VI-SPADATs can only be updated annually). \*\*\*Please note that Martha's staff has completed required DPSS HMIS training for the Coordinated Entry System (CES), and is certified to enter VI-SPADAT information directly into the County HMIS system.

YTD VI-SPADAT's : 56

**MONTHLY PROGRAM PROGRESS REPORT (PPR)**  
**Project Name: Palm Springs Wrap - Around - Services**

Martha's staff offered services too hard to serve clients, through regular repeat contacts. This approach is successful in the area of client trust, and we are seeing clients starting to access Martha's office for Wrap – Around - Services.

**Client Story**

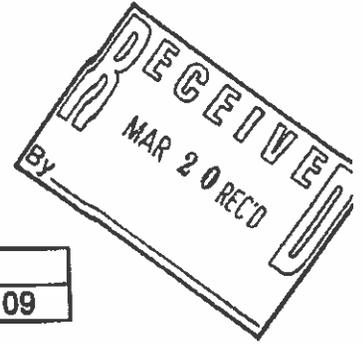
**Story # 1: December Success Story:**

Client Jeffrey L. G. is receiving services from Palm Springs Wrap Around Services. He was referred to us by The Well in the Desert. Jeffrey has been utilizing our case management and employment services since November 2018. He has applied for Section 8, and is actively searching for employment and housing. In December, Jeffrey, successfully obtained his food handler card through our Wrap Around Services to gain employment. With his passion for cooking and his specialties in the food industry, he is now attending the culinary program on site at Martha's Village and Kitchen, where he will open his opportunities in culinary arts. Despite Jeffrey's struggles, he has always had the determination to get back to where he once was.

**MONTHLY PROGRAM PROGRESS REPORT (PPR)**  
**Project Name: Palm Springs Wrap - Around - Services**

**Agency / Organization: Martha's Village & Kitchen**

**Project Name: Palm Springs Wrap - Around - Services**



<b>Report Month : 1/1/2019-1/31/2019</b>	<b>Date Submitted: February 15, 2019</b>
<b>Prepared By: Rosa E. Torres</b>	<b>Contact Number: 760-347-4741 ext. 109</b>

**PROGRAM OUTCOMES:**

**1. Case Management and an Employment Specialist:**

Palm Springs Wrap Around Services will include Trained Case Managers, and Employment Services support. Case Managers assigned to Palm Springs Wrap Around will be SOAR certified to address the needs of client Social Security Disability applications, and numerous other client entitlements. All Case Managers are trained in the VISPADT process and Housing First. Case Managers through individualized case plans, client assessments, counseling and information and supported referral services, increasing the clients success in exiting homelessness to safe and affordable permanent housing with entitlements and income in place. The Employment Services will include needed computer related skills, assessments, guidance with internet searches for employment, interviewing skills, transportation, basic training in First Aid and Food Handlers certificates as needed for employment.

**2. Assist Individuals to obtain permanent housing and supportive housing:**

Martha's capacity for this project includes professionally trained case managers that have experience working intensively with homeless individuals and individuals at risk of homelessness to develop and progress through an individualized assessment, case plan that addresses issues such as securing permanent housing and income. Martha's Housing Program has provided the organization substantial experience in case management by assisting residents to overcome obstacles to independent living and positions them to exit Martha's with stable income, permanent housing and a hopeful future for themselves and their families.

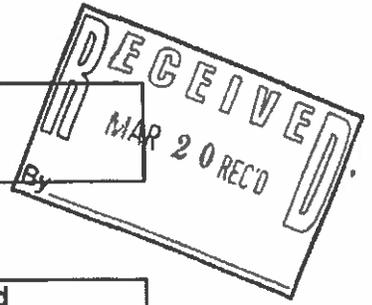
**3. Assist individuals with securing health, disability, social security and or benefits:**

All Case Managers are trained in the VISPADT process and Housing First. Direct working Collaboration with Behavioral Health Specialist II, Mental Health Peer Specialist, Mental Health Crisis Response Team, Path of Life and other agencies including relationship with collaborating partners, such as Health to Hopes mobile medical unit . Allows Martha's to connect clients to benefits that fit their needs.

**4. Computer skills, internet searches for employment, completing on-line employment applications, and interview techniques:**

To help adults achieve employment and lay the foundation for future success, Martha's will provides job seeking skills training, assistance with resume writing, mock interview training,

**MONTHLY PROGRAM PROGRESS REPORT (PPR)**  
**Project Name: Palm Springs Wrap - Around - Services**



job skills classes, internet searches for employment services, career exploration assessments, and individual employment plans.

**5. Employment assessment- Determine an individual's strengths and weakness:**

In order to determine an individual's strengths and weakness Martha's Wrap Around Employment Services uses an employment assessments that assist to determine clients employment experience, writing, speaking and computer skills to determine employability.

**6. Basic First Aid-some employers require basic first aid; and/or Food Handlers Certificate-Required for food handler jobs.**

Through employments services clients will have the ability to receive assistance with Basic First Aid and Food Handlers certificates as needed for employment. Clients work alongside with assigned employment specialist to help with this need.

Services Monthly Reports

Case Management

Measure	Outcome
Total numbers of wrap around service meetings:	Jan. 2019 - 66/ YTD 791
Case Management units of service:	Jan. 2019 - 53/ YTD 655
Number of Housing Plans Developed/ With Referrals and ongoing housing efforts with case management support:	Jan. 2019 - 14/ YTD 130
Housing Outcomes:	<p align="center">YTD 72</p> <p align="center">Nineteen (19) placed in Valley Shelters</p> <p align="center">Fifty-two (52) placed in Permanent Housing includes, of which includes six (6) clients reunited with family via bus passes, and one (1) client placed into hospice</p> <p align="center">One (1) client placed into rehab</p> <p align="center">Of the fifty- two (52) placed into housing thirteen (13) clients used Rapid Rehousing Vouches through CES – The remainder secured income and resolved homelessness with Case Management support to Permanent Housing</p>

**MONTHLY PROGRAM PROGRESS REPORT (PPR)**  
**Project Name: Palm Springs Wrap - Around - Services**

Issued Bus Passes:	Jan. 2019 - 42 / YTD 284
Birth Certificate/ CA ID Vouchers:	Jan. 2019 - 3/ YTD 14
Units of Service for Main Stream Benefit Assessment: ***The majority area of assistance in this category was health coverage related. There is a large need for client understanding and Case Management support.	Jan. 2019 - 84/ YTD 251

**Employment Services**

Measure	Outcome
Employment Services units of service:	Jan. 2019 - 13/ YTD 213
Employment Assessments Completed:	Jan. 2019 - 2/ YTD 31
Numbers of email accounts and resumes created :	Jan. 2019 - 3/ YTD 69

**Client Served**

Measure	Outcome
Jan. 2019 - Monthly Unduplicated Clients Served:	20
YTD Unduplicated Clients Served:	353

**Outreach Summary**

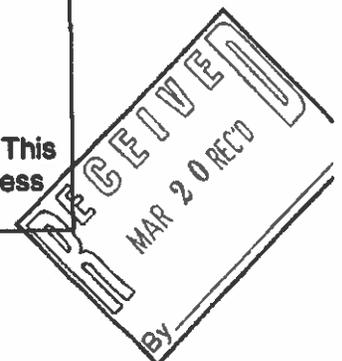
Four (4) unduplicated clients were connected through face to face off-site outreach for the month of January 2019.

YTD unduplicated clients connected through face to face outreach One Hundred- Twelve (112)

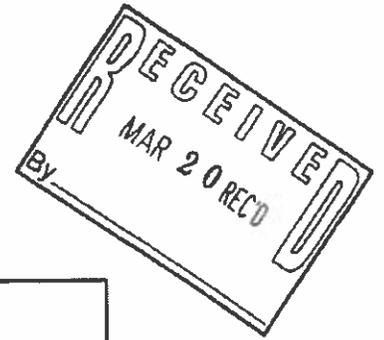
Two (2) clients completed new VI-SPADATs (\*\*Please note VI-SPADATs can only be updated annually). \*\*\*Please note that Martha's staff has completed required DPSS HMIS training for the Coordinated Entry System (CES), and is certified to enter VI-SPADAT information directly into the County HMIS system.

YTD VI-SPADAT's : 58

Martha's staff offered services too hard to serve clients, through regular repeat contacts. This approach is successful in the area of client trust, and we are seeing clients starting to access Martha's office for Wrap - Around - Services.



**MONTHLY PROGRAM PROGRESS REPORT (PPR)**  
**Project Name: Palm Springs Wrap - Around - Services**



**Client Story**

**Story # 1: January Success Story:**

Kevin came to Palm Springs Wrap Around Service's office in August to utilize case management and employment services. While battling with his homelessness, Kevin worked hand in hand with Employment Specialist to build his resume. During this time he never gave up hope. He would come in and job searched for countless hours. He was determined that homelessness was not going to be his story, and that he wanted better. During his spare time he would volunteer at the lunches for the homeless offered by the Well in the Desert. After countless job applications and follow ups, he finally was called in for an interview. Kevin now felt that there was light at the end of the tunnel for him. Kevin secured a local steady full-time job. The Palm Springs Wrap Around Service's office provided him with transportation assistance and clothing for his new job.

Kevin is right being homeless was no longer his story.

**MONTHLY PROGRAM PROGRESS REPORT (PPR)**  
**Project Name: Palm Springs Wrap - Around - Services**



**Agency / Organization: Martha's Village & Kitchen**

**Project Name: Palm Springs Wrap - Around - Services**

<b>Report Month : 2/1/2019-2/28/2019</b>	<b>Date Submitted: March 18, 2019</b>
<b>Prepared By: Rosa E. Torres</b>	<b>Contact Number: 760-347-4741 ext. 109</b>

**PROGRAM OUTCOMES:**

**1. Case Management and an Employment Specialist:**

**Palm Springs Wrap Around Services will include Trained Case Managers, and Employment Services support. Case Managers assigned to Palm Springs Wrap Around will be SOAR certified to address the needs of client Social Security Disability applications, and numerous other client entitlements. All Case Managers are trained in the VISPADT process and Housing First. Case Managers through individualized case plans, client assessments, counseling and information and supported referral services, increasing the clients success in exiting homelessness to safe and affordable permanent housing with entitlements and income in place**  
**The Employment Services will include needed computer related skills, assessments, guidance with internet searches for employment, interviewing skills, transportation, basic training in First Aid and Food Handlers certificates as needed for employment.**

**2. Assist Individuals to obtain permanent housing and supportive housing:**

**Martha's capacity for this project includes professionally trained case managers that have experience working intensively with homeless individuals and individuals at risk of homelessness to develop and progress through an individualized assessment, case plan that addresses issues such as securing permanent housing and income. Martha's Housing Program has provided the organization substantial experience in case management by assisting residents to overcome obstacles to independent living and positions them to exit Martha's with stable income, permanent housing and a hopeful future for themselves and their families.**

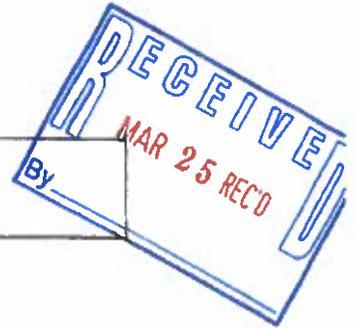
**3. Assist individuals with securing health, disability, social security and or benefits:**

**All Case Managers are trained in the VISPADT process and Housing First. Direct working Collaboration with Behavioral Health Specialist II, Mental Health Peer Specialist, Mental Health Crisis Response Team, Path of Life and other agencies including relationship with collaborating partners, such as Health to Hopes mobile medical unit . Allows Martha's to connect clients to benefits that fit their needs.**

**4. Computer skills, internet searches for employment, completing on-line employment applications, and interview techniques:**

**To help adults achieve employment and lay the foundation for future success, Martha's will provides job seeking skills training, assistance with resume writing, mock interview training,**

**MONTHLY PROGRAM PROGRESS REPORT (PPR)**  
**Project Name: Palm Springs Wrap - Around - Services**



job skills classes, internet searches for employment services, career exploration assessments, and individual employment plans.

**5. Employment assessment- Determine an individual's strengths and weakness:**

In order to determine an individual's strengths and weakness Martha's Wrap Around Employment Services uses an employment assessments that assist to determine clients employment experience, writing, speaking and computer skills to determine employability.

**6. Basic First Aid-some employers require basic first aid; and/or Food Handlers Certificate-Required for food handler jobs.**

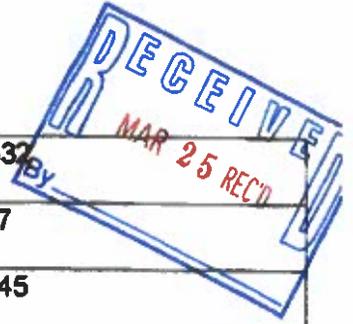
Through employments services clients will have the ability to receive assistance with Basic First Aid and Food Handlers certificates as needed for employment. Clients work alongside with assigned employment specialist to help with this need.

**Services Monthly Reports**

**Case Management**

Measure	Outcome
Total numbers of wrap around service meetings:	Feb. 2019 - 72/ YTD 863
Case Management units of service:	Feb. 2019 - 68/ YTD 723
Number of Housing Plan Developed/ With Referrals and ongoing housing efforts	Feb. 2019 - 11/ YTD 141
Housing Outcomes	<p align="center">YTD Housed- 86                      YTD Fifteen (15) Clients used CES Rapid Rehousing Vouchers</p> <p align="center">During February 2019                      Fourteen (14) were housed.</p> <p align="center">Eight (8) placed in Valley Shelters</p> <p align="center">Six (6) placed in Permanent Housing which includes Four (4) clients reunited with family via bus passes.</p> <p align="center">Of the Six (6) placed into permanent housing two (2) clients used Rapid Rehousing Vouches through CES.</p>

**MONTHLY PROGRAM PROGRESS REPORT (PPR)**  
**Project Name: Palm Springs Wrap - Around - Services**



Issued Bus Passes:	Feb. 2019 - 48 / YTD 332
Birth Certificate/ CA ID Vouchers:	Feb. 2019 - 3/ YTD 17
Units of Service for Main Stream Benefit Assessment: ***The majority area of assistance in this category was health coverage related. There is a large need for client understanding and Case Management support.	Feb. 2019 - 94/ YTD 345

**Employment Services**

Measure	Outcome
Employment Services units of service:	Feb. 2019 - 4/ YTD 217
Employment Assessments Completed:	Feb. 2019 - 0/ YTD 31
Numbers of email accounts and resumes created :	Feb. 2019 - 0/ YTD 69
Employment Placements	Feb. 2019 1/ YTD 21 Following areas of Employment: Restaurants, Grocery Stores, Walmart, Marriott Housekeeping, Marshalls, Fast Food, etc. ***Please note that Martha's has submitted a HEAP Grant request to increase Employment Services by adding additional staff to work face to face with potential employers to drastically increase direct employment relationships.

**Client Served**

Measure	Outcome
Feb. 2019 - Monthly Unduplicated Clients Served:	20 - New
YTD Unduplicated Clients Served:	373

**Outreach Summary**

Zero (0) unduplicated clients were connected through face to face off-site outreach for the month of February 2019.

YTD unduplicated clients connected through face to face outreach One Hundred- Twelve (112)

**MONTHLY PROGRAM PROGRESS REPORT (PPR)**  
**Project Name: Palm Springs Wrap - Around - Services**

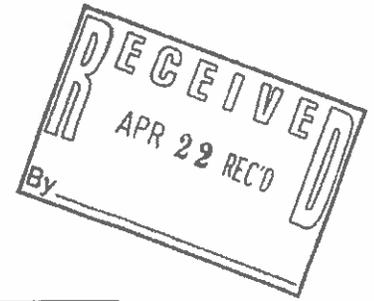
Three (3) clients completed new VI-SPADATs (\*\*Please note VI-SPADATs can only be updated annually). \*\*\*Please note that Martha's staff has completed required DPSS HMIS training for the Coordinated Entry System (CES), and is certified to enter VI-SPADAT information directly into the County HMIS system.

YTD VI-SPADAT's : 61

Martha's staff offered services too hard to serve clients, through regular repeat contacts. This approach is successful in the area of client trust, and we are seeing clients starting to access Martha's office for Wrap – Around - Services.



MONTHLY PROGRAM PROGRESS REPORT (PPR)  
Project Name: Palm Springs Wrap - Around - Services



Agency / Organization: Martha's Village & Kitchen

Project Name: Palm Springs Wrap - Around - Services

Report Month : 3/1/2019-3/31/2019	Date Submitted: April 10, 2019
Prepared By: Rosa E. Torres	Contact Number: 760-347-4741 ext. 109

**PROGRAM OUTCOMES:**

**1. Case Management and an Employment Specialist:**

Palm Springs Wrap Around Services will include Trained Case Managers, and Employment Services support. Case Managers assigned to Palm Springs Wrap Around will be SOAR certified to address the needs of client Social Security Disability applications, and numerous other client entitlements. All Case Managers are trained in the VISPADT process and Housing First. Case Managers through individualized case plans, client assessments, counseling and information and supported referral services, increasing the clients success in exiting homelessness to safe and affordable permanent housing with entitlements and income in place. The Employment Services will include needed computer related skills, assessments, guidance with internet searches for employment, interviewing skills, transportation, basic training in First Aid and Food Handlers certificates as needed for employment.

**2. Assist Individuals to obtain permanent housing and supportive housing:**

Martha's capacity for this project includes professionally trained case managers that have experience working intensively with homeless individuals and individuals at risk of homelessness to develop and progress through an individualized assessment, case plan that addresses issues such as securing permanent housing and income. Martha's Housing Program has provided the organization substantial experience in case management by assisting residents to overcome obstacles to independent living and positions them to exit Martha's with stable income, permanent housing and a hopeful future for themselves and their families.

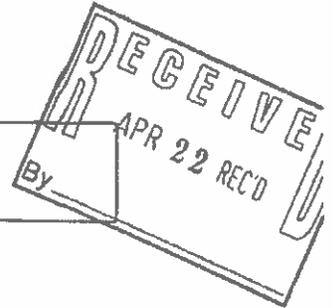
**3. Assist individuals with securing health, disability, social security and or benefits:**

All Case Managers are trained in the VISPADT process and Housing First. Direct working Collaboration with Behavioral Health Specialist II, Mental Health Peer Specialist, Mental Health Crisis Response Team, Path of Life and other agencies including relationship with collaborating partners, such as Health to Hopes mobile medical unit . Allows Martha's to connect clients to benefits that fit their needs.

**4. Computer skills, internet searches for employment, completing on-line employment applications, and interview techniques:**

To help adults achieve employment and lay the foundation for future success, Martha's will provides job seeking skills training, assistance with resume writing, mock interview training,

**MONTHLY PROGRAM PROGRESS REPORT (PPR)**  
**Project Name: Palm Springs Wrap - Around - Services**



job skills classes, internet searches for employment services, career exploration assessments, and individual employment plans.

**5. Employment assessment- Determine an individual's strengths and weakness:**

In order to determine an individual's strengths and weakness Martha's Wrap Around Employment Services uses an employment assessments that assist to determine clients employment experience, writing, speaking and computer skills to determine employability.

**6. Basic First Aid-some employers require basic first aid; and/or Food Handlers Certificate-Required for food handler jobs.**

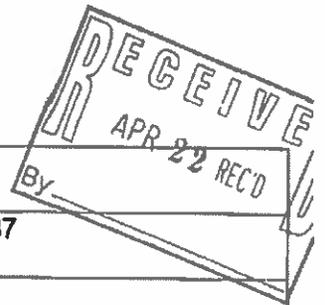
Through employments services clients will have the ability to receive assistance with Basic First Aid and Food Handlers certificates as needed for employment. Clients work alongside with assigned employment specialist to help with this need.

Services Monthly Reports

Case Management

Measure	Outcome
Total numbers of wrap around service meetings:	Mar. 2019 - 143/ YTD 1006
Case Management units of service:	Mar. 2019 - 117/ YTD 840
Number of Housing Plan Developed/ With Referrals and ongoing housing efforts	Mar. 2019 - 17/ YTD 158
Housing Outcomes	<p align="center">YTD Housed- 95                      YTD Fifteen (15) Clients used CES Rapid Rehousing Vouchers</p> <p align="center">During March 2019                      Fourteen (14) were housed.</p> <p align="center">Eight (8) placed in Valley Shelters</p> <p align="center">One (1) Mental Health Facility</p> <p align="center">Five (5) placed in Permanent Housing which includes Four (4) clients reunited with family via bus passes.</p> <p align="center">Of the Five (5) placed into permanent housing zero (0) clients used Rapid Rehousing Vouches through CES.</p>

**MONTHLY PROGRAM PROGRESS REPORT (PPR)**  
**Project Name: Palm Springs Wrap - Around - Services**



Issued Bus Passes:	Mar. 2019 - 55 / YTD 387
Birth Certificate/ CA ID Vouchers:	Mar. 2019 - 8/ YTD 25
Units of Service for Main Stream Benefit Assessment: ***The majority area of assistance in this category was health coverage related. There is a large need for client understanding and Case Management support.	Mar. 2019 - 64/ YTD 409

**Employment Services**

Measure	Outcome
Employment Services units of service:	Mar. 2019 - 26/ YTD 243
Employment Assessments Completed:	Mar. 2019 - 1/ YTD 32
Numbers of email accounts and resumes created :	Mar. 2019 - 16/ YTD 85
Employment Placements	<p>Mar. 2019 8/ YTD 29</p> <p>Following areas of Employment:                      Restaurants, Grocery Stores, Music Festival, Walmart, Marriott Housekeeping, Marshalls, Fast Food, etc.</p> <p>***Please note that Martha's has submitted a HEAP Grant request to increase Employment Services by adding additional staff to work face to face with potential employers to drastically increase direct employment relationships.</p>

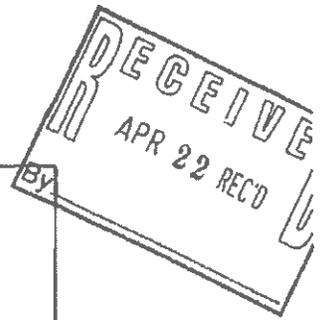
**Client Served**

Measure	Outcome
Mar. 2019 - Monthly Unduplicated Clients Served:	49
YTD Unduplicated Clients Served:	422

**Outreach Summary**

Zero (0) unduplicated clients were connected through face to face off-site outreach for the month of March 2019.

**MONTHLY PROGRAM PROGRESS REPORT (PPR)**  
**Project Name: Palm Springs Wrap - Around - Services**



**YTD unduplicated clients connected through face to face outreach One Hundred- Twelve (112)**

**Ten (10) clients completed new VI-SPADATs (\*\*Please note VI-SPADATs can only be updated annually). \*\*\*Please note that Martha's staff has completed required DPSS HMIS training for the Coordinated Entry System (CES), and is certified to enter VI-SPADAT information directly into the County HMIS system.**

**YTD VI-SPADAT's : 71**

**Martha's staff offered services too hard to serve clients, through regular repeat contacts. This approach is successful in the area of client trust, and we are seeing clients starting to access Martha's office for Wrap - Around - Services.**

MONTHLY PROGRAM PROGRESS REPORT (PPR)  
Project Name: Palm Springs Wrap - Around - Services



Agency / Organization: Martha's Village & Kitchen

Project Name: Palm Springs Wrap - Around - Services

Report Month : 4/1/2019-4/30/2019	Date Submitted: May 10, 2019
Prepared By: Rosa E. Torres	Contact Number: 760-347-4741 ext. 109

**PROGRAM OUTCOMES:**

**1. Case Management and an Employment Specialist:**

Palm Springs Wrap Around Services will include Trained Case Managers, and Employment Services support. Case Managers assigned to Palm Springs Wrap Around will be SOAR certified to address the needs of client Social Security Disability applications, and numerous other client entitlements. All Case Managers are trained in the VISPADT process and Housing First. Case Managers through individualized case plans, client assessments, counseling and information and supported referral services, increasing the clients success in exiting homelessness to safe and affordable permanent housing with entitlements and income in place. The Employment Services will include needed computer related skills, assessments, guidance with internet searches for employment, interviewing skills, transportation, basic training in First Aid and Food Handlers certificates as needed for employment.

**2. Assist Individuals to obtain permanent housing and supportive housing:**

Martha's capacity for this project includes professionally trained case managers that have experience working intensively with homeless individuals and individuals at risk of homelessness to develop and progress through an individualized assessment, case plan that addresses issues such as securing permanent housing and income. Martha's Housing Program has provided the organization substantial experience in case management by assisting residents to overcome obstacles to independent living and positions them to exit Martha's with stable income, permanent housing and a hopeful future for themselves and their families.

**3. Assist individuals with securing health, disability, social security and or benefits:**

All Case Managers are trained in the VISPADT process and Housing First. Direct working Collaboration with Behavioral Health Specialist II, Mental Health Peer Specialist, Mental Health Crisis Response Team, Path of Life and other agencies including relationship with collaborating partners, such as Health to Hopes mobile medical unit . Allows Martha's to connect clients to benefits that fit their needs.

**4. Computer skills, internet searches for employment, completing on-line employment applications, and interview techniques:**

To help adults achieve employment and lay the foundation for future success, Martha's will provides job seeking skills training, assistance with resume writing, mock interview training,

**MONTHLY PROGRAM PROGRESS REPORT (PPR)**  
**Project Name: Palm Springs Wrap - Around - Services**



job skills classes, internet searches for employment services, career exploration assessments, and individual employment plans.

**5. Employment assessment- Determine an individual's strengths and weakness:**

In order to determine an individual's strengths and weakness Martha's Wrap Around Employment Services uses an employment assessments that assist to determine clients employment experience, writing, speaking and computer skills to determine employability.

**6. Basic First Aid-some employers require basic first aid; and/or Food Handlers Certificate-Required for food handler jobs.**

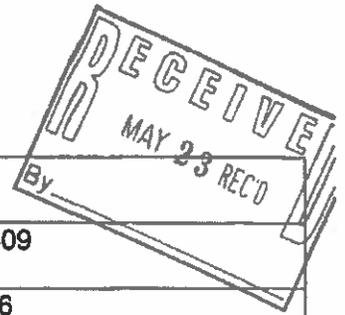
Through employments services clients will have the ability to receive assistance with Basic First Aid and Food Handlers certificates as needed for employment. Clients work alongside with assigned employment specialist to help with this need.

Services Monthly Reports

Case Management

Measure	Outcome
Total numbers of wrap around service meetings:	Apr. 2019 - 74/ YTD 1080
Case Management units of service:	Apr. 2019 - 62/ YTD 902
Number of Housing Plan Developed/ With Referrals and ongoing housing efforts	Apr. 2019 - 17/ YTD 175
Housing Outcomes	<p align="center">YTD Housed- 110                      YTD Twenty(20) Clients used CES Rapid Rehousing Vouchers</p> <p align="center">During April 2019                      Fifteen (15) were housed.</p> <p align="center">Three (3) placed in Valley Shelters</p> <p align="center">One (1) Mental Health Facility</p> <p align="center">Six (6) placed in Permanent Housing which includes Four (2) clients reunited with family via bus passes.</p> <p align="center">Of the Fifteen (15) placed into permanent housing Five (5) clients used Rapid Rehousing Vouches through CES.</p>

**MONTHLY PROGRAM PROGRESS REPORT (PPR)**  
**Project Name: Palm Springs Wrap - Around - Services**



Issued Bus Passes:	Apr. 2019 - 22 / YTD 409
Birth Certificate/ CA ID Vouchers:	Apr. 2019 - 1/ YTD 26
Units of Service for Main Stream Benefit Assessment: ***The majority area of assistance in this category was health coverage related. There is a large need for client understanding and Case Management support.	Apr. 2019 - 63/ YTD 472

**Employment Services**

Measure	Outcome
Employment Services units of service:	Apr. 2019 - 12/ YTD 255
Employment Assessments Completed:	Apr. 2019 - 4/ YTD 36
Numbers of email accounts and resumes created :	Apr. 2019 - 7/ YTD 92
Employment Placements	Apr. 2019 9/ YTD 38 Following areas of Employment: Restaurants, Grocery Stores, Music Festival, Walmart, Marriott Housekeeping, Marshalls, Fast Food, etc. ***Please note that Martha's has submitted a HEAP Grant request to increase Employment Services by adding additional staff to work face to face with potential employers to drastically increase direct employment relationships.

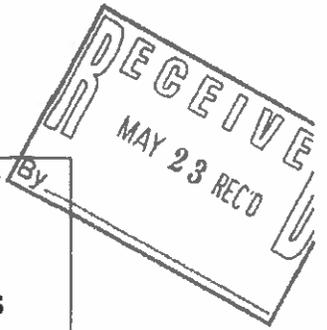
**Client Served**

Measure	Outcome
Apr. 2019 - Monthly Unduplicated Clients Served:	38
YTD Unduplicated Clients Served:	460

**Outreach Summary**

Zero (0) unduplicated clients were connected through face to face off-site outreach for the month of April 2019.

MONTHLY PROGRAM PROGRESS REPORT (PPR)  
Project Name: Palm Springs Wrap - Around - Services



YTD unduplicated clients connected through face to face outreach One Hundred- Twelve (112)

Zero (0) clients completed new VI-SPADATs (\*\*Please note VI-SPADATs can only be updated annually). \*\*\*Please note that Martha's staff has completed required DPSS HMIS training for the Coordinated Entry System (CES), and is certified to enter VI-SPADAT information directly into the County HMIS system.

YTD VI-SPADAT's : 71

Martha's staff offered services too hard to serve clients, through regular repeat contacts. This approach is successful in the area of client trust, and we are seeing clients starting to access Martha's office for Wrap - Around - Services.

MONTHLY PROGRAM PROGRESS REPORT (PPR)  
Project Name: Palm Springs Wrap - Around - Services



Agency / Organization: Martha's Village & Kitchen

Project Name: Palm Springs Wrap - Around - Services

Report Month : 5/1/2019-5/31/2019	Date Submitted: June 10, 2019
Prepared By: Rosa E. Torres	Contact Number: 760-347-4741 ext. 109

**PROGRAM OUTCOMES:**

**1. Case Management and an Employment Specialist:**

Palm Springs Wrap Around Services will include Trained Case Managers, and Employment Services support. Case Managers assigned to Palm Springs Wrap Around will be SOAR certified to address the needs of client Social Security Disability applications, and numerous other client entitlements. All Case Managers are trained in the VISPADT process and Housing First. Case Managers through individualized case plans, client assessments, counseling and information and supported referral services, increasing the clients success in exiting homelessness to safe and affordable permanent housing with entitlements and income in place  
The Employment Services will include needed computer related skills, assessments, guidance with internet searches for employment, interviewing skills, transportation, basic training in First Aid and Food Handlers certificates as needed for employment.

**2. Assist individuals to obtain permanent housing and supportive housing:**

Martha's capacity for this project includes professionally trained case managers that have experience working intensively with homeless individuals and individuals at risk of homelessness to develop and progress through an individualized assessment, case plan that addresses issues such as securing permanent housing and income. Martha's Housing Program has provided the organization substantial experience in case management by assisting residents to overcome obstacles to independent living and positions them to exit Martha's with stable income, permanent housing and a hopeful future for themselves and their families.

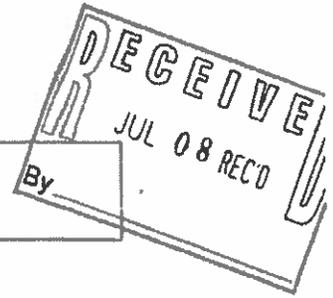
**3. Assist individuals with securing health, disability, social security and or benefits:**

All Case Managers are trained in the VISPADT process and Housing First. Direct working Collaboration with Behavioral Health Specialist II, Mental Health Peer Specialist, Mental Health Crisis Response Team, Path of Life and other agencies including relationship with collaborating partners, such as Health to Hopes mobile medical unit . Allows Martha's to connect clients to benefits that fit their needs.

**4. Computer skills, internet searches for employment, completing on-line employment applications, and interview techniques:**

To help adults achieve employment and lay the foundation for future success, Martha's will provides job seeking skills training, assistance with resume writing, mock interview training.

**MONTHLY PROGRAM PROGRESS REPORT (PPR)**  
**Project Name: Palm Springs Wrap - Around - Services**



job skills classes, internet searches for employment services, career exploration assessments, and individual employment plans.

**5. Employment assessment- Determine an individual's strengths and weakness:**

In order to determine an individual's strengths and weakness Martha's Wrap Around Employment Services uses an employment assessments that assist to determine clients employment experience, writing, speaking and computer skills to determine employability.

**6. Basic First Aid-some employers require basic first aid; and/or Food Handlers Certificate-Required for food handler jobs.**

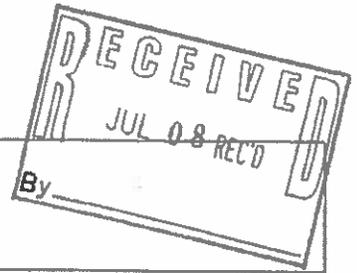
Through employments services clients will have the ability to receive assistance with Basic First Aid and Food Handlers certificates as needed for employment. Clients work alongside with assigned employment specialist to help with this need.

Services Monthly Reports

Case Management

Measure	Outcome
Total numbers of wrap around service meetings:	May. 2019 - 122/ YTD 1202
Case Management units of service:	May. 2019 - 107/ YTD 1009
Number of Housing Plan Developed/ With Referrals and ongoing housing efforts	May. 2019 - 17/ YTD 192
Housing Outcomes	<p align="center">YTD Housed- 125                      YTD Twenty(21) Clients used CES Rapid Rehousing Vouchers</p> <p align="center">During May. 2019                      Eighteen (18) were housed.</p> <p align="center">Fourteen (14) placed in Valley Shelters</p> <p align="center">One (1) Mental Health Facility</p> <p align="center">One (1) VA Voucher</p> <p align="center">One (1) placed in Permanent Housing. Reunited with family via bus pass.</p> <p align="center">Of the Fifteen (18) placed into permanent housing One (1) clients used Rapid Rehousing Vouches through CES.</p>

**MONTHLY PROGRAM PROGRESS REPORT (PPR)**  
**Project Name: Palm Springs Wrap - Around - Services**



Issued Bus Passes:	May. 2019 - 72 / YTD 481
Birth Certificate/ CA ID Vouchers:	May. 2019 - 5/ YTD 31
Units of Service for Main Stream Benefit Assessment: <b>***The majority area of assistance in this category was health coverage related. There is a large need for client understanding and Case Management support.</b>	May. 2019 - 74/ YTD 546

**Employment Services**

Measure	Outcome
Employment Services units of service:	May. 2019 - 15/ YTD 270
Employment Assessments Completed:	May. 2019 - 4/ YTD 40
Numbers of email accounts and resumes created :	May. 2019 - 10/ YTD 102
Employment Placements	<p>May. 2019 10/ YTD 48</p> <p>Following areas of Employment:                      Restaurants, Grocery Stores, Music Festival,                      Walmart, Marriott Housekeeping, Marshalls,                      Fast Food, etc.</p> <p>***Please note that Martha's has submitted a                      HEAP Grant request to increase Employment                      Services by adding additional staff to work                      face to face with potential employers to                      drastically increase direct employment                      relationships.</p>

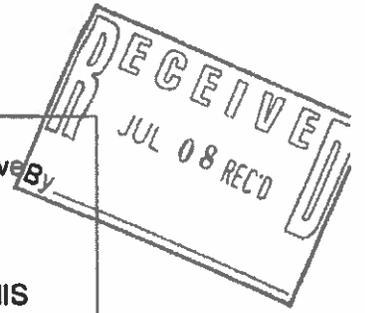
**Client Served**

Measure	Outcome
May. 2019 - Monthly Unduplicated Clients Served:	44
YTD Unduplicated Clients Served:	504

**Outreach Summary**

Zero (0) unduplicated clients were connected through face to face off-site outreach for the month of May. 2019N.

MONTHLY PROGRAM PROGRESS REPORT (PPR)  
Project Name: Palm Springs Wrap - Around - Services



YTD unduplicated clients connected through face to face outreach One Hundred- Twelve (112)

Two (2) clients completed new VI-SPADATs (\*\*Please note VI-SPADATs can only be updated annually). \*\*\*Please note that Martha's staff has completed required DPSS HMIS training for the Coordinated Entry System (CES), and is certified to enter VI-SPADAT information directly into the County HMIS system.

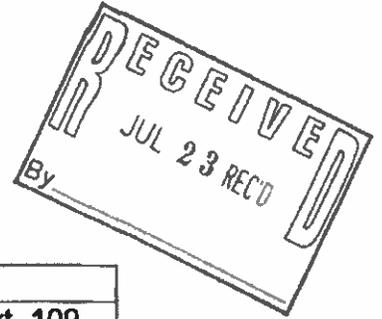
YTD VI-SPADAT's : 73

Martha's staff offered services too hard to serve clients, through regular repeat contacts. This approach is successful in the area of client trust, and we are seeing clients starting to access Martha's office for Wrap - Around - Services.

**MONTHLY PROGRAM PROGRESS REPORT (PPR)**  
**Project Name: Palm Springs Wrap - Around - Services**

Agency / Organization: Martha's Village & Kitchen

Project Name: Palm Springs Wrap - Around - Services



Report Month : 6/1/2019-6/30/2019	Date Submitted: July10, 2019
Prepared By: Rosa E. Torres	Contact Number: 760-347-4741 ext. 109

**PROGRAM OUTCOMES:**

**1. Case Management and an Employment Specialist:**

Palm Springs Wrap Around Services will include Trained Case Managers, and Employment Services support. Case Managers assigned to Palm Springs Wrap Around will be SOAR certified to address the needs of client Social Security Disability applications, and numerous other client entitlements. All Case Managers are trained in the VISPADT process and Housing First. Case Managers through individualized case plans, client assessments, counseling and information and supported referral services, increasing the clients success in exiting homelessness to safe and affordable permanent housing with entitlements and income in place  
The Employment Services will include needed computer related skills, assessments, guidance with internet searches for employment, interviewing skills, transportation, basic training in First Aid and Food Handlers certificates as needed for employment.

**2. Assist Individuals to obtain permanent housing and supportive housing:**

Martha's capacity for this project includes professionally trained case managers that have experience working intensively with homeless individuals and individuals at risk of homelessness to develop and progress through an individualized assessment, case plan that addresses issues such as securing permanent housing and income. Martha's Housing Program has provided the organization substantial experience in case management by assisting residents to overcome obstacles to independent living and positions them to exit Martha's with stable income, permanent housing and a hopeful future for themselves and their families.

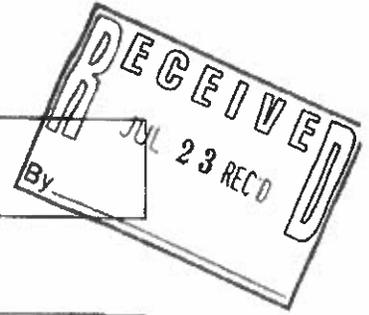
**3. Assist individuals with securing health, disability, social security and or benefits:**

All Case Managers are trained in the VISPADT process and Housing First. Direct working Collaboration with Behavioral Health Specialist II, Mental Health Peer Specialist, Mental Health Crisis Response Team, Path of Life and other agencies including relationship with collaborating partners, such as Health to Hopes mobile medical unit . Allows Martha's to connect clients to benefits that fit their needs.

**4. Computer skills, internet searches for employment, completing on-line employment applications, and interview techniques:**

To help adults achieve employment and lay the foundation for future success, Martha's will provides job seeking skills training, assistance with resume writing, mock interview training,

**MONTHLY PROGRAM PROGRESS REPORT (PPR)**  
**Project Name: Palm Springs Wrap - Around - Services**



job skills classes, internet searches for employment services, career exploration assessments, and individual employment plans.

**5. Employment assessment- Determine an individual's strengths and weakness:**

In order to determine an individual's strengths and weakness Martha's Wrap Around Employment Services uses an employment assessments that assist to determine clients employment experience, writing, speaking and computer skills to determine employability.

**6. Basic First Aid-some employers require basic first aid; and/or Food Handlers Certificate-Required for food handler jobs.**

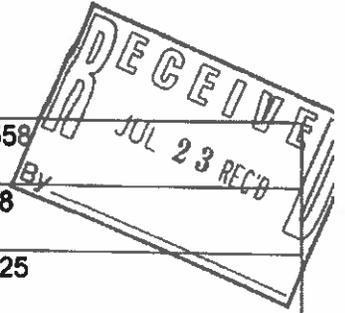
Through employments services clients will have the ability to receive assistance with Basic First Aid and Food Handlers certificates as needed for employment. Clients work alongside with assigned employment specialist to help with this need.

Services Monthly Reports

**Case Management**

Measure	Outcome
Total numbers of wrap around service meetings:	June. 2019 - 136/ YTD 1338
Case Management units of service:	June. 2019 - 113/ YTD 1122
Number of Housing Plan Developed/ With Referrals and ongoing housing efforts	June. 2019 - 37/ YTD 229
Housing Outcomes	<p align="center">YTD Housed- 154                      YTD Twenty(21) Clients used CES Rapid Rehousing Vouchers</p> <p align="center">During June. 2019                      Twenty-Nine (29) were housed.</p> <p align="center">Twenty (20) placed in Valley Shelters</p> <p align="center">Nine (9) placed in Permanent Housing Reunited with family.                      Martha's assisted Three (3) with bus pass.</p> <p align="center">Of the Twenty-Nine (29) placed into permanent housing Zero (0) clients used Rapid Rehousing Vouches through CES.</p>

**MONTHLY PROGRAM PROGRESS REPORT (PPR)**  
**Project Name: Palm Springs Wrap - Around - Services**



Issued Bus Passes:	June. 2019 - 77 / YTD 558
Birth Certificate/ CA ID Vouchers:	June. 2019 - 7/ YTD 38
Units of Service for Main Stream Benefit Assessment: ***The majority area of assistance in this category was health coverage related. There is a large need for client understanding and Case Management support.	June. 2019 - 79/ YTD 625

**Employment Services**

Measure	Outcome
Employment Services units of service:	June. 2019 - 23/ YTD 293
Employment Assessments Completed:	June. 2019 - 6/ YTD 46
Numbers of email accounts and resumes created :	June. 2019 - 28/ YTD 130
Employment Placements	<p>June. 2019 11/ YTD 59</p> <p>Following areas of Employment:                      Restaurants, Grocery Stores, Music Festival, Walmart, Marriott Housekeeping, Marshalls, Fast Food, etc.</p> <p>***Please note that Martha's has submitted a HEAP Grant request to increase Employment Services by adding additional staff to work face to face with potential employers to drastically increase direct employment relationships.</p>

**Client Served**

Measure	Outcome
June. 2019 - Monthly Unduplicated Clients Served:	42
YTD Unduplicated Clients Served:	546

**Outreach Summary**

Zero (0) unduplicated clients were connected through face to face off-site outreach for the month of June. 2019.

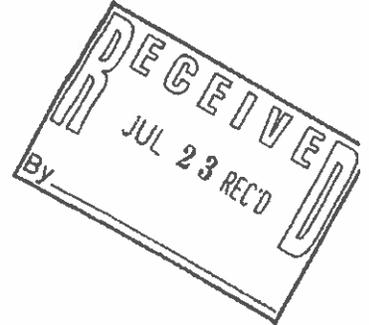
YTD unduplicated clients connected through face to face outreach One Hundred- Twelve (112)

**MONTHLY PROGRAM PROGRESS REPORT (PPR)**  
**Project Name: Palm Springs Wrap - Around - Services**

Three (3) clients completed new VI-SPADATs (\*\*Please note VI-SPADATs can only be updated annually). \*\*\*Please note that Martha's staff has completed required DPSS HMIS training for the Coordinated Entry System (CES), and is certified to enter VI-SPADAT information directly into the County HMIS system.

YTD VI-SPADAT's : 76

Martha's staff offered services too hard to serve clients, through regular repeat contacts. This approach is successful in the area of client trust, and we are seeing clients starting to access Martha's office for Wrap - Around - Services.



**ATTACHMENT D**  
**ROY'S DESERT RESOURCE CENTER REPORT**

**Roy's Computer Lab  
Cumulative Report - September 15, 2016 to January 31, 2017**

The effort has shown significantly results to help 145 unduplicated individuals in transitioning away from the streets:

- 102 completed and submitted multiple resumes on-line;
- 55 obtained employment;
- 66 were assisted in housing searches with 56 found sustainable housing;
- 108 gained mainstream benefits -- unemployment, Social Security, Disability Insurance;
- 74 enrolled for medical coverage; and more telling
- 35 clients were housed at Roy's for less than a week.