

April 28th, 2019

Annual Report

November 7, 2018-March 27, 2019

When the 2018/2019 season of PORT closed the morning of Wednesday, March 27, 2019. Guests had been registered for shelter and completed the intake process since the season began on November 7, 2018. *Ten persons entered but left without completing intakes.

The PORT guests were provided with safe, secure shelter during the 20 week season of PORT, which was overseen in partnership with Newport News Sheriff Deputies who continue to do such a phenomenal job keeping the shelter safe, and PORT would not function without them!

PORT guests received over 20,000 dinners and bagged lunches/breakfast meals, which were provided by local interfaith and business partners, values in excess of \$1,000,000 in donated food, site costs, and supplies. Temple Baptist Church and Denbigh Church of Christ provided Thanksgiving and Christmas Day to the guests so they did not have to leave the shelter during the daytime.

Bedding and transportation for guests was provided to and from designated PORT and offsite locations in Newport News, utilizing three LINK vehicles.

Intake staff members completed comprehensive assessments and diversionary screenings on all registered persons; volunteers provided evening and over-night supervision and access to clothing and hygiene item distribution on a nightly basis. Thankfully provided by the public and interfaith communities.

As in prior seasons, PORT program services were enhanced by the weekly presence of the Hampton-Newport News Community Service Board, Virginia Health Services (PICH), and Hampton Veteran Affairs Medical Center.

PORT was also supported by Hampton and Newport News Departments of Human Services on call workers for children entering shelter, and Adult Protective Services for adults who presented, unable to care for themselves. Special thanks to Theresa Carter of Newport News DHS, who coordinated additional screenings and calls pertaining to continued increase of persons under 60 and over 60, who were in crisis and unable to care for themselves due to illness/elderliness. (i.e. dementia, cancer, blindness, etc). PORT also encountered an increase in families in the PORT shelter during the 18/19 season.

PORT Season- Total guests served: During the 2018-2019 season, 506* guest entered the shelter and were served (completed intake process). Duplicated bed nights 9,001 – thus PORT experienced an increase of 6.8% overall for the season. This number included 450 adults and 56 Children. 412 guest entered without children and 38 with children - Families increased by 21.5% from last season, all families were referred to Newport News DHS on call workers on the night of entry of the family.

Of the adults registered 318 were male and 131 were female. Of the families 28 of the children were male and 28 were female. (10* guests who entered and left before intake could be completed). Average length of stay for PORT guests were 2 days per/week.

Age: There were 26 guests under the age of five. 27 guest were aged five to twelve. 3 were thirteen - seventeen years of age. Adults: 33 were ages 18-24, 88 were ages 25-34, 74 were ages 35-44, 111 were ages 45-54. 81 guests were between the ages of 55-61 and 63 were 62 or older. The youngest guest was 3 months old and the oldest was 82 years old.

Ethnicity: 476 guest identified as non-Hispanic/Latino, 30 Hispanic/Latino.

Race: Of the guests 383 identified as Black or African American. 108 identified as white. Five identified as American Indian or Alaska Native. Two guests identified as Native Hawaiian or Pacific Islander. And lastly eight guests identified with multiple race.

Physical and Mental Health Conditions: 154 guest self-reported as having a mental health illness. We encountered a 58% increase in the number of guests with mental illness from last season, 17/18. PORT did experience some volatility from a few guests who appeared to be un-medicated. Thirty-two guests self-reported alcohol abuse, 20 drug abuse, 16 admitted to abusing both alcohol and substances. 2 reported HIV/AIDS, 24 with developmental disabilities and 116 reported a physical disability.

Residence Prior to Program Entry: 244 total guests reported coming from homeless situations: 64 guests reported coming from an emergency shelter, including hotel or motel paid for with emergency shelter voucher. 4 guests reported coming from transition housing for homeless persons (including homeless youth), 171 guests reported coming from a place not meant for habitation, and 5 from a safe haven.

31 guests reported coming from institutional settings: 12 reported coming from a psychiatric hospital or other psychiatric facility, 12 hospital or other residential non-psychiatric medical facility, 6 from jail, prison, or juvenile detention facility, and 1 from long-term care facility or halfway house with no recent homeless criteria.

175 guests reported coming from other locations: 3 reported coming from permanent housing (other than RRH) for formerly homeless persons, 2 persons with ongoing housing subsidy, 11 rentals by client with no ongoing housing subsidy, 1 rental by client with other housing subsidy (including RRH), 46 hotel or motel paid for without emergency shelter voucher. There were 66 guests who reported staying or living in a friend's room, apartment or house and 46 reported staying or living in a family member's room, apartment or house.

Income Ranges:

No Income: 217

\$1-\$150: 3

\$151-\$250: 8

\$251-\$500: 32

\$501-\$1000: 132

\$1001-\$1500: 33

\$1501-\$2000: 9

\$2001+: 16

Housing Referrals: *28 families were referred for housing or other shelter through Newport News Dept. of Human Services. A total of 70(9 being families) were presented to SCAAN, 10 were presented by Four Oaks, 4 by HDHS, 1 by HELP, 1 HNNCSB, 3 by HNNCSB Path, 1 by HNNCSB R2H, 8 by Menchville House (7 Families), 2 by TSA(Both Families), 8 by VAMC/Marti, 1 by VVFS, 31 by LINK. A significant drop in PORT shelter guests for housing placement from November 2018 – March 2019.

Housing /Destinations: During shelter season, guests requesting housing were referred to LINK office for referral to the daytime hours of the Housing Homeless Hotline and/or Hampton or Newport News Department of Social Services (singles to Hampton and families to Newport News).

Most PORT guests did not provide destination information prior to their leaving PORT on the last night of shelter. Those who did, had destinations ranging from staying with parents, family, or friends, other shelters, some even relocating for work and other housing opportunities. There were 82 guests still utilizing shelter on the last night of PORT.

Total Number of Persons Housed: (as of April 18, 2019) **not including families**-17 were permanently housed. Also, 5 through rapid rehousing and 1 rental by client no subsidy, 3 rental by client with VASH, 1 rental by client with other subsidy, 7 permanent housing, 1 went into LINK's Veteran Emergency Shelter, 1 went into a long care facility/nursing home.

Total Housed Families of 28 families, 1 went to rental by client, with other ongoing subsidy, 10 went to emergency shelters (8 Menchville, 2 Transitions), 1 family went to stay with family temporarily.

Veteran Status: 65 guests were Veterans

ID's and Birth Certificates: All guest were provided the opportunity to obtain assistance with accessing vital records such as Birth Certificates and State ID's. During the last weeks of PORT, staff spoke with each guest to advise of the importance of obtaining and maintaining those

records. Some guests had such documents and those who didn't were met at DMV to obtain immediately. A referral was given to THRIVE and the Four Oaks Day Support Center for assistance with ID.

Other: 3 guests were accompanied to the Newport News Department of Social Services and assisted through the process to apply for benefits and auxiliary grants. 4 guests are now deceased, and 98 guests were chronically homeless.

Safety and Security: The Sheriff Deputies assure the safety and security of guests, staff, and volunteers in the shelter. Their presence is critical to maintaining order. Although there was an increase in the number of guests with mental health illnesses and the ongoing opioid epidemic guests were generally respectful of all deputies, staff and, volunteers, and only in several cases were guests asked to leave or were arrested by deputies. (One guest attempted to enter with controlled substances and another guest with mental illness threatened to harm other guests and refused to leave when asked, the latter was assisted by the police and Community Services Board.

Guests represented themselves with organization and understanding of minimal shelter regulations, providing a safe environment for guests and staff alike. During the evening deputies routinely executed security checks, particularly in the bathrooms, accompanying guests on smoke breaks, intervening in conflicts, and completing intakes once staff have left the shelter for the night. Deputies are also responsible for summoning help in event of an emergency, and assuring guests leave the shelter and board the PORT vans in a timely manner.

Congregations: Prior to the opening of PORT, there were hundreds of hours expended by the PORT Steering Committee, host and partner churches, volunteers, and LINK staff to complete tasks necessary to launch and maintain 20 weeks of shelter. This year with the help of more than 9,200 volunteers, PORT completed its 28th season. PORT is experiencing a loss of community partners due to many churches suffering recidivism and are aging and unable to provide the support any more.

Portable showers were loaned by a local company as in prior years. The showers have since been donated to LINK for future use at any shelter sites valued at over \$5,000.00.

Special thanks to our interfaith partners and businesses who provided in excess of \$2,000,000 in donated foods, sites, costs, supplies, volunteer time, gas, clothing, financial donations.

Also...the City of Newport News, Departments of Human Services in Hampton and Newport News, Hampton- Newport News Community Services Board, PICH, Virginia Veterans Administration, Transitions Family Violence Center, Menchville House, etc., for collaboration and ensuring that PORT guests are directed to the correct "entrance" to assist the guest(s) with safety, housing, employment and mental/physical health opportunities.