

**Service Activities:** Department staff record activities on a daily basis. Activities can be referrals to other agencies or they can be direct services such as emergency Rx, application completion for state or federal assistance & indigent drug programs & applications for housing; security or back rent payments. These are activities/services performed by staff at 254 Main Street and do not include the activities of the homeless services division, which are reported on separately. Categories into which service activities fall are:

| Service activity category                             | April |
|---|-------|
| Food Assistance                                       | 19    |
| Housing <i>in addition to those reported on below</i> | 9     |
| Medical: including assessments for WOW, Americares    | 70    |
| Indigent Prescription applications                    | 128   |
| Evictions   | 4     |
| State DSS   | 29    |
| Substance Abuse                                       | 3     |
| Case management                                       | 11    |
| Vocational  | 2     |
| Neighborhood  | 4     |
| Social Security                                       | 2     |
| Energy assistance                                     | 3     |
| Home Visits   | 3     |

\*The following are people who requested that the City assist them with their housing problems during the month. These individuals were assisted specifically by the department caseworker assigned to housing issues.

**April: 34 Housing services requests**

- 11 were seeking housing & needed housing search assistance;  
 1 housed, 3 pending, 4 referred
- 8 seeking back rent assistance: 1 granted; 4 pending; 3 referred; 1 denied
- 9 needing housing retention service; 1 retained housing
- 5 received assistance with some other aspect of housing, legal referrals, mediation etc.

**The requests consisted of the following family compositions:**

- 17 single adults; 1 elderly
- 3 adult couple
- 9 single parent families: 14 children
- 5 2-parent families: 10 children

**HIGHLIGHTS**

3 adults are pending housing thru DHA: 2 will require advocacy

**City's Emergency Shelter**

**Day Center:**

- 189 Different homeless people were provided services during the month
- 16 initial assessments were completed
- 2 persons found housing or were placed in housing programs
- 19 referrals for substance abuse treatment were made
- 15 Mental Health Referrals
- 2 persons found employment

**Night shelter:**

- 40 different people utilized the night shelter
- 4 people were turned away for reasons other than lack of bed space.
- 75% overall occupancy rate for the month.