

PROJECT HOMELESS CONNECT FOR YAKIMA COUNTY

WRAP-UP REPORT

January 28th 2010



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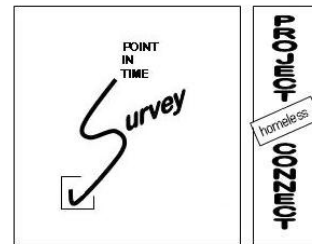


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INTRODUCTION



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Lloyd is a 50 year old veteran who has been homeless for 27 months following the death of his wife and a house fire. Understandably he hasn't sought care for either medical or dental until recently. He was so happy to have seen the dentist at the Point and Time/Homeless Connect. His teeth had been bothering him for "years" and he couldn't afford this care. The dentist pulled 2 teeth and he called me the next day to say "I can smell better and I can breathe better than I have in years ... it totally changed everything ... I don't have the pain anymore".

HISTORY

The purpose of the Yakima County Point in Time Survey is to determine the number of unduplicated homeless individuals living in Yakima County on a given day. The Homeless Network of Yakima County reviews the results, identifies gaps in services, and develops and implements plans to close the gaps.

In recent years, the Point in Time Survey has also included staging areas to assist in the distribution of needed items and services to homeless individuals. In 2009, these staging areas were built on a national model called Project Homeless Connect. This addition assists the community in supporting and creating lasting solutions for homeless residents of Yakima County by providing easy access to services that support the transition of homeless individuals and families off the streets and into housing.

While the main goal of the Point in Time Survey is to determine the number of homeless individuals in Yakima County, the Project Homeless Connect component augmented this goal by doing the following:

- Improving access to services and housing for homeless individuals and families;
- Engaging and increasing the collaborative involvement of homeless consumers, businesses, the non-profit community, and individual volunteers to work together to create solutions to homelessness;
- Improving the system of care by creating opportunities for collaboration and sharing of best practices among Yakima's homeless provider community;
- Leveraging private, corporate, and foundation money and in-kind support to augment city efforts to increase housing options and build service capacity for homeless individuals and families.

Two Project Homeless Connect events were conducted on January 28, 2010, one in the City of Yakima and one in Sunnyside. Additionally, there were staging areas in Wapato and Toppenish, where participants could receive donations and complete the Point in Time survey.

POINT IN TIME DATA



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A Point in Time count allows service agencies and local government to spot trends in homelessness and to evaluate the success of existing programs. It is a tool that agencies and their partners can use to apply for funding and plan for programs and services to meet the needs of homeless people in the community. On January 28th, 1,191 individuals were counted in Yakima County.

POPULATION BY AGE

The following table shows the breakdown of these individuals by age; 298 or 25% of all homeless individuals are under 18. The decrease in homeless from last year's count can be shown by the decrease in children and individuals over 65. Last year 475 children under 18 were counted. This year 298 were counted.

Age	Individuals	Percentage	Change from 2009
0-5	124	10.4%	-1.3%
6-12	117	9.8%	-6.5%
13-17	57	4.8%	-3.3%
18-20	53	4.5%	+7%
21-25	92	7.7%	+1.4%
26-35	227	19.1%	+4.8%
36-45	195	16.4%	+2%
46-55	176	14.8%	+2.8
56-64	66	5.5%	+5%
65+	30	2.5%	+1.1%
Unknown	54	4.5%	-2.2%

LOCATION

There are significantly fewer individuals couch surfing and living outdoors. There are 142 more people sheltered by Extreme Weather Shelters, Emergency Shelters, and Transitional Housing than last year.

Location	Individuals	Change from 2009
Temporarily living with family or friends	490	-112
In emergency shelter	238	+60
Living in transitional housing	186	+82
Permanent Supportive Housing	115	-
Refused	75	-
Living in vehicle	43	+14
Living outdoors	25	-80
Abandoned Building	15	-
Jail	4	-

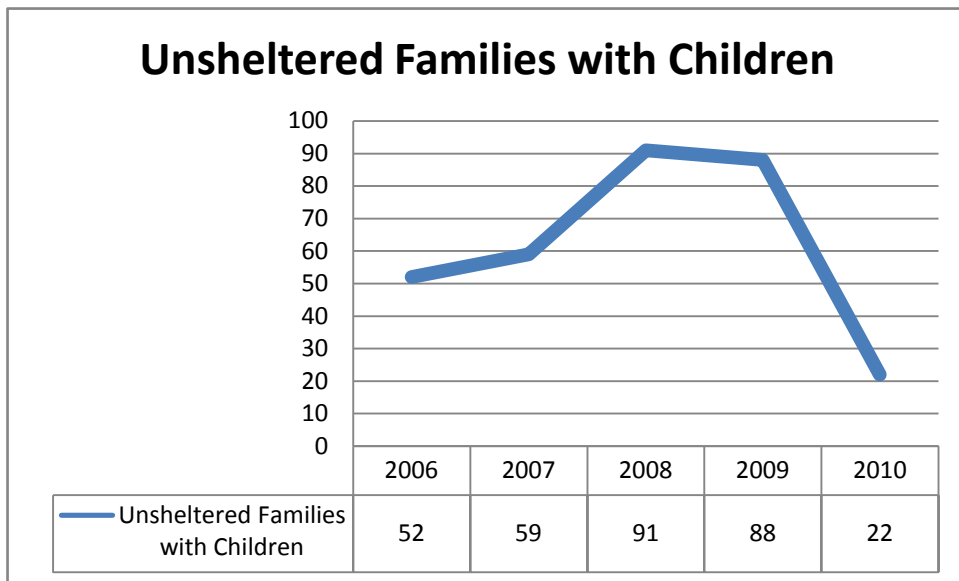
The following table indicates where in the Yakima Valley homeless individuals are living:

City	# 2010	% 2010	# 2009	% Change
Yakima	726	61%	418	+74%
Sunnyside	197	17%	498	-60%
Wapato	104	9%	104	-
Toppenish	77	7%	86	-10%
Mabton	42	4%	85	-51%
Grandview	25	2%	9	+178%
Zillah	13	1%	24	-46%
Granger	7	1%	62	-89%
Union Gap	0	0%	14	-100%
Selah	0	0%	3	-100%
White Swan	0*	0%	5	-100%
Zillah	0	0%	24	-100%
Outlook	0	0%	6	-100%

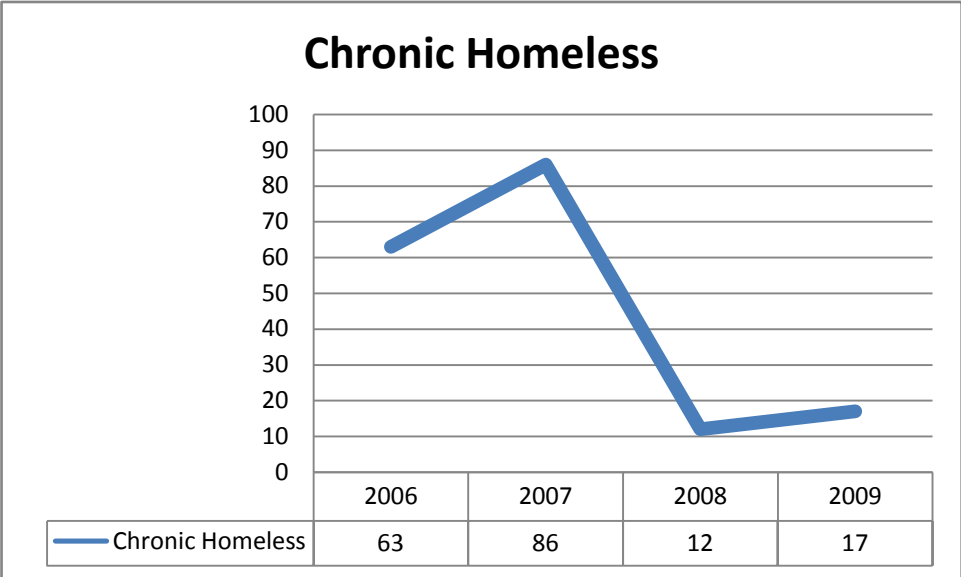
Since 2006, there has been a 69% decrease in the number of unsheltered homeless individuals counted in Yakima County by the Point in Time Survey.



Since 2006, there has been a 58% decrease in the number of unsheltered homeless families counted in Yakima County by the Point in Time Survey.



Since 2006, there has been a 73% decrease in the number of chronically homeless individuals counted in Yakima County by the Point in Time Survey.



CONDITIONS, CAUSES, AND NEEDS

In 2009 there were 1,951 disabilities reported (individuals could claim more than one). In 2010 that number dropped to 923 – a 53% reduction. The following table lists the top ten disabling conditions reported by participants of the survey:

Condition	Individuals Reported	Change from 2009
Substance abuse	253	+30
Mental Health	194	+15
Physical/Medical (permanent)	157	-34
Untreated Dental	106	-117
Visually Impaired	100	-62
Physical (temporary)	52	-40
Developmental Disability	35	-44
Literacy	17	-54
Refused	5	-
HIV/AIDS	4	-

The following table illustrates the reported causes of homelessness by household

Reported Cause ¹	2010	2009	Percent Change
Unable to pay rent/mortgage ²	308	564	-45%
Alcohol /Drug use	250	228	+10%
Job Loss	233	298	-22%
Family Break-up	164	223	-26%
No Job Skills	94	197	-52%

¹ Up to five causes could be selected for each household

² Includes eviction for nonpayment

The following table lists the reported services that participants said that they needed:

Service	Responses
Job Training/Placement	368
Food	332
Transportation	313
Health Care	265
Clothes/Blankets	250
Education	223
Dental work	199
Counseling	138
Mental Health Care	137
Substance Abuse TX	123
Church/Spirituality	108
Social Security	93
Legal Assistance	78
Childcare	71
Socialization	64
Credit Counseling	39
DV Services	34
Veteran Services	29

PROJECT HOMELESS CONNECT



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This section outlines the second annual Project Homeless Connect event in Yakima County including the services provided, the people who made it possible, and feedback from the participants.

SUMMARY

On January 28, 2010, in conjunction with the 7th Annual Point in Time Survey, Project Homeless Connect events were held in both Yakima and Sunnyside. The Yakima event was held at Morning Star Church and the Sunnyside event was held at St. Joseph's Church.

Project Homeless Connect is a national model used to by communities to remedy the homelessness of their neighbors. The "under one roof" offerings for consumers and the "mobile hospitality" of volunteers who act as escorts and conductors for their homeless neighbors help lower barriers and achieve results. Project Homeless Connect also gives people and organizations who have never been involved in homelessness a way to make a difference in their community.

Project Homeless Connect is designed to be a one-day, one-stop event that links people experiencing homelessness with a broad range of needed services such as housing, employment, health care, dental care, mental health care, and benefits. Project Homeless Connect is not an information fair, but instead engages homeless people directly with services. Project Homeless Connect provides an opportunity for businesses, universities, and community volunteers to be directly involved in helping individuals and

families make significant steps towards ending their homelessness. Project Homeless Connect also facilitates improved collaboration between community service agencies.

This year, the second Project Homeless Connect event was held in Yakima County. In addition to helping multiple participants access multiple services under one roof, there was incredible community participation with high numbers of organizations, funders, and volunteers who helped provide those services.

DAY OF THE EVENT

Information regarding two Project Homeless Connect events was distributed in advance through service providers, outreach workers, and staff at the 107 House. In Yakima, participants started arriving at 8 am at the Morning Star Church.

Once the doors opened at 9 am, Greeter volunteers asked them if they had already taken the survey. If not, they were directed to the Surveyor volunteers. Once completed, they were directed to a continental breakfast or hot lunch served after 10:30am.

Once participants were done eating, they were given a passport to track services and then entered the main room at the Church to the various services. Once they had accessed all the services they wanted, they were escorted to the haircut and donation section. Most participants received a haircut and while they were waiting for a Donation volunteer to assist them in selecting coats, clothes, shoes, and other items including premade care packages. Volunteers then collected participant passports and thanked them for coming.

Participants were free to stay as long they wanted and to access as many services as possible. The doors closed at 5 pm in time for participants to go to the Extreme Weather Shelters.

RESULTS

In all, 55 various entities from around the county gave money, time, services, and goods that made these events possible. These donations included items to put into care packages for the participants, funds to pay for food at the events, and services ensuring that participants received health care screenings, free legal advice, and much more. Without the generous support from the community, it would have been impossible to provide the necessary services for such a large event.

Five Thousand dollars in cash donations and a variety of in-kind donations were collected. 235 volunteers on the day of the event conducted surveys, handed out donations and greeted participants. Partner agencies donated their time, materials, and expertise in order to serve the individuals who are homeless in our community. The majority of the volunteers worked 6-8 hours on the day of the event resulting in approximately 1,600 – 1,800 hours of volunteer time.

In both Yakima and Sunnyside, 44 separate agencies provided services free of charge to participants who attended. These services covered a wide range of offerings including medical and dental screenings, eye glasses, haircuts, DSHS assistance, veteran's services, and more.

A total of 1,511 services were documented at the 2 Project Homeless Connect events. The top nine services included:

1. Washing State identification and information
2. Immunizations, Health Screenings, Dental
3. Nutritional Education
4. Benefit Information
5. Chemical Dependency Information
6. Crisis Help
7. Phone Calls
8. Clean Kits
9. Senior Information and Referral

Not counting the number of individuals surveyed across the county the Project Homeless Connect events had approximately 360 attendees in Yakima and 182 attendees in Sunnyside.

SERVICES PROVIDED

- Alcoholics Anonymous
- AmeriCorps Prescription Sign-up
- Cancer and diabetes information/education
- Chemical Dependency Information
- Childcare
- Clean Kits
- Clothes and Care Packages
- Crisis Help
- Washington State ID
- Domestic Violence Services
- Benefit Assistance
- Employment Services
- Financial education
- Free Books for Children
- Hair cuts
- Healthcare Access
- Hearing Tests
- Homeless Outreach Services
- Homeless Youth Information
- Health Screening
- Dental Services
- Immunizations
- Legal Services
- Nutritional Education
- Free Phone Calls
- Senior Information and Referral
- Shelter Services
- Sunrise Outreach Services
- US Census Outreach
- VA Healthcare for the Homeless Veterans
- VA HUDVASH WDVA/Veterans of Foreign Wars
- Veteran's Administration
- Work Source Washington
- Veterans Relief Fund
- Vision Screening
- Voter Registration
- Youth Employment Services

SPONSORS, DONORS, AND SUPPORTERS

This section identifies the people who made this event possible including the Planning team who coordinated services and contacted agencies, the service providers who served the participants, and the Sponsors, Donors, and Supporters who gave funds, donations, and their time.

- Alcoholics Anonymous
- AmeriCorps
- Bob Hayes
- Central Washington Comprehensive Mental Health
- Coca-Cola Bottling Co/ The Dolsen Company
- Consumer Credit Counseling Services of Yakima
- DSHS – Yakima CSO
- Entrust Community Services
- ESD 105
- First Baptist Church
- Fred Hutchinson Cancer Research Center
- Fred Meyers
- Friday Night Live
- Homeless Network of Yakima County
- Janet Elsen
- Job Corps
- Life Gate World Vision
- Local Volunteers for Hair cuts
- Love Inc
- Noah’s Ark
- Northwest Harvest
- People for People
- Project Warm-Up Distribution
- Red Roof Distribution Center
- Rods House
- Retired and Senior Volunteer Program
- Salvation Army
- Sandi Boyle
- Statewide Health Insurance Benefits Advisors – SHEBA
- Sunrise Outreach
- Sun Star (Butler and Gum)
- Toppenish Food Bank
- Tree-Top Inc.
- Triumph Treatment Services
- Union Gospel Mission
- United Way
- US Cellular
- US Census
- VA Healthcare for Homeless Veterans
- VA HUDVASH
- Veteran’s Administration
- VISTA - AmeriCorps
- Volunteer Attorney Services
- Washington Department of Licensing
- Washington Department of Social and Health Services
- WDVA/Veterans of Foreign Wars
- Work Source Washington-Veterans
- WorkSource
- Yakima County Aging and Long Term Care
- Yakima County Asset Building Coalition
- Yakima County Clerk’s Office
- Yakima County Department of Human Services
- Yakima County Division of Alcohol and other Substance Abuse
- Yakima County Elections
- Yakima County First Book
- Yakima County Veterans Program
- Yakima Federal Savings and Loan
- Yakima Health District
- Yakima Hearing and Speech
- Yakima Herald Republic
- Yakima Interfaith Coalition
- Yakima Neighborhood Health Services
- Yakima Parks and Recreation
- Yakima Society of Optometric Physicians
- Yakima Valley Farm Workers Clinic Dental Van
- Youth Build
- YWCA
- Zumeiz Foundation

SERVICES



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This section contains a summary of services provided at both events as well as a snapshot of services provided by Yakima Neighborhood Health Services.

SUMMARY

A total of 1,511 services were documented. The following is a list of services that were documented by using the Passports. While there was a good number of passports turned in – not all services are represented:

Service	Contacts
Washington State ID and Information	102
Immunizations, Health Screenings, Dental (See breakout in next section)	101
Nutritional Education	96
Benefit information	87
Chemical Dependency Information	78
Crisis Help	74
Phone Calls	69
Clean Kits	62
US Census Outreach	57
Senior Information and Referral	55
Vision Screening	54
Shoes	50
Clothes	48
Free Books for Children	48
Homeless Outreach Services	47
Healthcare Access	45
AmeriCorps Prescription Sign-up	42
Hair cuts	40
Employment Services - Entrust	38
Voter Registration	35
Yakima County Veterans Program	27
Legal Services	26
Youth Employment Services - Youth Build	24
Employment Services - Work source	22
Cancer and diabetes information/education	20
Domestic Violence Services	19
Financial Education – Yakima County Asset Building Coalition	19
Childcare	15
Vet - Work Source Washington	15
Hearing Tests	14
Financial education - CCCY	13
Alcoholics Anonymous	11
Shelter Services	11
Vet - VA Healthcare for the Homeless Veterans	11
EPIC Headstart	10
Vet - VA HUDVASH WDVA/Veterans of Foreign Wars	8
Sunrise Outreach	6
Vet - Veteran's Administration	6
Homeless Youth Information	4
Youth Employment Services - Job Corps	2

MEALS

Over 1,108 meals were served at the four sites:

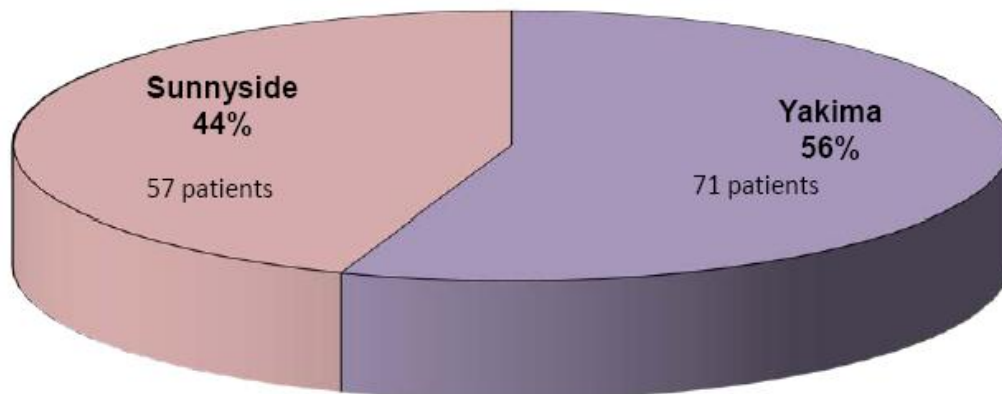
- PHC Sites
 - 684 meals served in Yakima
 - 225 meals served in Sunnyside
- Staging Areas
 - 124 meals served in Wapato
 - 75 meals served in Toppenish

YAKIMA NEIGHBORHOOD HEALTH SERVICES

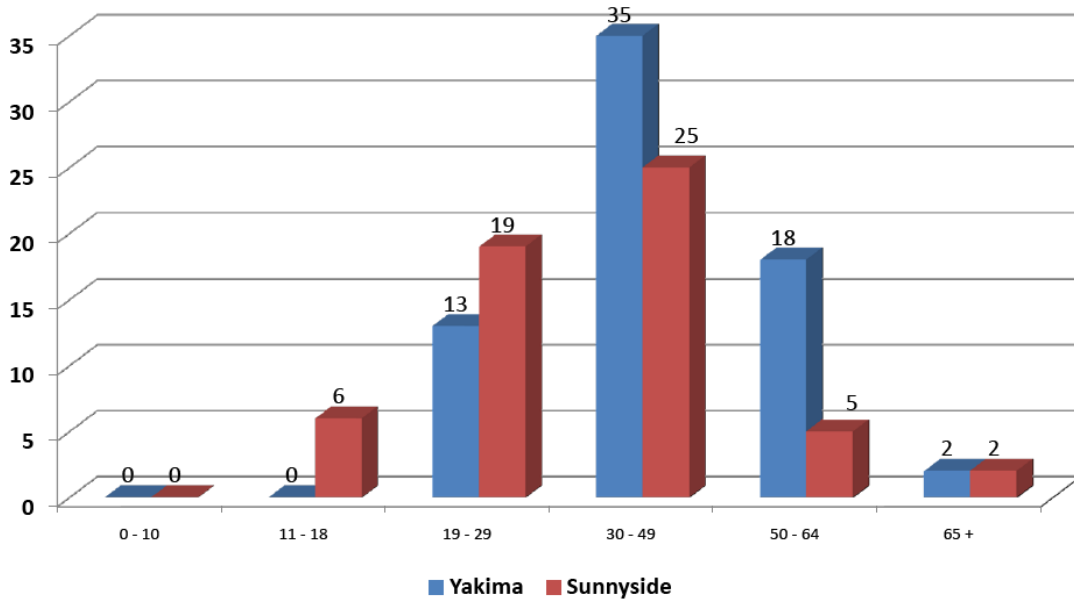
One the day of the event, Yakima Neighborhood Health Services tracked information on every participant who approached their booth. Providers included:

- Nurses
- Nurse Practitioner
- Nurse Practitioner Student
- Medical Assistants
- Registered Dietitians
- Behavioral Health Counselors
- Outreach Coordinators
- Outreach Workers
- Dentist
- Dental Hygienists
- Dental Assistant
- Jesuit Volunteers
- AmeriCorps Members
- Communications Manager

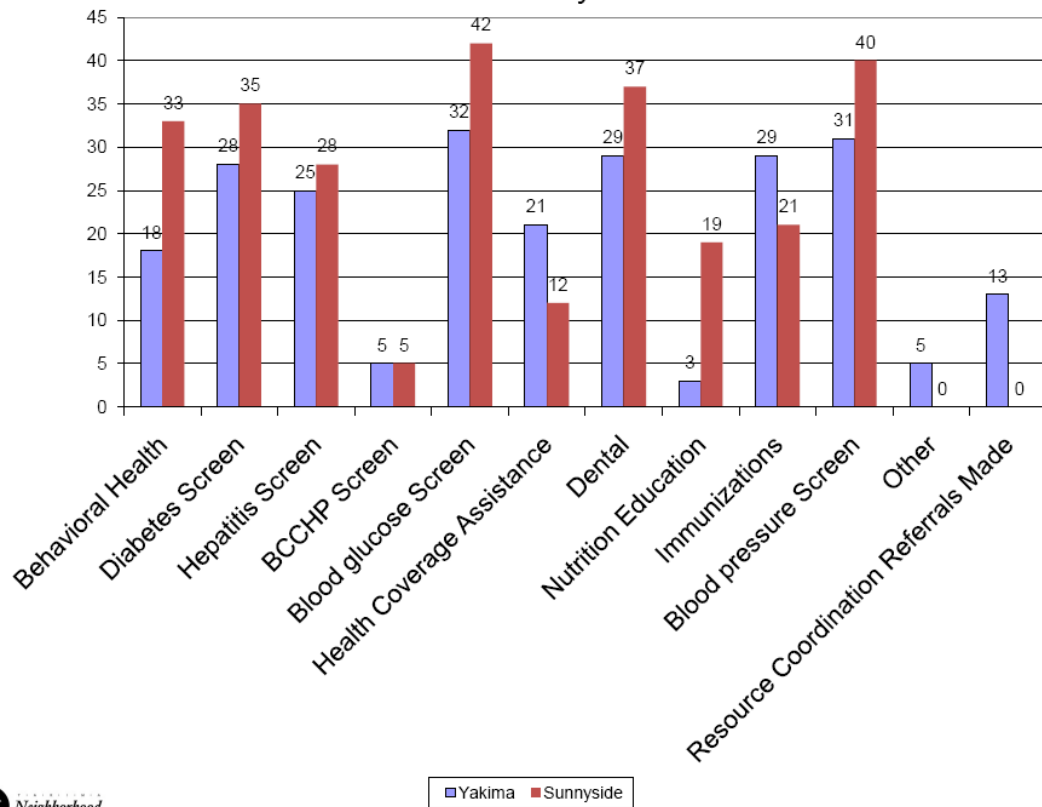
The graphs below show the data that were collected.



Age of Patients Receiving Health Screens



Services by Location



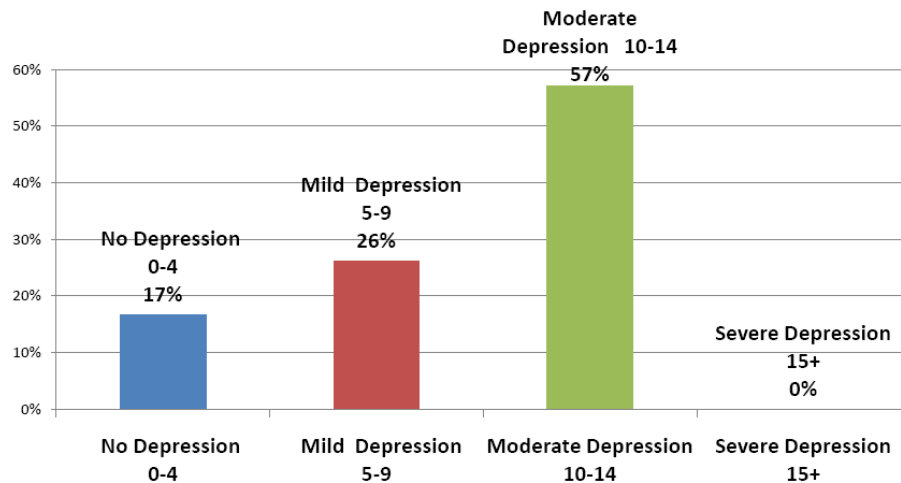
Neighborhood

PHQ 9 Depression Screen

Primary Care Depression Scale

Project Homeless Connect = 48 Screens completed

Range of Score = 3 – 24 Average Score = 12.16

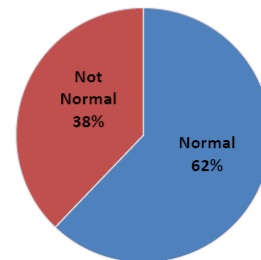


Diabetes

- Random Blood Glucose – measures amount of glucose in the blood
 - Normal Range 70-125 mg/dL

Project Homeless Connect = 74 Screens completed

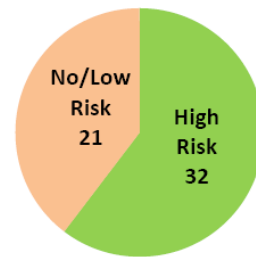
28 patients identified with Blood Glucose values outside normal ranges; referred for additional diagnostic work-up.



Hepatitis C Screening

- Use of a 12-question screening tool / interview by trained medical staff
- Identifies risk factors associated with Hep C

Project Homeless Connect = 53 Screens completed
32 patients identified at risk and referred for
additional work-up.



Dental Care

- Sunnyside – Hygienists available for screening and oral health education.
- Yakima – Hygienists available for screening and oral health education. Dentist available for emergency restorative care.

Project Homeless Connect = 59 Patients identified
having PAIN or DISCOMFORT , referred for ongoing
care.

9 patients seen by Dentist for restorative care or
extractions

Immunizations Provided

• Flu	17
• H1N1	42
• TDAP	21
• Hep A	17
• Hep B	17
• Pneumovax	1

FEEDBACK



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Feedback was collected by using Passports that were distributed to each of the participants and by surveys that were distributed to the providers and volunteers.

YAKIMA FEEDBACK

Provider and Volunteer Surveys

This section details the information gathered from the surveys that were distributed to both the service providers and to the volunteers.

Provider Survey

Barriers to providing services at PHC

- Directional signs (on street).
- Asking about photographs first thing in the door.
- Transitional Housing ?? Are these included? Volunteers who know area etc to work on this if so.
- Note having all the necessary ID documents.
- Suspension preventing from issuing license, unpaid tickets, Insurance, Alcohol program requirement.
- Unable to print status information for customers.
- Wider range of OTC readers.
- Wider range of OTC readers.
- Better lighting in rooms
- Barriers to Employment

- I can only guess. Two might be information (when, where, services offered) and transportation.
- I think that the barriers that you normally have at an office is not evident at the Project Homeless Connect.
- Large divider keeps clients separated from agencies
- Location - (access to different places), language barriers, information.
- Most people had phones or were worried about calls being traced
- Spanish, knowing what resources are available
- They have other interests - not necessarily voter registration - will continue working on that.
- Transportation, Flyers
- Transportation, lack of understanding.

Value

I think this a wonderful. It has given me a chance to give back to the community that gave to me for 3 years.

- Strongly agree = 16
- Agree = 6

Comments:

- Would have liked to see more clients.
- Great opportunity to provide services to people.
- Overall great services to all Vets/Families
- Thanks for having us
- Very well organized.
- Very worthy cause - DOL happy to have opportunity to participate.

Future participation

I will recommend my organization to participate in PHC in the future:

- Yes = 21
- No = 1

Comments:

- I will definitely spread the word.
- Next Census will be 2020
- Please contact us again for next year!
- It's helpful to get out information about voter registration to the homeless.
- Great
- Maybe have the providers and services more visible. Not sure if all people walked back to take a look at the providers.
- Probably, Will depend on expected numbers to serve.
- Pleasure to volunteer

How to improve

- Better set up in the Room so clients can see the table signs
- Bring more persons in.
- Convention Center layout seemed to work out better. This year participants seemed confused on where to go for services.

- Doing this type of event more than once/year.
- Doing wonderful job, the volunteers are great.
- Everything went smoothly from what I could tell. Perhaps inform clients of the opportunity to obtain ID's if they have/can get all the necessary documents so they are eligible for vouchers in available.
- I'm not sure. Maybe more outreach programs. Put up flyers all over town.

Strengths

- Access to all the services provided
- Being able to help people.
- Caring people
- Free food, welcoming - Health care evaluations.
- Free medical and screenings.
- Great organization and community participation
- Great services all in one location.
- Love all the service provided. People had opportunity to have all their needs met. Great Event.
- More one on one. Maybe next time bus pass earlier in day. We had some to go to DSHS.
- Organizational process is great. Lee had done a wonderful job.
- Seeing all resources and networking.

Volunteer Survey

Training

Were you adequately trained to perform your duties?

- Yes = 26
- No = 4

Comments for No's:

- Last minute thing
- Last minute thing

- Learning for other agencies about the programs they have in our community.
- Make sure guests fill out surveys
- More advertisement, hand flyers.
- More advertising and direct outreach
- More attractive tables - advertising ahead more
- Need a little more room for people to sit and mingle
- Unknown.

- Thank you for great services/food. I talked to 19 people about services.
- The location/atmosphere this year was dramatically improved/the guests were comfortable - meal was hot :) Services were great.
- The volunteers, well organized.
- This program reaches all walks of homeless. Yes I believe there are many difference levels of homelessness and we all need help.
- Under one roof - many services/agencies. A "hand up" for many.
- Variety of services. Meal. The hospitality for providers - Thank you Lee Murdock and Steve Hill
- Yes

Strengths

What do you see as some of the good things about this volunteer opportunity? What could be improved?

- A big improvement over last year - Seem to be much more organized.
- Everything was good.
- Everything was great
- Feel good'
- Getting the word out more in the community. Having the tables of information first, then the stuff.
- Good to have bilingual speakers.
- I believe everything was great, were getting more and more services.
- I can connect with the community.
- I would like it to be done in warmer season.
- It let me meet a lot of great people. Could have been more organized w/volunteers.
- It was fun and giving to my community. More portions of food would be great.
- It went well, I enjoyed giving something back.
- It's great that all these services were available to people of need. More advertisement would be great.
- Lack of organization
- Made visitors feel welcome when they arrived upstairs and, also, as they left. Hopefully, sent them off on a positive note.
- Nice to know so many volunteered. Seemed to be very organized. Wish my office was this organized
- That people needing certain services can receive them free of charge. The fact that information handouts and tables were not available in other languages other than English.
- The good things I saw was how needed the families was.
- The haircuts, meals, vision, health checks, and vendors. As well as the free items. The staff was great too.
- The opportunity to help folks in need. People were polite, cooperative, and appreciative of the service.
- The smiley faces for media permission seemed to work well.
- This event brought in so many in need - I was very satisfied with the turnout. Maybe more lighting next year.
- What is really awesome is that these people are getting the opportunity to receive all these services under one roof. More advertisement to make improvement.

Expectations

Did the event meet your expectations?

- Yes = 24
- Maybe = 1
- No = 2

Comments:

- Convention Center was more spacious and provided opportunity for visitors to interact more with friends and volunteers.
- If a volunteer volunteers for a Greeter, leave them as a Greeter.
- Somewhat; I am glad I could volunteer, but it irritates me that I am not able to better help everyone who needs help in other things.
- Yes, Absolutely - it seemed well planned out

- Yes, Even I was very well organized. Number and quality of services was impressive.
- Yes, I had no expectation. I was just here to help.
- Yes, It was great to know that I'm helping someone and they were very appreciative.
- Yes, It was great!
- Yes, It's always a pleasure to work with the homeless.
- Yes, It's wonderful!
- Yes, made some good contacts and enjoyed helping.
- Yes, we helped out a lot of people.

Future Participation

Would you volunteer again?

- Yes = 26
- No = 1

Comments:

- David, Lee, and Tim were easy to work with.
- Good Experience!
- Good job putting this together. See you next year!
- Good job!
- I enjoyed it.
- I enjoyed my volunteer job - Just leave the volunteer where they agreed to volunteer.
- I loved the opportunity.
- I was glad to help out. Hope I'm able to volunteer next year. :)
- I was happy to be here to lend a helping hand. :)
- It seems to me that I'm having to write emergency shelter in the wehre did you stay last night section, maybe this choice shouldn't be blacked out.
- Love the programs that was provided to all the people that was on need. :)
- Loved it - had a great time.
- No
- Not at this time.
- Provide a few barbers because most haircuts were men.
- Suggestions: More advertising about the event. Asking Businesses for items so there is enough to last all day (Mens shoes ran out early). Individuals also would be willing to donate if they were asked to do so. Change date - warmer weather. :)
- Thank you for this opportunity to serve!
- Thank you.
- Thank you.
- Very well run, God Bless you all for setting this up!
- Where can we donate items?

SUNNYSIDE FEEDBACK

Provider and Volunteer Surveys

This section details the information gathered from the surveys that were distributed to both the service providers and to the volunteers.

Provider Survey

Barriers to providing services at PHC

- For us, is the event publicized well enough so clients know they can bring documents for us to screen to determine if they have enough to be issued an ID
- Identify verification, telephone
- Lack of communication - I don't speak Spanish but I called a co-worker to come and assist me.
- Lack of privacy.
- Transportation - Flu for immunizations that are part of a series. Finding them a medical home.
- Transportation services too/from event bilingual staff resources
- Transportation, Illiteracy, self esteem / confidence
- Trying to discuss serious issues while children are present.

Value

- Strongly agree = 3
- Agree = 4

Comments:

- Great way of agencies coming together to provide local families much needed resources.
- More publicity is needed

Future participation

Event was well planned, and respectful to families that participated.

- Yes = 7
- No = 0

How to improve

- By having signs outside or along sidewalk
- Get more "vendors" for resource fair.
- Low turnout - more media exposure of the event beforehand (need PSA!) Also, I was very sad to see the poor condition of the building. If can use a good cleaning, especially the bathrooms. I understand
- "worn" but dirty is unacceptable for clients and vendors.
- More advertisement as far as signs posted outside the building.
- Need more volunteer interpreters
- Offering it on a weekend, possibly in the spring
- Perhaps more outside advertising

Strengths

- A culture of caring.
- Great Community Representation "One stop shop" Thank you.
- Great volunteers. Very nice and helpful
- Staff involvement
- The health services available, the lunch, and the organization appeared to go well for how the client's went through the process.
- Variety of services offered. Really appreciate tables being set up for us! And

signs being made! Lunch was super!
Friendliness of vendors and clients - Great

opportunity to help the community.

Volunteer Survey

Training

Were you adequately trained to perform your duties?

- Yes = 26
- No = 4

Comments for No's:

- No, Last minute thing
- No, Last Minute Thing
- No, was in school.

Strengths

What do you see as some of the good things about this volunteer opportunity? What could be improved?

- Being able to help the people find their needs.
- Being able to inform customers about requirements and licensing information in an informal setting, far more relax than our office.
- Don't know what.
- Everyone can benefit from receiving this information and getting checked/screened for diabetes, blood pressure, sugar, dental, behavioral health, etc.
- Feeding people.
- Getting a chance to help someone in need.
- Helping out the public a population who gets over looked a lot.
- Helping people in our community.
- Helping the ones that needed help.
- Helping those in our community that are in need.
- How the community gets together to help each other.
- I like informing people and educating them about health.
- I think volunteering is a good experience for everyone to get to know the people who need the help.
- I was touched by how many people need these services. There were many people also who also took advantage of the services that were being provided, going through the lines many times. A better way to keep track of people.
- Identifying homeless and needs. More advertisement, all day meal, agencies available until 5pm.
- IDK (I don't know)
- I'm a people person, and it's good to see people who want health info and are willing to receive free education.
- Letting people know about services available to them in the community.
- meet/help people. All went well :)
- More organization
- More Participate
- More Training
- Needs more organization and for resources to be available until end of day not leave early, more care packages of toiletries.
- Needs to be organized with more agencies and more donations as soap, towels, toiletries. Need for resources to stay late as the time of the flyer. All Day Meal.
- Nothing
- People who didn't have jackets, clothes, and etc. now have them.

- Provider Interpreters. Helps the homeless with services/supplies. Shorten operating hours.
- Some good things that I saw was the free clothing and food that was available. More stand like WorkSource and DSHS.

- Speaking with the people.
- The community effort to make such a success.
- Were allowed to see the need in the valley. Giving priority to the homeless (free hygiene packs, clothing).

Expectations

Did the event meet your expectations?

- Yes = 29
- Maybe = 0
- No = 0

Comments:

- Yes, because they got the service that they needed that they didn't know.
- Yes, I liked the experience.
- Yes, I love helping people in need.
- Yes, I surveyed a significant amount of people.
- Yes, I volunteered last year so I knew what to expect.
- Yes, I would like to participate next year.
- Yes, It felt good.
- Yes, it great, but we need transportation available to pick up people and drop off

from site location. WorkSource was not available and parents were disappointed.

- Yes, It was nice to help.
- Yes, Need transportation to pick up families from their home.
- Yes, people who needed help received it.
- Yes, Thank you for the opportunity to be here and provide this service and information to the public!
- Yes, there's a lot of services offered to the people
- Yes, this was my first time and I have to say I enjoyed everything.

Future Participation

Would you volunteer again?

- Yes = 31
- No =0

Comments:

- Need to be more organized. WorkSource not available and parents and students disappointed. Food should be all day.
- Food should be available all day and more advertisement, more friendly - welcoming environment.
- Great Job
- Great Job, Great Team Effort
- I enjoyed it and will do it again!

- Is event well publicized in the community?
- Need to more friendly environment no big brown boxes out.
- Promote it better, i.e. at Missions, Salvation Army
- Thanks for the lunch!
- Thanks! This is a wonderful service for our community :)

For more information, contact:

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Images

- ⁱ Front Page - Leroy S. Evans, an event volunteer, hands Armondo Hernandez a Project Homeless Connect Services Passport
- ⁱⁱ Douglas Irwin receives a dental exam in the Yakima Valley Farm Worker's Clinic Dental Van.
- ⁱⁱⁱ Ray Flores (left) is interviewed for the Point In Time survey by Torie Harding, an event volunteer.
- ^{iv} Raul Delarosa (right) talks with Mike Young (left) and Mary Pacheco (center) about healthcare services. Mike Young and Mary Pacheco are both state healthcare benefits advisors with SHEBA.
- ^v Kathleen Paganelli (right), of Yakima Neighborhood Health Services, talks with a woman at the nutrition table in the medical services area.
- ^{vi} Chance Jung (left) receives paperwork from Dr. Scott Borgholthaus following an eye exam.