

December 2019 Report

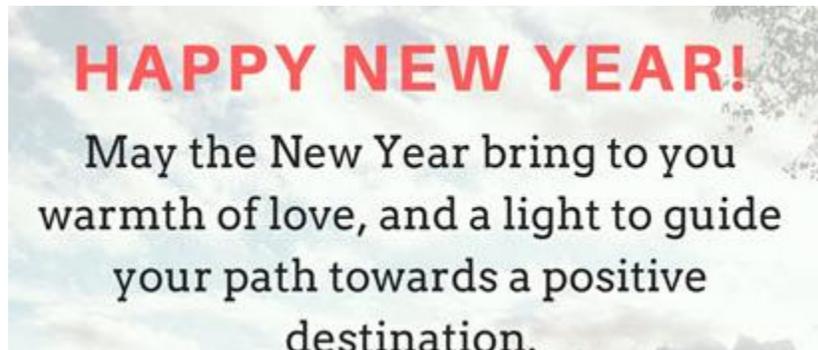
KOTS Christmas Dinner 2019 was provided by ***St. Mary's Soup Kitchen*** and delivered and served by KOTS staff and our amazing volunteers. THANK YOU to everyone who helped with Christmas dinner at the shelter!



The best gifts are the ones that are unforgettable.

One of the simplest and most effective ways to lift the spirits of people experiencing homelessness is kindness.





SHAL OUTREACH Service Summary Report

SHAL's hard working outreach staff **Teresa Wallace**, and **Anne Barnett** provided **229 services** to **176 Unduplicated clients** in December, both sheltered and unsheltered, with an average of 1 service per client. SHAL outreach helped 8 clients with obtaining their birth certificate and they assisted 16 clients with getting a Florida ID. SHAL outreach was also able to provide 4 new clients with 7 day bus passes for the purposes of making it easier to look for jobs and/or making it easier to get around due to a disability (acute or chronic).

SHAL Outreach did *intakes* on **10** new or existing clients.



Success Stories

Thanks to grant funding from the **Monroe County Continuum of Care (COC)**, 5 clients were successfully relocated to better situations, where they have housing, support and/or employment waiting for them.

SHAL assisted 10 clients in obtaining a new or replacement cell phones so that they can continue their job searches. Teresa and Anne are continuing to hold the *phone 101 classes* for those clients that have never had and/or ever used a smart phone before. During the month of December, they have educated 3 clients about their phone.

SHAL has assisted 12 clients with getting Bicycles for employment. This program was originally started by Anne Barnett. It has now turned into a collaboration with the clients, as they are the ones that help to fix the bikes donated from the Sheriff's office.

SHAL assisted 19 clients in obtaining shoes/clothing that were necessary for their new jobs or job searches. 4 of these clients, SHAL helped purchase clothing necessary for these clients to start their new jobs. The remaining 15 clients were given clothing vouchers for them to use at the Salvation Army. This voucher allows clients to pick out a few clothing items, a backpack, and shoes (if they have them).

A few months ago, one of our clients was really struggling. This client was new to Key West and had no money, no work, and wasn't at all sure how to get on their feet. This client's parents contacted one of our case workers and was very worried about the client. Through intensive case management this client has now found work on Duval Street and has been able to get housing. With permission from the client, this update has been shared with their parents and they are quite pleased with the situation.

SHAL SHELTER OPERATIONS – KOTS

Under the direction of Shelter Manager **Chris Sparrow**, the database shows that Shelter staff did **30** New Intakes for the month of December. The total number of clients (unduplicated) that stayed in December was **147** with an average stay of 24 nights. Additionally, SHAL's Shelter staff served **7,216** meals, both Breakfast and Dinner, to SHAL Shelter residents. Dinner is provided by the volunteers at **St. Mary's Soup Kitchen** and delivered by SHAL volunteers who pick up the pans and bring them out to the Shelter, and breakfast is provided by SHAL.

