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## SHAL News and Report - April 2017

### SHAL Shelter Clients and Staff to Clean Under Riviera Bridge

In conjunction with Gulfstream Fishing, mark your calendars for 10 a.m. Sunday, May 14th, when you can join SHAL Shelter clients and SHAL staff and gather under Riviera Bridge in Key West to collect and leave for the refuse collectors. Further details will be announced in the news media.

### Tax Returns for SHAL Clients

Thanks to SHAL volunteers Ellen Cantrell and Clarence Linder, tax returns were prepared for a number of homeless clients, helping them receive hundreds of dollars in Earned Income Tax Credits and other benefits. Ellen and Clarence were recruited by SHAL, and worked hard to set up the program, which we plan to expand and develop next year.

### SHAL Has Served Almost 20,000 Meals This Year

Thanks in large part to St. Mary's Soup Kitchen, the SHAL Shelter has served nearly 20,000 breakfasts and dinners at the Shelter so far in 2017. Each evening amazing SHAL volunteers bring hotel pans and other containers full of delicious (and varied!) food to the Shelter. Our homeless volunteers and SHAL staff serve the meals on reusable plastic plates to the 90 to 100 homeless who have arrived at the SHAL Shelter. In the morning, SHAL funds a simple breakfast prepared by volunteers. Equipment for the breakfast was purchased

in part by a grant from the Florida Keys Community Foundation last year.

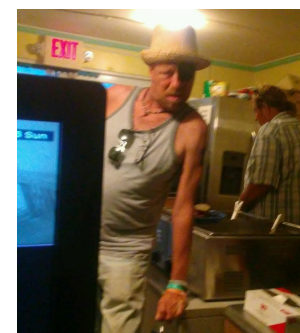
### SHAL Success Stories

Among a number of successes this month:

- SHAL Case Manager Amy Yancich drove to multiple places to help a client released to SHAL to get his Social Security benefits reinstated and then worked with an agency in Opa Locka, where the client is now living and getting the medical help he needs.
- SHAL Shelter Director Mike Tolbert and the SHAL Shelter staff helped get several clients jobs, with several finding permanent housing. One worked on the MOTE building and has since relocated to Nevada. Several more are looking for their own apartments.
- SHAL helped a client with repeated transportation needs and a cane after being hit by car on his bike.

### SHAL Success Story Back at Shelter

Michael LoRusso, who was the beneficiary of lots of hard work by SHAL staff last year in arranging to have his eyesight restored, has found work and is back staying at the Shelter.



Michael LoRusso

## April 2017 and Year-To-Date 2017 Numbers

SHAL has begun to use a more robust, internally-controlled database, which allows our staff to gather more information and do it more quickly and much more efficiently. We can delineate much better who we are serving, and, in future reports, we will be able to much more accurately identify where our clients are coming from & in what condition, what different services we provide, and how to better assist them on their road back to permanent housing and self-sufficiency.

### SHAL Outreach Service Summary Report

SHAL's hard working Outreach staff provided 426 services to 112 different clients in April, bringing the 2017 total to nearly 2,000 services to almost 300 clients. In April, Director Elicia Pintabona and SHAL Case Managers Amy Yancich and Channing Lamar worked hard to provide services to 66 Sheltered and 46 unsheltered homeless persons in Key West, the Lower Keys and Marathon. So far, the staff has worked with 120 individual unsheltered and 159 sheltered unduplicated homeless persons this year.

Among April's General Services were 16 Birth Certificates, 26 IDs and 43 cell phones. SHAL Outreach provided 30 Income Services (EBT Cards, Food Stamps and Social Security assistance); and 29 Health Care Services (Referrals to providers like Rural Health Network, including mental health referrals.) In the first four months of 2017 services totaled 96 birth certificates, 145 cell phones, 114 IDs and 133 homeless verifications to be used for healthcare, IDs and employment. Critically, 92 healthcare referrals have been made so far this year, with 13 of them to mental health service providers.

### SHAL Shelter Operations

There were about 99 clients sleeping in the Shelter on an average night in April, slightly below the yearly average of 101. During April there were 298 different individuals staying at the SHAL Shelter. For the first four months of the year, 566 different clients spent the night in the Shelter and along with SHAL Outreach, SHAL served an unduplicated total of 344 homeless persons during April, and almost 700 during the first 120 days of the year.

As is typical, over half of the homeless clients stayed less than a week, with 30% staying only one night. These homeless individuals are largely using the SHAL Shelter as a temporary "hand up" to get back into private housing.

There were 2 EMT calls made for SHAL Shelter clients in April. Clients with non-urgent medical needs are transported via automobile, saving the City the cost of an ambulance run.

SHAL Shelter Director Mike Tolbert continues to network and find jobs and affordable housing for Shelter clients. Mike also has a couple new initiatives that we will be highlighting in future reports!

Donations of clothing for the clients to use in their job-hunting and their new jobs are always welcome. Feel free to leave the items at the Shelter gate during afternoon hours when there is no staff on site.

