



Status Report

Depaul USA's First Six Months Operating Jericho Way



Reporting Period: March 23, 2015 to September 30, 2015

Contact Information: Charles W. Levesque, President/Executive Director

Depaul USA respectfully submits to the City of Little Rock the following report, in fulfillment of our agreement to provide information about services, outputs, and outcomes during the first six months of Depaul USA's operation of the Jericho Way Center for the Homeless. Operations began March 30, 2015, and the information and data reflect reporting through September 30, 2015.

Per the contract, Section 2.06:

Contractor shall develop and implement measures of performance. Using a logic model or similar evaluation methodology, Contractor shall create a means of determining progress towards meeting the goals of the day resource center.

March 30, 2015 marked the reopening of Jericho Way, Little Rock's day/resource center for individuals facing homelessness. Now under management of Depaul USA, the organization and supporting community are already influencing lives in a positive manner. Depaul USA is implementing its proven day/resource center program structure, focusing on four overarching strategies:

1. Provide assistance to confront the immediate crisis of homelessness;
2. Improve health and well-being;
3. Assist individuals to become economically self-sufficient; and
4. Assist individuals to attain and remain in stable housing.

The energetic and hopeful opening ceremony gathered community leaders, local media, service providers, service users, and a corps of volunteers. Through their intentions and good works, many dreams and goals have come to fruition in the first six months of activity.

Depaul USA has combined an industry best practice with core values to create a logic model that works. Our key values and indicators underpin the work we do: we celebrate the potential of people; we put our words into action; we aim to take a wider role in civil society; and we believe in rights and responsibilities. Taking the existing day/resource center and adding services, Depaul USA is effectively giving home to those who seek services and ending homelessness as we go.

As agreed, staff operate the facility five days per week to provide free, individualized case management, hygiene services, snacks, meals, educational programs, job placement and training, and recreation.

Since assuming responsibility, Depaul USA has completed agreed tasks, changes, and additions:

- In compliance with Contract Section 2.03, Depaul USA hired the individuals as indicated, including: one full-time director, two case managers, one volunteer coordinator, one administrative specialist, one janitor, and one full-time cook. As noted, one case manager has completed course work to be a Licensed Clinical Social Worker and is on track to obtain the official credential, as anticipated.
- Redesigned the interior layout and functionality;

- Updated and expanded laundry services;
- Tidied and planted garden;
- Added recreational and developmental activities including: a library and game room, art classes twice weekly, cooking class, monthly field trips, computer training, and social activities.
- Opened courtyard area for gathering;
- Increased productivity and output of meals, social services, and auxiliary services;
- Roused the community, building support and attracting volunteers; and
- Developed relationships with a network of organizations and agencies: Our House Employment Center, LRCMH (helps with ID, birth certificate, utility deposits, & bus passes), FUMC, UALR TRIO, St. Vincent Nurses, AHRA (SNAP benefits), Cell Span, American Medical Supplies, VA Center (Life Skills Class), Future Builders (Insurance), AR Legal Services, Washington Barber College.

The organization takes a different approach to **people and case management**:

- Individuals seeking help at Jericho Way are welcomed with values-centered **hospitality**: Depaul USA staff removed metal detectors and transformed the entry room into the Great Room. They replaced long tables with comfortable chairs and created a casual environment for relaxing and conversing.
- Staff help **clients meet immediate needs**: nutritious, hot meals five days per week, as well as showers and laundry services.
- Highly trained staff provide clinical **case management** connecting clients with jobs, resources, housing, and other referrals to help them move on to more stable housing.
- Staff and volunteers assist clients with computer and phone use to help facilitate **communication** with potential employers, the Department of Human Service offices, medical and behavioral health services, as well as, family and friends.
- **Volunteers** find the same and the Depaul USA Volunteer Coordinator trains them to emulate it. In the first 90 days of operation, 41 volunteers gave 144.5 hours of service to their neighbors facing homelessness.
- Depaul USA staff and Volunteers coordinate **social and developmental activities** for clients to relax, express themselves, interact with others in a safe environment, and regain some dignity lost to homelessness.

The First 90 Days: Outputs and Outcomes from Q2, 2015

Approximately 100 individuals visit the day center each day seeking crisis services, as well as tools and resources for exiting homelessness. They come for a meal, shower, social services, and fellowship. Each week, on average, two to three people achieve a more stable housing situation and move away from homelessness, and two to three improve his or her economic situation. Every day, at least three individuals walk out of Jericho Way to access a referred service—e.g. medical, social, housing—empowered and taking action to change his or her personal situation.

While Depaul USA works tirelessly to grow and develop Jericho Way, the organization has the following outputs and outcomes to report, **benchmarks for future performance and reporting**:

<i>How many clients did Depaul USA serve?</i>	543
<i>How many meals did we serve?</i>	6,205
<i>How many showers (and hygiene services) did clients take?</i>	578
<i>How many Social Counselling Sessions did case managers provide?</i>	424
<i>How many clients accessed a referral to help him- or herself outside Jericho Way?</i>	202

How many clients achieved greater housing stability? (e.g. moved from the streets to a shelter; moved from a shelter to long-term housing) **36**

How many clients got jobs or increased income from benefits? **28**

How many clients received needed identity documents? **40**

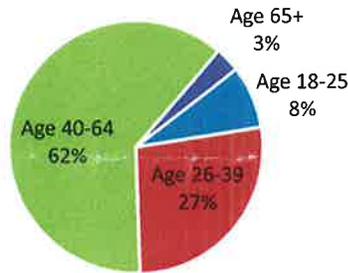
How many clients participated in social or developmental activities offered at Jericho Way? **126**

How many volunteers served? **41**

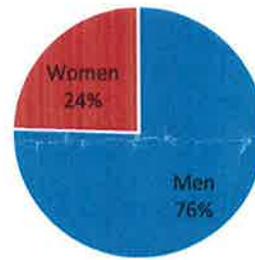
How many hours did volunteers serve? **144**

	36
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	40
	126
	41
	144

Clients, by Age Group



Clients, by Gender



Fundraising

Fundraising for Jericho Way has progressed slower than originally envisioned. Individual giving is just beginning and we have found it very challenging to develop a funding base amongst Little Rock’s faith communities. To date, we have only raised \$4,156 from faith communities. The vast majority of that funding came from the Roman Catholic community. To date in 2015, Depaul USA has secured \$30,000 in foundation funding for the program.

Looking Forward

In the final quarter of 2015, Depaul USA will continue to build on the achievements of the past six months. Specifically, Depaul USA will work on developing a first draft of an architectural plan for the lower level of the Jericho Way building. Sister Elizabeth and her team will also plan a local community meeting for Jericho Way’s neighbors, work to increase the volunteer network by 10 individuals, develop a blueprint for cold weather shelter needs with the Arkansas Coalition for End Homelessness, and create a proposal for a “Homeless Court” at Jericho Way.

A Final Word

One Little Rock client said of Depaul USA:

“At first, I was hesitant about asking, because I had such bad experiences with other non-profit agencies, but I decided to try Depaul. And the staff, social workers, et cetera cared about my situation. They gave me the necessary information I needed to relocate and always asked me how things were going. God sent me to Depaul.”

FILED _____ A.M. 4:00 P.M.
 BY Julie Fisher-Admin
 DATE 12-11-15
 Diane Whitbey, City Clerk and Collector
 North Little Rock, Arkansas
 RECEIVED BY K Thomas