



Street Outreach

Barriers Report

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Outreach Manager

Executive Summary

Lewisville

GAPS

- Very limited transportation assistance
- No known meals provided on Saturday
- Clients do not have a place to collect their mail which affects their ability to apply for various programs and non- cash benefits
- No programs that provide ID assistance which also directly affects their ability to apply for supportive services
- The fact that there is not a Social Security office in Lewisville also affects the ability of the clients to get their social security cards which is necessary to obtain IDs and get into services
- No Texas Workforce Commission in Lewisville
- **There is no shelter in Lewisville**

Goals

- Outreach manager is in the process developing a map with the local social service agencies to reduce confusion and, give clients something they can continue to use rather than just providing them with a number or directions would be useful. City of Lewisville has committed to helping us with this project
- Locate agency or church to provide meals on Saturday
- Obtain transportation vouchers to get to and from needed appointments in Denton
- Salvation Army in Lewisville has recently added an employment assistance program
- Continue to work with agencies in Lewisville to make referral processes smoother between agencies
- Gathering data that supports the need for a shelter in Lewisville
- Getting creative with housing options and making contact with Lake Lewisville campsites to see if they would be willing to work with us. Possibly allowing people to stay there if we provide tents so they can have a stable place to stay in the meantime and save money. They will also have access to bathrooms and showers.

Denton

Gaps

- The emergency shelter (Salvation Army) is limited in their capacity (45 beds) as well as the fact that they drug and alcohol test unless there is inclement weather. Those who test positive for drugs or alcohol are turned away.
- The Hanger which serves as an overflow shelter on inclement weather days (temperatures below 32° and above 95°) recently announced that it is closing on February 18th

- Gaps in services have been noted for those leaving the city and county jail; are provided no case management, and only 10 days' worth of medication for those with mental health issues and chronic health conditions is very concerning
- DCTA hours of transportation (Denton County Transit Authority) are limiting for those with non-conventional work hours successfully obtaining and maintaining employment

Goals

- Locating potential space and funding for inclement weather over flow shelter
- Advocate for expanding existing housing programs for vulnerable populations (veterans, disabled, ect.)
- Developing relationships with Institutions and Department of Corrections facilities in efforts to decrease reentry by providing guidance and developing a strategy for those exiting institutions
- Advocate for DCTA to expand hours for the busses and days and hours for the trains (Sundays specifically)

Denton and Lewisville

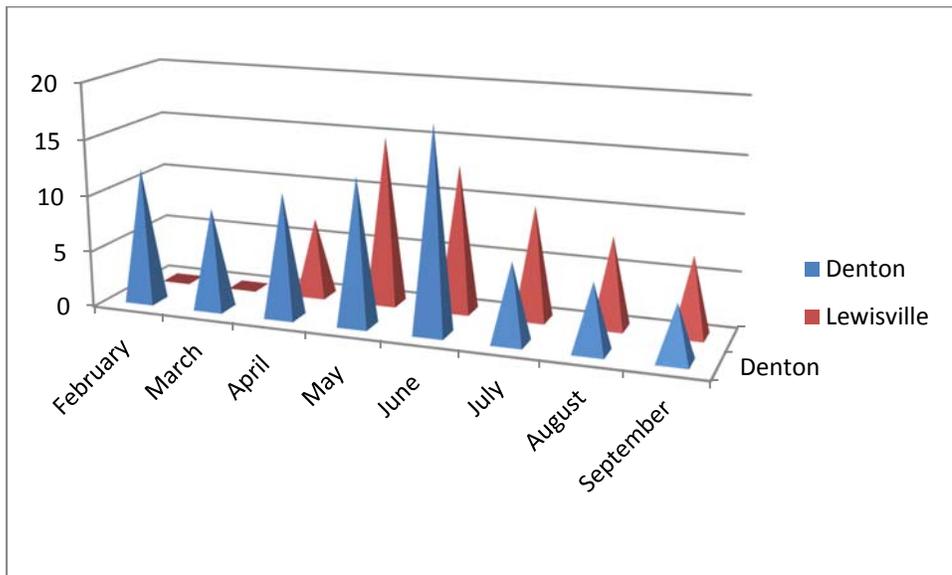
Gaps

- Very little money for transportation assistance
- Besides the VA medical clinic in Denton there are very little local veterans services provided in the county (majority are in Dallas and Fort Worth)
- Clients that are unaware of affordable clinics are forced to get high cost medical care (ER visits)

Goals

- Collaborate with the Veterans Administration, Catholic Charities veterans housing programs to see if they can be housed one day out of the week in Denton and Lewisville
- Collecting data about lack of transportation via street outreach surveys and using that data to apply for grants
- Advocate for expanding shelter services in Denton
- Street Outreach team will continue to educate clients about low cost clinics in the area to avoid high cost medical care
- Continue encouraging clients and agencies to work with the new CaresDenton social services search engine

In March the Street Outreach Team at Giving Hope, Inc. recognized there was a very basic assessment that did not capture all information needed to thoroughly assess gaps in services in the community. Since then, the survey has been modified a few times to capture more information and improve the quality of our statistics. Originally there were 3 team members, one from Giving Hope, Inc., one from Solutions of North Texas, and a nurse from the community clinic. There is value in asking other agencies who offered services to the homeless population to join the Street Outreach Team. Currently, there are representatives from the VA, Texas Star Program, Aetna Insurance, Medicare, Cares (new search engine for nonprofit services), and Denton Health Department. Still, the Street Outreach Team is regularly looking for more individuals to join. With this collaborative team, even more direct services are able to be offered to clients. At first, it seemed like an effort had been made to start some work in Lewisville yet, no real contacts ever materialized. After hearing from the Director of the Salvation Army in Lewisville, it was interpreted that she would love for the Street Outreach Team to start coming to their facility. So, since April the team has been going once a month. The impact made since we started has been great and it has been greatly appreciated by the non-profit and social service providers in Lewisville.



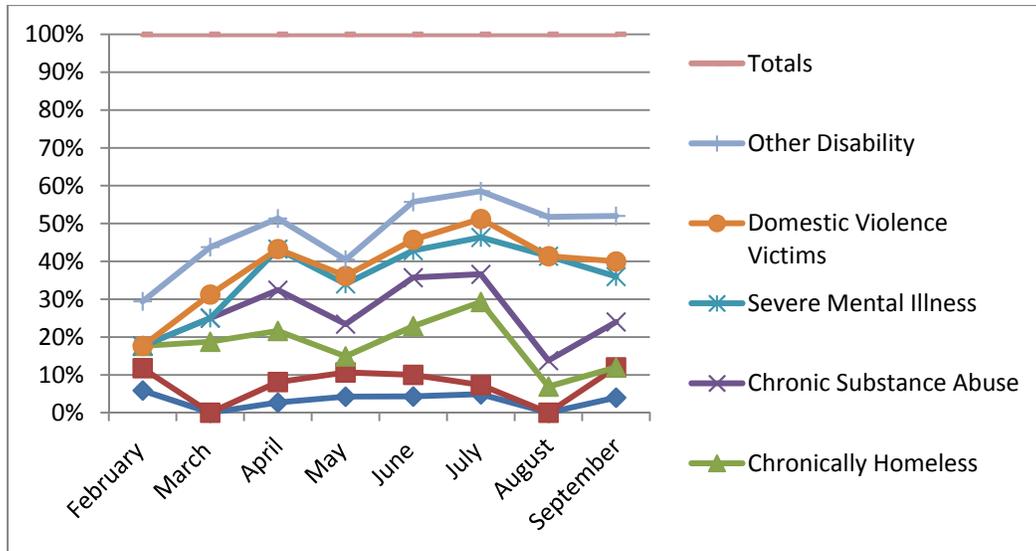
Lewisville

A meeting was held with primary Lewisville agencies that provide services to the homeless population. MHMR, Community Clinic, Salvation Army, City of Lewisville Library Director, and Christian Community Action (CCA) attended. Giving Hope, Inc. asked all the agencies to bring information about who does and who does not qualify for services. Furthermore, information about their intake documents was requested so, that everyone could have a better understanding of each of the participating agencies and their procedures. During the meeting ideas were shared with efforts to improve methods of how the agencies can work together to help the clients in Lewisville. Through collaboration, barriers were found that are keeping clients from getting into services and prevent clients from progressing. One gap discussed, there is no place to get a meal between the Saturday morning

meal offered at CCA and the Monday morning breakfast at Salvation Army. Another gap is clients do not have a place to collect their mail which affects their ability to apply for various programs and non-cash benefits hence, clients do not have a physical address to put on their potential identification cards (ID). Also, there is no regular program that provides ID assistance which also directly affects their ability to apply for supportive services. The fact that there is not a Social Security office in Lewisville also affects the ability of the clients to get their social security cards which is necessary to obtain IDs and get into services. The most apparent gap is the lack of a shelter in Lewisville. The reason that most people who are experiencing homelessness stay in Lewisville is a job, family, and children in school in Lewisville. Many people do not want to travel to Denton or Dallas to start over especially if it means losing their job and or their support systems. Equally, developing a map with the local social service agencies to reduce confusion and, give the client something they can continue to use rather than just providing them with a number or directions would be useful and a request of the city has been made. By the same token, there is no Texas Workforce Commission in Lewisville which would provide so much for those seeking employment ranging in problems as basic as creating a resume to fulfilling unemployment job search requirements. Agencies are very limited in funding for transportation. Majority of the time the client has to find funds for their own transportation that greatly limits their ability to get to appointments that are vital to their success and health.

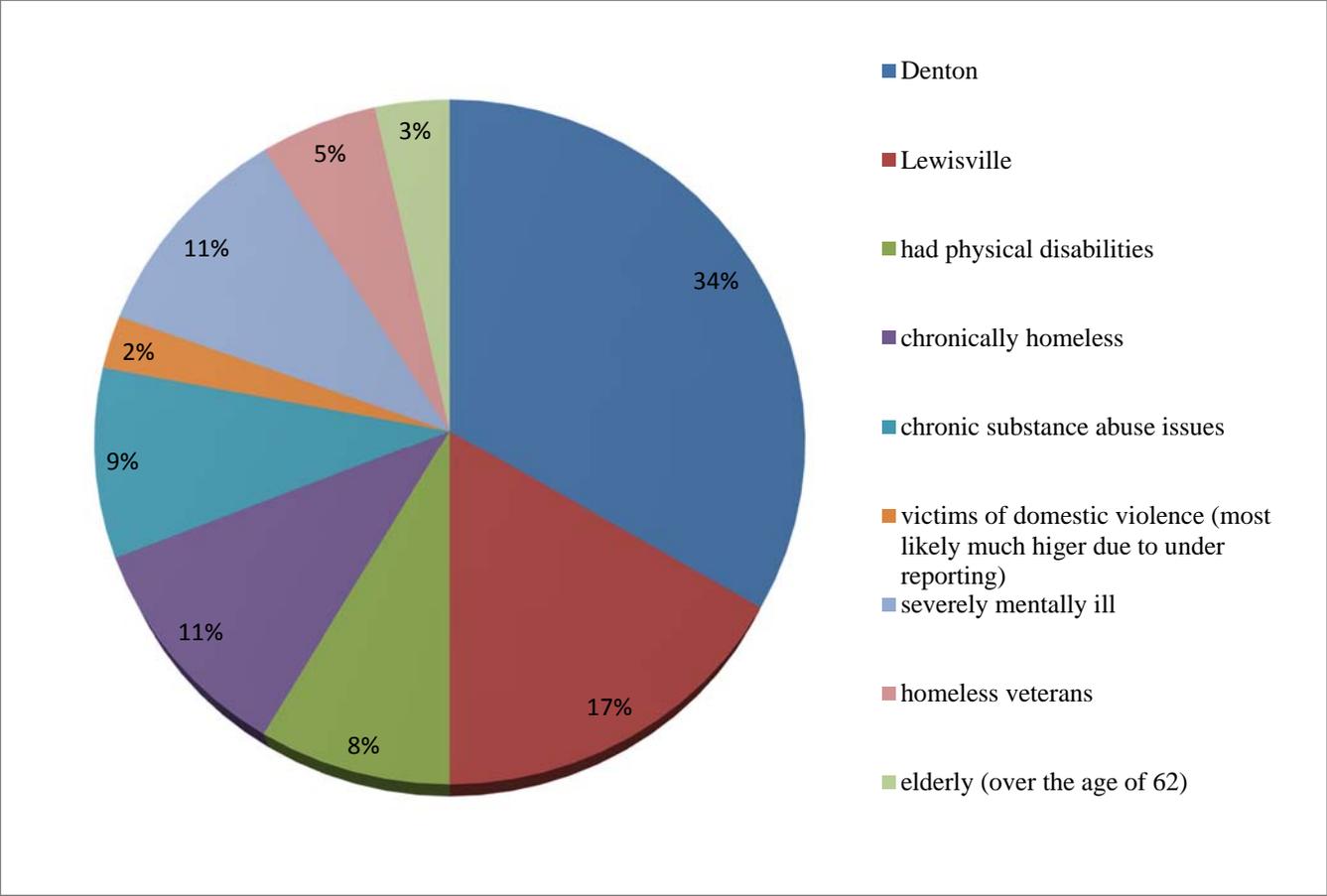
Denton

Denton has far more services available such as ID programs, mail services, and an emergency shelter. The emergency shelter is limited in their capacity (45 beds) as well as the fact that they drug and alcohol test with the exception inclement weather days. Gaps in services have been noted for those leaving the city and county jail; are provided no case management, and only 10 days' worth of medication for those with mental health issues and chronic health conditions is very concerning. The Outreach Manager at Giving Hope, Inc. has worked with HIV clients at Health Services of North Texas providing medical case management and is knowledgeable about just how dangerous this can be. If a client with HIV misses any doses of their medication their virus can mutate and they have to find a whole new regimen to stay healthy. If clients have no knowledge of local clinics then their first choice for medical care is the Emergency Room. Although there are affordable and low cost clinics, many clients may not be aware that they exist or that they qualify for them. The Street Outreach program is often able to educate clients so that they can avoid costly trips to the doctor's office. Clients also may not know about prescription assistance plans but the Street Outreach Team can help clients locate clinics that will assist them in signing up. In signing up for these programs the cost is greatly decreased and can occasionally be provided for free. This can help the clients with chronic conditions and mental health issues better manage their health and keep from incurring costly bills or avoid gaps in treatment for their health condition. DCTA hours of transportation (Denton County Transit Authority) are limiting for those with non-conventional work hours in successfully obtaining and maintaining employment. So although there are many resources in the City of Denton there is still much more that needs to be done.



All data is self-reported by clients at the time of street outreach. Many of the clients are seen repeatedly however our client count for each month only represents new clients. These are the total percentages for the grant year.

- 67% from Denton
- 33% from Lewisville
- 17% had physical disabilities.
- 21% chronically homeless
- 18% chronic substance abuse issues
- 5% were victims of domestic violence (most likely much higher due to under reporting).
- 21% severely mentally ill
- 11% homeless veterans
- 7% elderly (over the age of 62)



Generally people do not stay in the shelter because of the space, rules, and previous negative shelter experiences. Clients who have been institutionalized or incarcerated also are uncomfortable with seeking shelter in fear that they will be put back “into the system.” There are only two Emergency Shelters in Denton County. Salvation Army is an Emergency shelter that is very limited in capacity and Friends of the Family is specifically for victims of domestic violence and sexual assault. There are not many options for our homeless clients with the exception of over flow shelters that provide services only during inclement weather. The Hanger is the overflow shelter for only inclement weather days (above 95° or below 32°) but they recently announced they are closing permanently on February 18th, 2015. Many people from Lewisville travel to stay in the Denton shelters if they are able. Lewisville would greatly benefit from having a shelter because there is such a high demand. Denton needs to expand its shelter programs to all clients and develop and expand current transitional housing programs. The structure and safety that a shelter can provide when all are welcome could have a huge impact on client success and community welfare.

Next Steps

Continuing to get new agencies, institutions, and individuals aware of the issues and barriers those experiencing homelessness faces in our county is the first step to improving the current situation. It is the experience of the Street Outreach Manager that once time allows for education on this subject

matter in the community then people are very motivated to help. Giving Hope, Inc. has such a strong community base in this county as well as in three large school campuses. Spreading the word and utilizing the great resources this community has can be a challenge. However as Giving Hope, Inc. continues to build support, advocate, and spread awareness, then clients experiencing homelessness will see a decrease in their obstacles to success and know they are not in this alone.