

# MEDICALLY VULNERABLE PEOPLE PROGRAM QUARTERLY REPORT

JULY 23, 2024

## PROGRAM OVERVIEW

**Total People Served YTD:** 264

**Average Age Served:** 62

**Youngest Age Served:** 33


**Oldest Age Served:** 86

**People Served Currently:** 144

### Outcomes:

 Placements at long-term care facilities/nursing homes

 Reconnection and housing with family and friends

 Entry into treatment programs

 Permanent housing

## PROGRAM & SECURITY IMPROVEMENTS

Over the last quarter, we have conducted a comprehensive security review in collaboration with our partners Shelter The Homeless and Fourth Street Clinic. This thorough assessment has identified several areas for potential improvement in our security protocols and infrastructure. We have already initiated several key measures and are set to roll out additional enhancements in the near future, including:

- Enhanced roommate mediation process
- Updated intake packet featuring a comprehensive roommate agreement
- Upgraded lobby security measures, including the installation of a magnetometer
- Improved signage for staff and guests to better navigate the building
- Significantly increased frequency of room checks
- Strategic placement of additional cameras to eliminate blind spots
- Exploring systems to improve remote communication between front desk and client rooms

## REFERRAL OVERVIEW

From April 2024 to June 2024, MVP had **279** referrals from **46** referral sources including **19 medical providers, 14 community partner organizations, 5 street outreach teams, and 8 City, County, & State agencies.**

## FOURTH STREET CLINIC

### High Acuity Beds (20)-Q2

- 32 patients stayed in high acuity beds
- Average patient age is 56.5
- 34% female, 66% male
- 5 patients have required ADA accommodations
- Common conditions include hypertension (72%), depression (56%), substance use disorder (56%), COPD (38%), heart failure (28%), diabetes mellitus (28%), hyperlipidemia (25%), and schizophrenia (25%)
- 100% of patients have multiple chronic health conditions
- 29 different chronic diseases

Services provided by Fourth Street Clinic include nursing visits, medical case management, urgent medical assessments, behavioral health visits, primary care, referrals, care planning, and transportation supports.

Our team at MVP is enhancing our medical model through recruiting an additional nurse, a swing shift EMT, and a transportation specialist. In August, we plan to add another day per week of onsite primary care services for all residents at MVP. An ADA van has been purchased and will be delivered in the next several weeks to enhance our transportation supports. Supplies have been ordered for clinic and lab spaces; both will be fully furnished in August.

## PROGRAM IMPACT

A woman arrived at MVP with little hope due to her extended period of homelessness and numerous physical health barriers. Through our program, she was able to address her physical and mental health needs through Fourth Street Clinic while also working with her TRH Case Manager on housing and life skills that would set her up for success. Her progress was evident as she became more social, optimistic, and open with others in our community. The pinnacle of her journey came when she secured her own housing, an achievement that reflected her newfound confidence and stability. Recently, she called to share her continued success and plans to move to an "even better home," exemplifying the lasting impact of MVP's support.



July 23, 2024

Sandy City Council 10000  
Centennial Parkway Sandy,  
UT 84070

RE: Q2 Report on the Medically Vulnerable People Transitional Housing Facility: CUP07282023-006576, dated September 28, 2023; and the MOU recorded October 9, 2023

Dear Sandy City Council Chair and Council Members,

We are pleased to have the opportunity to share with you the following building and program updates for the second quarter of 2024:

#### Programmatic and Licensing Upgrades:

Refurbishments have been made that were important to effectively deliver services and provide the programming committed to in the MOU and CUP.

- Opening the rear patio for outdoor accessibility and to provide a smoking area for residents that is 25 feet from the rear of the building.
- Installing tables and chairs, games and puzzles in the common room to promote a social and supportive atmosphere.
- Landscaping the exterior of the facility to improve the upkeep of the property.
- Installing an exterior dog exercise area with a pet waste receptacle for staff and residents that have furry friends.
- Implementing a mail delivery plan for participants.

#### Construction and Intake:

Since receiving our permanent certificate of occupancy in March, the MVP partners have made a coordinated effort to enroll up to 165 residents into the program.

- Interior construction projects that have been completed include the addition of 5 ADA compliant rooms, a health clinic and lab with two examination rooms, and a resident laundry area with 4 stackable washer/dryer units and one ADA unit.
- STH contracts with our valuable non-profit partner, Catholic Community Services, to prepare and deliver lunch and dinner to individuals onsite. The program began with a sack cold lunch and hot dinner, however STH increased resources in the second quarter to include a hot lunch. This adjustment has supported better utilization of onsite meal services, totaling 24,315 meals served in the second quarter.
- Breakfast is provided by The Road Home each morning and is resourced through donations. The hotel furniture, which was constructed of wood products, was cleared out of the facility and donated in the community because it is not bed bug and bio-resistant. Sturdy, lockable storage bins are available to all participants for personal belongings.
- Furniture was eliminated from the lobby area to promote a smoother security check-in and eliminate crowding in the area.
- Security tape was installed on every first-floor window to ensure locking mechanisms are working appropriately and prevent illicit items from entering the program.
- Upgrades were made to exterior lighting of the facility for improved visibility at night, supporting CPTED principles.

#### Upgrades in process for Q3:

- Paving/stripping the parking lot is in process and will be finished in late July.
- Landscaping upkeep has commenced and plans for a sprinkling system are being bid out to local contractors.
- Installation of the exterior courtyard fencing, and the addition of outdoor furniture, will commence in late July.