

EL CAMINO HOMELESS ORGANIZATION

Paso Robles Campus, Quarterly Report

Quarter 2, December 2023 - February 2024

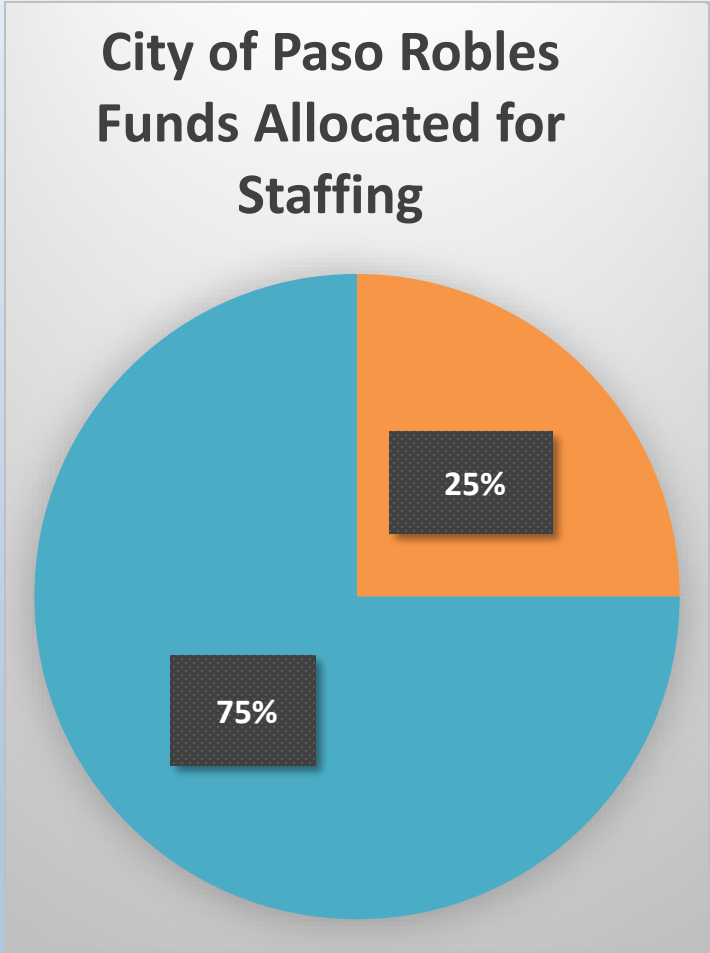


Empowering people in San Luis Obispo County to make positive change by providing food, shelter, and supportive services.

Presented By:
Austin Solheim, Director of
Operations and Development

City of Paso Robles Funding

100% of the funding that ECHO receives from the City of Paso Robles goes directly towards supporting staffing of our Paso Robles Campus. The funding is instrumental in providing the services that help those facing homelessness transform their lives and get back into housing.



The Funding Provided by the City of Paso Robles Covers 20% of the staffing costs associated directly with the ECHO Paso Robles Campus

Paso Robles HomeKey Project

The Paso HomeKey Project is 122 total units or rooms and has to service providers, ECHO and the Housing Authority of San Luis Obispo (HASLO)

HASLO Operates 81 of the units , and ECHO Operates 41 units:

- 33 Rooms are designated for ECHO's 90-Day Emergency Shelter Program
- 3 Rooms are dedicated to ECHO's Night by Night Emergency Shelter Program, Community Shower Programs, and when activated the Emergency Resource Room utilized by Paso Robles PD.
- 1 Room Houses ECHO's Residential Advocate(s). Currently this is a couple with lived experience who graduated from our program and now help run our programs and offers support to clients, staff and volunteers.
- 1 Room has been transitioned into a Community Food Pantry
- 1 Room has been designated as a program, training, and Emergency Resource Room
- 2 Rooms have been designated for on site storage

ECHO Atascadero and Paso Robles combined provide 130 Emergency Shelter Beds to North County San Luis Obispo

20 Additional Emergency Shelter Beds at ECHO Paso Robles

On October 31st 2023 ECHO's executive team presented a financial ask to the SLO County Board of Supervisors to support the opening of 20 additional 90 Day Emergency Shelter Beds at the Paso Robles Campus.

The Board of Supervisors voted 5-0 in support of these additional services.

Staff was hired and trained and the 20 additional beds began opening in December of 2023.

This brings the total number of Emergency Shelter Beds at the Paso Robles location to 70 total emergency shelter beds. 65 dedicated to the 90 Day Emergency Shelter Program and 5 dedicated to the Night by Night Emergency Shelter Program.



Addition of the Emergency Resource Room

In addition to the 20 beds that were added in December of 2023, In January of 2024 ECHO also expanded services and updated our MOU with the city of Paso Robles to include an Emergency Resource room to be utilized by Paso Robles Emergency Services including Fire and Police.

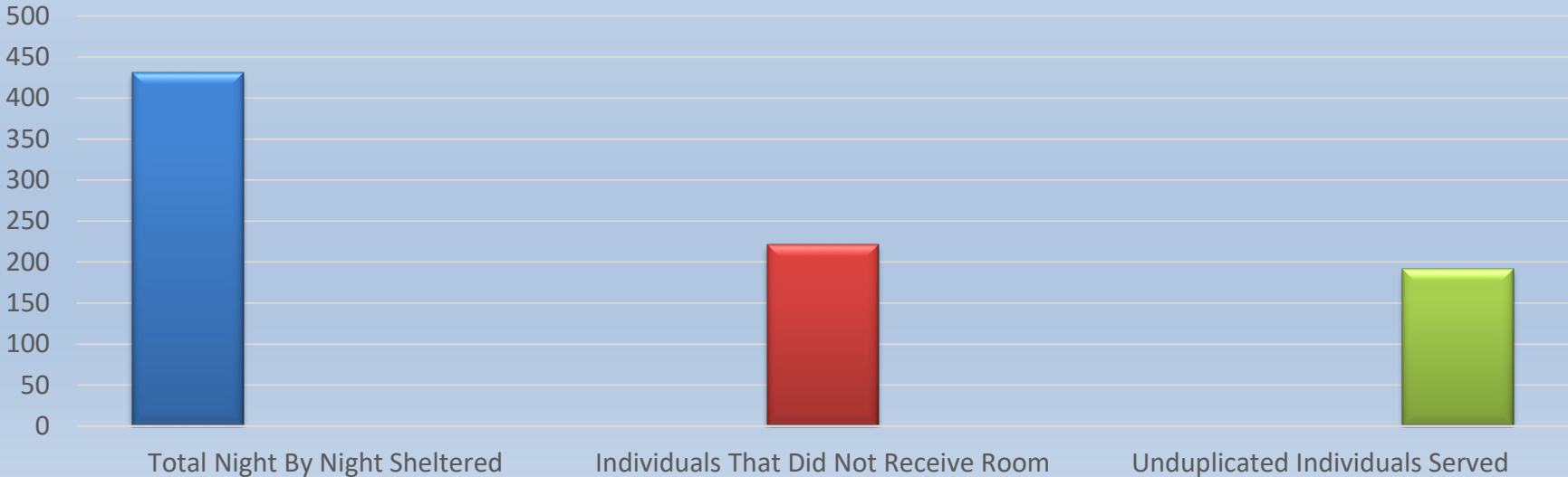
This service will help aid in providing immediate shelter to an individual or family in need of this service that is engaged with our communities emergency response teams.

ECHO is grateful for the opportunity to partner with our Emergency Services and benefit our community to the best of our ability.



Quarterly Shelter Program Data

| | December 23 | January 24 | February 24 | Quarterly Totals |
|---|-------------|------------|-------------|------------------|
| Total Shelter Stays | 1,701 | 1,861 | 2,030 | 5,592 |
| Total Night by Night | 154 | 143 | 134 | 431 |
| Individuals That Did Not Receive a Room | 80 | 64 | 77 | 221 |
| Unduplicated Individuals Served | 108 | 126 | 101 | 191 |
| Resource Room Activation | NA | 1 | 2 | 3 |



Quarterly Documented Success

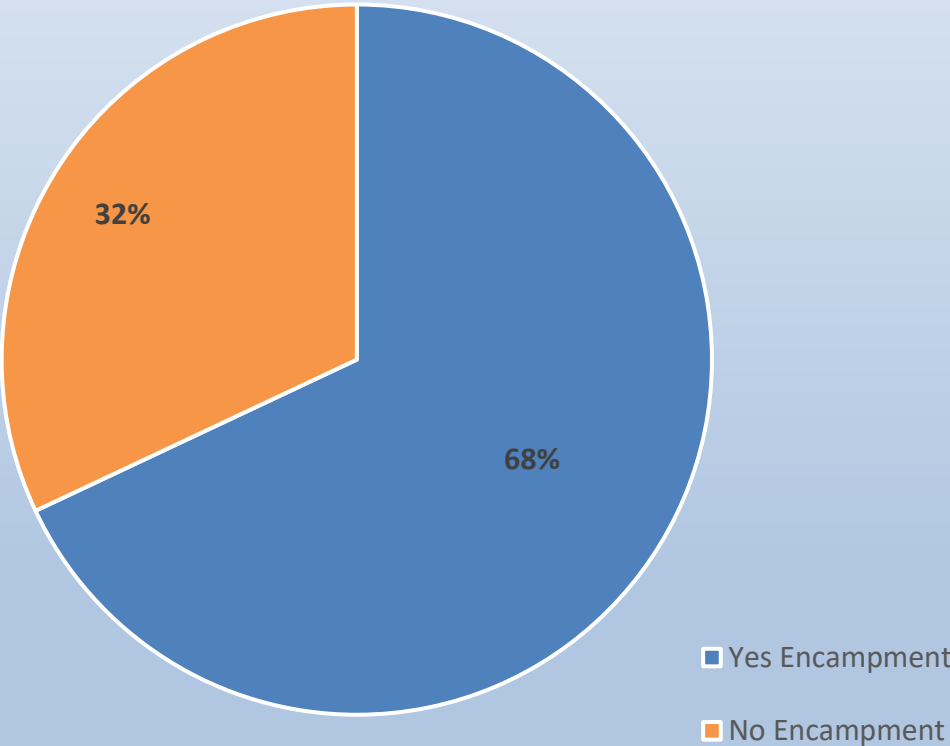
| | December 23 | January 24 | February 24 | Quarterly Totals |
|---------------------------|-------------|------------|-------------|------------------|
| # People Housed | 15 | 13 | 10 | 38 |
| # People Found Employment | 6 | 5 | 3 | 15 |

These Numbers reflect success from only the ECHO Paso Robles Campus

In 2023 through both ECHO campuses 201 Individuals and Families with children were housed. Over 90% of those individuals remain housed in our community

ECHO Outreach Data

Percentage of Clients Served That Have Stayed in an Encampment



ECHO was asked by the city of Paso Robles to collect data on how many of the individuals being served at our Paso Campus have stayed in an encampment in the Salinas River Bed.

In the month of January 2024 we collected the following: 68% of clients utilizing our services have stayed in an encampment in the Salinas River Bed.

Additional ECHO Program and Referral Data

| | December 23 | January | February | Quarterly Totals |
|-------------------------------------|-------------|---------|----------|------------------|
| Dinners Served | 2,475 | 2,752 | 2,686 | 7,913 |
| Showers Provided | 222 | 241 | 208 | 671 |
| Food Bags Given | 450 | 450 | 450 | 1,350 |
| Referrals to Mental Health | 4 | 4 | 3 | 11 |
| Referrals to Drug/Alcohol | 1 | 1 | 1 | 3 |
| Referrals to Other Resources | 2 | 8 | 23 | 33 |
| Laundry Service On-site | 140 | 140 | 140 | 420 |

Additional Programs and Services



Additional Services

| <u>Weekly/ Bi Weekly</u> | <u>Monthly/ As Needed</u> |
|--|---|
| <ul style="list-style-type: none">• Free Cell Phone Service• Onsite mental health evaluations- TMHA• Haircuts• Substance Abuse Education- SLO Bangers | <ul style="list-style-type: none">• Doctor Evaluation & Referrals• Arts and Crafts• Story and Game times |
| | <ul style="list-style-type: none">• Cal FRESH assistance- Department of Social Services• Covid 19, Influenza vaccine clinics• Clean Slate Program |

Program Highlights:

Mock interviews and resume review with volunteers from the community. At the request of our clients, ECHO has been holding one on one mock interviews, resume reviews and financial literacy sessions to help our residents meet their goals.

Our programs include a mix of education, workforce development, resource and well being.

Neighborhood Collaborations

ECHO's Good Neighbor program has been in full effect, with Residents of the 90-Day Program, working with staff weekly to clean up trash in the Black Oak Corridor including adoption of the street and surrounding area.

December 2023: **9** Bags of Trash Collected

January 2024: **13** Bags of Trash Collected

February 2024: **17** Bags of Trash Collected

Quarterly Total: **39**

We have also moved our neighborhood collaboration meetings to a biannual schedule with the next meeting

We received no calls on our 24 hour line, however our team went out and engaged with the local business owners and individuals experiencing homelessness to assist in outreach efforts and address concerns.

Aretha

Success Stories

Meet Aretha, a true beacon of warmth and joy in our community. Her recent journey to a new life has been nothing short of inspiring.

Since 2018, Aretha found herself unhoused after the heartbreaking loss of her husband. Despite facing immense challenges, she navigated the uncertainties with the help of friends and family, moving from place to place in search of stability.

Amidst the turbulence, Aretha turned to ECHO and enrolled in the 90-Day Emergency Shelter program, setting a powerful goal for herself: "To be positive about getting a place and starting a new life!" To her surprise, that day came sooner than expected.

With determination and honesty, Aretha diligently followed the steps outlined by her Case Management team. Through teamwork and hard work, she triumphed over six years of adversity!





Attachment 1 John

Before facing homelessness, John served as a caretaker for his mom. Struggling to afford his apartment, John found himself living in his vehicle for several months. A friend recommended ECHO, and with a glimmer of hope, John decided to explore the possibilities at our Paso Campus.

Soon after, he entered our 90-Day Emergency Shelter program. Throughout this journey, he made a solemn commitment to move forward, not backward. With determination and the support of his case manager, John worked tirelessly to secure a place to call his own.

Today, we are thrilled to announce that John is joyfully settled into his new home. He highlights the transformative impact of the ECHO community, and the stable environment that played a pivotal role in his success.

Additional Programs and Attendance

Attachment 1

| December 2023 | | | |
|-----------------------|---------------------------------|---|-----|
| 12/1 | Reiki Healing Program | Reiki healing through energy work | 4 |
| 12/4 | Dr.Kenney | Medical evaluations, referrals, and first aid | 3 |
| 12/5 | SLO Bangers | Needle exchange, education and HIV testing | N/A |
| 12/5 | California Lifeline and ACP | Free phone, cellular, and internet services | N/A |
| 12/6 | ERS & DSS Support | Employment resource Specialist & Department of Social Services | N/A |
| 12/11 | Dr.Kenney | Medical evaluations, referrals, and first aid | 3 |
| 12/11 | Flower Arrangement Class | A program that teached how to do flower arrangements | 10 |
| 12/15 | Santa Storytime | Santa Clause came to read stories & do a storytime from Paso Robles Library | 14 |
| 12/17 | Ornament Decorationg | Craft time - decorating ornaments | 14 |
| 12/18 | Dr.Kenney | Medical evaluations, referrals, and first aid | 3 |
| 12/19 | California Lifeline and ACP | Free phone, cellular, and internet services | N/A |
| 12/19 | SLO Bangers | Needle exchange, education and HIV testing | N/A |
| 12/19 | The Center for Health & Prevent | Testing, results, and treatment for STDs, STIs, ect. | N/A |
| 12/20 | Haircuts by Melanie | Free Haircuts | 6 |
| 12/21 | California Lifeline and ACP | Free phone, cellular, and internet services | N/A |
| 12/22 | Gingerbread Houses | Craft time with children & adults - learning how to make creative gingerbread houses | 9 |
| 12/25 | Dr.Kenney | Medical evaluations, referrals, and first aid | 3 |
| 12/25 | Christmas Program | Christmas movie and popcorn for residents | 5 |
| 12/26 | California Lifeline and ACP | Free phone, cellular, and internet services | N/A |
| 12/26 | SLO Bangers | Needle exchange, education and HIV testing | N/A |
| Jananuary 2024 | | | |
| 1/1 | Dr.Kenney | Medical evaluations, referrals, and first aid | 3 |
| 1/2 | California Lifeline and ACP | Free phone, cellular, and internet services | N/A |
| 1/2 | SLO Bangers | Needle exchange, education and HIV testing | N/A |
| 1/3 | ERS & DSS Support | Employment resource Specialist & Department of Social Services | N/A |
| 1/3 | THMA | Mental Health services and Education | 2 |
| 1/5 | Reiki Healing | Reiki healing through energy work | 4 |
| 1/8 | Dr.Kenney | Medical evaluations, referrals, and first aid | 3 |
| 1/9 | The Center for Health & Prevent | Testing, results, and treatment for STDs, STIs, ect. | N/A |
| 1/9 | California Lifeline and ACP | Free phone, cellular, and internet services | N/A |
| 1/9 | SLO Bangers | Needle exchange, education and HIV testing | N/A |
| 1/9 | Haircuts by Jericho | Free haircuts for anyone who needs it | N/A |
| 1/10 | Eckerd's Connects | Job resume building, interviews, internships, Job applications, certificates, one on one coaching, ect. | 5 |
| 1/15 | Dr. Kenney | Medical evaluations, referrals, and first aid | 3 |
| 1/16 | California Lifeline and ACP | Free phone, cellular, and internet services | N/A |
| 1/16 | SLO Bangers | Needle exchange, education and HIV testing | N/A |
| 1/17 | THMA | Mental Health services and Education | 2 |

Attachment 1

| | | | | |
|----------------------|---------------------------------|---|-----|---|
| 1/18 | Haircuts by Melanie | Free haircuts for anyone who needs it | | 6 |
| 1/19 | Camp Ocean Pines | Bring their animal ambassadors to interact with clients | | 7 |
| 1/22 | Dr. Kenney | Medical evaluations, referrals, and first aid | | 3 |
| 1/23 | SLO Bangers | Needle exchange, education and HIV testing | N/A | |
| 1/25 | Raising a Reader | Interactive storytelling led by a local teacher to our student residents | | 3 |
| 1/29 | Dr. Kenney | Medical evaluations, referrals, and first aid | | 3 |
| 1/30 | California Lifeline and ACP | Free phone, cellular, and internet services | N/A | |
| 1/30 | SLO Bangers | Needle exchange, education and HIV testing | N/A | |
| 1/31 | THMA | Mental Health services and Education | | 2 |
| February 2024 | | | | |
| 2/1 | Sound Therapy with Kimberly | Musical instruments played for relaxation and healing | | 3 |
| 2/2 | Reiki Healing Workshop | Reiki healing through energy work | | 6 |
| 2/3 | Miniature Farm Animals | Therapy animals are brought on site for interactive time with residents | | 7 |
| 2/5 | Painting with Mary | Introduction to painting techniques with Mary | | 1 |
| 2/5 | Dr. Kenney | Medical evaluations, referrals, and first aid | | 3 |
| 2/6 | SLO Bangers | Needle exchange, education and HIV testing | N/A | |
| 2/8 | Watershed Table Demonstration | Morro Bay Estuary came out to educate on the way the watershed works locally to the kids on site | | 6 |
| 2/12 | Stained Glass Art Program | Craft time with the adults onsite on stained glass art | | 1 |
| 2/12 | Dr. Kenney | Medical evaluations, referrals, and first aid | | 3 |
| 2/13 | ERS & DSS Support | Employment resource Specialist & Department of Social Services | N/A | |
| 2/13 | The Center for Health & Prevent | Testing, results, and treatment for STDs, STIs, ect. | N/A | |
| 2/13 | SLO Bangers | Needle exchange, education and HIV testing | N/A | |
| 2/14 | Eckerd's Connects | Job resume building, interviews, internships, Job applications, certificates, one on one coaching, ect. | | 4 |
| 2/14 | THMA | Mental Health services and Education | N/A | |
| 2/16 | Elfin Forest Walk | Forest led us on an educational nature hike of the Elfin Forest Walk | | 6 |
| 2/19 | Dr. Kenney | Medical evaluations, referrals, and first aid | | 3 |
| 2/20 | The Center for Health & Prevent | Testing, results, and treatment for STDs, STIs, ect. | N/A | |
| 2/20 | SLO Bangers | Needle exchange, education and HIV testing | N/A | |
| 2/26 | Dr. Kenney | Medical evaluations, referrals, and first aid | | 3 |
| 2/26 | Camp Ocean Pines | Bring their animal ambassadors to interact with clients | | 4 |
| 2/27 | SLO Bangers | Needle exchange, education and HIV testing | N/A | |
| 2/28 | THMA | Mental Health services and Education | | 2 |

Good Neighbor Program Trash Collection

Attachment 1

| | | |
|----------|--------------------|---|
| 12/7/23 | Back Oak Corridor | 3 |
| 12/13/23 | Back Oak Corridor | 2 |
| 12/22/23 | Back Oak Corridor | 3 |
| 12/27/23 | Back Oak Corridor | 1 |
| | | |
| 1/4/24 | Black Oak Corridor | 3 |
| 1/12/24 | Black Oak Corridor | 4 |
| 1/18/24 | Black Oak Corridor | 3 |
| 1/26/24 | Black Oak Corridor | 3 |
| | | |
| 2/1/24 | Black Oak Corridor | 3 |
| 2/7/24 | Black Oak Corridor | 4 |
| 2/15/24 | Black Oak Corridor | 4 |
| 2/22/24 | Black Oak Corridor | 2 |
| 2/29/24 | Black Oak Corridor | 4 |

Attachment 1

ECHO Quarterly Neighborhood Stakeholder Meeting

Black Oak Drive Corridor

Date: 1.25.2024

Time: 2pm-2:30pm

Location: 1134 Black Oak Drive



Attendance : Mayor John Hamon, Officer Smallwood, Angelica Fortin, Wes Harmon, League, Wendy Lewis, Mimi Rodriguez, Austin Solheim, Stephanie Potter

Meeting Agenda

Meeting Objective: The objective of this meeting is to gather neighborhood stakeholders, city officials, and representatives from the local homeless shelter to collaboratively problem-solve issues that the shelter and the community may be facing. We aim to foster open communication and find mutually beneficial solutions to address concerns and ensure a harmonious neighborhood environment.

1. Welcome and Introductions

- Round of introductions: Each participant briefly introduces themselves, their role, and their affiliation with the community or homeless shelter.

Updates:

- Biannual Meetings - We are going to be starting this as a biannual meeting. We will be doing it every 6 months. This month and then we'll do it in June.
- I'll be sending out a monthly email with current numbers and updates.
- We have increased the number of beds since the last time that we met.
 - Before: We had 50 beds in total - 45 beds as 90 day beds, and 5 nightly beds.
Now we have a total of 70 beds - 65 beds are 90 day beds and 5 nightly beds.

Attachment 1

- Question: How is the access of the 90 day program going? 60-65% are being housed and 95 percent of those are staying housed. Last year we housed 201 individuals and families and 120 of those were from the Paso Robles campus.

Emergency Crisis Room Partnership with Paso Robles Emergency Services

- Resource Room - We are changing the name of the room from crisis room to resource room. We made that decision through a trauma informed lens.
- This room will be an emergency room for Paso PD and fire to have access too. It goes till midnight. PD and fire will have that 1 room dedicated for them to activate, it can also be for a family of up to 4.
 - *Officer SmallWood* - Both chiefs really wanted to have access to be able to have someone stay in a room at 11pm. This will be beneficial for those emergency situations where we need to try and place someone, for example someone needing a safe place to go from a DV situation.
 - *Wes Harmon* - Will the hotels still be called for situations like that? (Officer Smallwood) It will definitely help us from calling around trying to find a place for some of these individuals.
- *Wendy*- All of the staff got all of the information that they needed for situations like this so they are fully prepared.
- Just to be clear at any time in the day an officer can access the room.
- *Mayor John Hammon* - I really appreciate the 90 day program, the results are really showing.
- Wendy - So far this year we have housed 12.
- *Angelica Fortin* - Does anyone have questions about the sheet that was sent out?
- *Officer Smallwood* - I made a short sparknotes version for PD to go off of and dispatch will have all of the numbers and form as well to go off of.

Attachment 1

Quick Updates on Programs :

- We've recently had Eckerd's SLO Connects coming out once a month. They help with resumes, job finding, mock interviews. They can set up a one on one coach for their SLO location to help them further.
- We've also had THMA come out and work out of one of our program rooms which has been more successful than their van.
- Haircuts, Employment Resource Specialist and Department of Social Services, Dr. Kenny and many more.
 - If anyone wants to know more about the programs that are available in the month or that week please feel free to reach out.

Questions:

- *Wes Harmon* - A month ago I hired someone who was in the 90 day program, he's been doing great! He's really detail oriented.
 - *Austin Solheim* - if you have anyone that needs a job let us know.
 - *Wes* - Best western does need help so you can check in with her, she's been an ECHO supporter.
- *Austin Solheim* - We do have a laundry program open to everyone on Wednesday's from 3pm-5pm.
- *Wendy Lewis* - The board of supervisors voted 5-0 to fund our operational cost for the additional 20 rooms, we're really grateful for that!
- *Wes Harmon* - We know that there are rules to being in the program, does that affect them working overnight shifts.
 - *Austin* - No, we have a lot of residents that actually work overnight. We just ask them to give a work schedule to case managers so that staff is aware.
- *Mayor John Hammon* - Did everyone cooperate with the point-time-count?
 - *Officer Smallwood* - Everyone was very receptive and came out and talked.
 - *Angelica Fortin* - We will get specific numbers for Paso Robles. We are expecting it to have been an undercount.

Attachment 1

- *Austin Solheim* - The count does include all of the numbers that we have at ECHO. This year was more organized and had many more volunteers, so the numbers will be different. Most likely higher. It has been tinder counted for many years.
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Closing comments:

- Austin will send an invite out for the next meeting.

