

SF HOT Outreach Encounter Report

Date Range: "Ever Data": 9/19/2014-6/30/2017

Report Date: 7/24/2017; Madhu Kottalam

CATEGORY	EVER - CASTRO CARES		FEBRUARY 2017 - CASTRO CARES		MARCH 2017 - CASTRO CARES		APRIL 2017 - CASTRO CARES		MAY 2017 - CASTRO CARES		JUNE 2017 - CASTRO CARES	
<b>Total # of Encounters</b>	4,306	100.0%	93	100.0%	50	100.0%	81	100.0%	78	100.0%	63	100.0%
<b>Total # of Refusals to Engage</b>	1,571	36.5%	30	32.3%	20	40.0%	11	13.6%	20	25.6%	31	49.2%
<b>Total Engagements (Successful Encounters)</b>	2,735	63.5%	63	67.7%	30	60.0%	70	86.4%	58	74.4%	32	50.8%
<b>Total Encampments</b>	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
<b>Population Characteristics: Totals are based off the total number of Encounters, including refusals of services (see line 5)</b>												
<b>Homeless History Reported</b>	EVER - CASTRO CARES		FEBRUARY 2017 - CASTRO CARES		MARCH 2017 - CASTRO CARES		APRIL 2017 - CASTRO CARES		MAY 2017 - CASTRO CARES		JUNE 2017 - CASTRO CARES	
<b>Total # of Encounters</b>	4,306		93		50		81		78		63	
<b>Totals with Data</b>	76	100.0%	0	0%	1	100%	6	100%	2	100%	0	0%
Average Time Homeless	4.43		UNK		5.00		5.69		2.00		UNK	
<b>Brief Homeless</b> (30 days or less)	4	5.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>Short-term</b> (31 days to 0.99 years)	10	13.2%	0	0.0%	0	0.0%	1	16.7%	0	0.0%	0	0.0%
<b>Intermediate</b> (1 year to 2.99 years)	21	27.6%	0	0.0%	0	0.0%	1	16.7%	2	100.0%	0	0.0%
<b>Chronic</b> (3 years +)	40	52.6%	0	0.0%	1	100.0%	4	66.7%	0	0.0%	0	0.0%
Chronic (3 years to 9.99 years)	28	36.8%	0	0.0%	1	100.0%	2	33.3%	0	0.0%	0	0.0%
Long-term Chronic (10 years or more)	12	15.8%	0	0.0%	0	0.0%	2	33.3%	0	0.0%	0	0.0%
No Data	4230		93		49		75		76		63	
<b>Demographics</b>	EVER - CASTRO CARES		FEBRUARY 2017 - CASTRO CARES		MARCH 2017 - CASTRO CARES		APRIL 2017 - CASTRO CARES		MAY 2017 - CASTRO CARES		JUNE 2017 - CASTRO CARES	
<b>Total # of Encounters</b>	4,306		93		50		81		78		63	
Average Age (using only records with exact DOB)	38.10		39.85		33.81		39.23		44.11		48.93	
<b>Totals (includes estimated ages)</b>	3697	100.0%	88	100.0%	46	100.0%	72	100.0%	72	100.0%	55	100.0%
Teen	15	0.4%	0	0.0%	1	2.2%	0	0.0%	0	0.0%	0	0.0%
20 to 29.9	1305	35.3%	23	26.1%	12	26.1%	19	26.4%	19	26.4%	10	18.2%
30 to 39.9	1101	29.8%	42	47.7%	14	30.4%	24	33.3%	24	33.3%	18	32.7%
40 to 49.9	659	17.8%	9	10.2%	11	23.9%	12	16.7%	13	18.1%	12	21.8%
50 to 59.9	414	11.2%	8	9.1%	4	8.7%	9	12.5%	12	16.7%	11	20.0%
60 to 69.9	190	5.1%	6	6.8%	4	8.7%	8	11.1%	3	4.2%	3	5.5%
Over 70	13	0.4%	0	0.0%	0	0.0%	0	0.0%	1	1.4%	1	1.8%
No Data	608		5		4		9		6		8	
<b>Gender</b>	EVER - CASTRO CARES		FEBRUARY 2017 - CASTRO CARES		MARCH 2017 - CASTRO CARES		APRIL 2017 - CASTRO CARES		MAY 2017 - CASTRO CARES		JUNE 2017 - CASTRO CARES	
<b>Totals</b>	3,929	100.0%	90	100.0%	45	100.0%	72	100.0%	74	100.0%	59	100.0%
Male	3,109	79.1%	71	78.9%	36	80.0%	57	79.2%	56	75.7%	44	74.6%
Female	711	18.1%	18	20.0%	6	13.3%	14	19.4%	18	24.3%	13	22.0%
Trans Male	24	0.6%	-	0.0%	1	2.2%	-	0.0%	-	0.0%	1	1.7%
Trans Female	74	1.9%	1	1.1%	2	4.4%	-	0.0%	-	0.0%	1	1.7%
Not Listed	5	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Declined	6	0.2%	-	0.0%	-	0.0%	1	1.4%	-	0.0%	-	0.0%
Not Asked	377		3		5		9		4		4	
<b>Ethnicity</b>	EVER - CASTRO CARES		FEBRUARY 2017 - CASTRO CARES		MARCH 2017 - CASTRO CARES		APRIL 2017 - CASTRO CARES		MAY 2017 - CASTRO CARES		JUNE 2017 - CASTRO CARES	
<b>Totals</b>	3,798	100.0%	88	100.0%	47	100.0%	77	100.0%	73	100.0%	57	100.0%
African American / Black	698	18.4%	10	11.4%	10	21.3%	12	15.6%	10	13.7%	9	15.8%
Asian	45	1.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Native Hawaiian / Other Pacific Islander	48	1.3%	1	1.1%	-	0.0%	1	1.3%	1	1.4%	-	0.0%
Native American	55	1.4%	2	2.3%	-	0.0%	1	1.3%	1	1.4%	2	3.5%
Latino/a	203	5.3%	3	3.4%	2	4.3%	2	2.6%	1	1.4%	3	5.3%
White	2,669	70.3%	72	81.8%	34	72.3%	57	74.0%	60	82.2%	42	73.7%
Multi-Ethnic	66	1.7%	-	0.0%	1	2.1%	2	2.6%	-	0.0%	1	1.8%
Declined	14	0.4%	-	0.0%	-	0.0%	2	2.6%	-	0.0%	-	0.0%
Not Asked	507		5		3		4		5		6	
<b>Language</b>	EVER - CASTRO CARES		FEBRUARY 2017 - CASTRO CARES		MARCH 2017 - CASTRO CARES		APRIL 2017 - CASTRO CARES		MAY 2017 - CASTRO CARES		JUNE 2017 - CASTRO CARES	
<b>Totals</b>	2447	100.0%	65	100.0%	40	100.0%	49	100.0%	67	100.0%	56	100.0%
English	2434	99.5%	65	100.0%	39	97.5%	48	98.0%	67	100.0%	56	100.0%
Spanish	10	0.4%	-	0.0%	1	2.5%	1	2.0%	-	0.0%	-	0.0%
Cantonese / Mandarin	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Other	1	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
No Data	1859		28		10		32		11		7	
<b>Sexual Identity</b>	EVER - CASTRO CARES		FEBRUARY 2017 - CASTRO CARES		MARCH 2017 - CASTRO CARES		APRIL 2017 - CASTRO CARES		MAY 2017 - CASTRO CARES		JUNE 2017 - CASTRO CARES	
<b>Totals</b>	618	100.0%	-	0.0%	-	0.0%	21	100.0%	8	100.0%	2	100.0%
Straight / Heterosexual	235	38.0%	-	0.0%	-	0.0%	21	100.0%	4	50.0%	2	100.0%
Bisexual	20	3.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Gay / Lesbian	96	15.5%	-	0.0%	-	0.0%	-	0.0%	4	50.0%	-	0.0%
Questioning / Unsure	13	2.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Not Listed	5	0.8%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Declined	83	13.4%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Not Asked	3,648		93		50		60		46		61	
<b>Other Identifiers</b>	EVER - CASTRO CARES		FEBRUARY 2017 - CASTRO CARES		MARCH 2017 - CASTRO CARES		APRIL 2017 - CASTRO CARES		MAY 2017 - CASTRO CARES		JUNE 2017 - CASTRO CARES	
Veteran	46	1.1%	1	1.1%	-	0.0%	2	2.5%	1	1.3%	1	1.6%
Panhandles	193	4.5%	3	3.2%	2	4.0%	9	11.1%	13	16.7%	2	3.2%
Has An Animal / Pet	73	1.7%	-	0.0%	1	2.0%	4	4.9%	6	7.7%	3	4.8%
Has a Shopping Cart	40	0.9%	-	0.0%	2	4.0%	3	3.7%	1	1.3%	2	3.2%
Has a Partner / Part of a Couple	62	1.4%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	1	1.6%

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Identified Needs, Referrals and Linkages: Based on number of total Outreach Engagements, see Line 7																								
Identified Needs	EVER - CASTRO CARES				FEBRUARY 2017 - CASTRO CARES				MARCH 2017 - CASTRO CARES				APRIL 2017 - CASTRO CARES				MAY 2017 - CASTRO CARES				JUNE 2017 - CASTRO CARES			
	Referred	%	Connected	%	Referred	%	Connected	%	Referred	%	Connected	%	Referred	%	Connected	%	Referred	%	Connected	%	Referred	%	Connected	%
<b>Total # of Engagements</b>	2,735	63.5%			63	67.7%			30	60.0%			70	86.4%			58	74.4%			32	50.8%		
<b>Total # of Needs Identified</b>	1042	38.1%			3	4.8%			8	26.7%			40	57.1%			41	70.7%			40	125.0%		
Medical Needs	211	7.7%			2	3.2%			-	0.0%			15	21.4%			15	25.9%			9	28.1%		
Benefits-Related Needs	279	10.2%			-	0.0%			6	20.0%			5	7.1%			1	1.7%			7	21.9%		
Mental Health Needs	79	2.9%			-	0.0%			-	0.0%			3	4.3%			3	5.2%			-	0.0%		
Substance Use-Related Needs	43	1.6%			-	0.0%			-	0.0%			2	2.9%			-	0.0%			1	3.1%		
Other Needs (Veteran, Legal, Food, Clothing, Job, etc.)	430	15.7%			1	1.6%			2	6.7%			15	21.4%			22	37.9%			23	71.9%		
Service Referrals and Linkages by District	EVER - CASTRO CARES (2735 Engagements)				FEBRUARY 2017 - CASTRO CARES (63 Engagements)				MARCH 2017 - CASTRO CARES (30 Engagements)				APRIL 2017 - CASTRO CARES (70 Engagements)				MAY 2017 - CASTRO CARES (58 Engagements)				JUNE 2017 - CASTRO CARES (32 Engagements)			
	Referred	%	Connected	%	Referred	%	Connected	%	Referred	%	Connected	%	Referred	%	Connected	%	Referred	%	Connected	%	Referred	%	Connected	%
<b>Total # of Service Referrals &amp; Linkages</b>	2116	77%	288	10.5%	13	24%	-	0%	21	70%	1	3.3%	69	99%	25	36%	80	138%	38	66%	101	316%	32	###
<b>Homeless Related Services</b>	844	31%	33	1.2%	3	6%	-	0.0%	13	43%	1	3.3%	16	23%	-	0.0%	20	34%	2	3.4%	36	113%	-	0.0%
Shelter Reservation	528	19.3%	21	0.8%	2	3.7%	-	0.0%	11	36.7%	1	3.3%	9	12.9%	-	0.0%	13	22.4%	1	1.7%	34	###	-	0.0%
Shelter Reservation Attempted, No Bed Available	23	0.8%			-	0.0%			-	0.0%			-	0.0%			-	0.0%			-	0.0%		
SFHOT Assessment and Case Management	33	1.2%	6	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	2	3.4%	1	1.7%	-	0.0%	-	0.0%
Homeward Bound	25	0.9%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	3	4.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Neighborhood Resource or Drop-In Center	194	7.1%	2	0.1%	1	1.9%	-	0.0%	2	6.7%	-	0.0%	4	5.7%	-	0.0%	5	8.6%	-	0.0%	2	6.3%	-	0.0%
Navigation Center	52	1.9%	1	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Permanent Housing Process	10	0.4%	3	0.1%	2	3.7%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Obtained Housing			-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Other	12	0.4%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
<b>Medical Services</b>	215	8%	54	2.0%	5	9%	-	0.0%	-	0%	-	0.0%	16	23%	1	1.4%	17	29%	5	8.6%	12	37.5%	-	0.0%
Emergency Department	22	0.8%	3	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	1	1.4%	-	0.0%	3	5.2%	-	0.0%	8	25.0%	-	0.0%
Primary Care Provider New Connection	27	1.0%	3	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	1	1.4%	1	1.4%	2	3.4%	1	1.7%	-	0.0%	-	0.0%
Primary Care Provider Reconnection with Existing PCP			-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
SFHOT Medical Outreach Services	101	3.7%	8	0.3%	4	7.4%	-	0.0%	-	0.0%	-	0.0%	12	17.1%	-	0.0%	11	19.0%	3	5.2%	4	12.5%	-	0.0%
Other	65	2.4%	40	1.5%	1	1.9%	-	0.0%	-	0.0%	-	0.0%	2	2.9%	-	0.0%	1	1.7%	1	1.7%	-	0.0%	-	0.0%
<b>Benefits Related Services</b>	369	13%	23	0.8%	2	4%	-	0.0%	6	20%	-	0.0%	8	11%	4	5.7%	1	2%	-	0.0%	8	25%	-	0.0%
General Assistance enrollment via CAAP	155	5.7%	3	0.1%	-	0.0%	-	0.0%	6	20.0%	-	0.0%	3	4.3%	-	0.0%	1	1.7%	-	0.0%	-	0.0%	-	0.0%
SSI Enrollment via Homeless Advocacy Project	88	3.2%	3	0.1%	1	1.9%	-	0.0%	-	0.0%	-	0.0%	2	2.9%	1	1.4%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
CalFresh Enrollment via Human Services Agency	31	1.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Healthy SF (insurance for undocumented)	1	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	1	3.1%	-	0.0%
Medi-Cal Enrollment	19	0.7%	3	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	2	2.9%	2	2.9%	-	0.0%	-	0.0%	4	12.5%	-	0.0%
Identification Obtainment	66	2.4%	12	0.4%	1	1.9%	-	0.0%	-	0.0%	-	0.0%	1	1.4%	1	1.4%	-	0.0%	-	0.0%	3	9.4%	-	0.0%
Other	9	0.3%	2	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
<b>Mental Health Services</b>	36	1.3%	2	0.1%	1	1.9%	-	0.0%	-	0.0%	-	0.0%	3	4.3%	-	0.0%	3	5.2%	-	0.0%	-	0.0%	-	0.0%
Westside Crisis	4	0.1%	1	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Comprehensive Crisis Services	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Dore Urgent Care Clinic	4	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Psychiatric Emergency Services	1	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
SFHOT Medical Outreach Psych Services	21	0.8%	1	0.0%	1	1.9%	-	0.0%	-	0.0%	-	0.0%	3	4.3%	-	0.0%	3	5.2%	-	0.0%	-	0.0%	-	0.0%
Behavioral Health Access Center	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
South of Market Mental Health Svcs	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Chinatown North Beach Mental Health Svcs	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Other	6	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
<b>Substance Use-Related Services</b>	38	1.4%	7	0.3%	2	3.7%	-	0.0%	-	0.0%	-	0.0%	2	2.9%	-	0.0%	-	0.0%	-	0.0%	1	3.1%	-	0.0%
Treatment Access Program	3	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Sobering Center	14	0.5%	5	0.2%	1	1.9%	-	0.0%	-	0.0%	-	0.0%	2	2.9%	-	0.0%	-	0.0%	-	0.0%	1	3.1%	-	0.0%
Joe Healy Medical Detox	2	0.1%	1	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Methadone Enrollment (various locations)	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Other	19	0.7%	1	0.0%	1	1.9%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
<b>Other Services</b>	614	22%	169	6.2%	-	0%	-	0.0%	2	7%	-	0.0%	24	34%	20	28.6%	39	67%	31	53.4%	44	138%	32	###
Everyday Connect (provides a variety of services)	119	4.4%	3	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Companion Animal Paperwork	6	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Veterans Services	18	0.7%	2	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	1	1.4%	-	0.0%	1	1.7%	-	0.0%	1	3.1%	-	0.0%
Legal Services	14	0.5%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	1	1.4%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Emergency Food / Food Referral	148	5.4%	88	3.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	12	17.1%	11	15.7%	17	29.3%	17	29.3%	20	62.5%	17	53.1%
Clothing Referral	140	5.1%	72	2.6%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	10	14.3%	9	12.9%	14	24.1%	14	24.1%	18	56.3%	15	46.9%
Lava Mae (showers)	118	4.3%	1	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	7	12.1%	-	0.0%	5	15.6%	-	0.0%
Upcoming Project Homeless Connect	40	1.5%	-	0.0%	-	0.0%	-	0.0%	2	6.7%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Other	11	0.4%	3	0.1%	-	0.0%	-	0.0%																