





MEDICALLY VULNERABLE PEOPLE PROGRAM QUARTERLY REPORT

MAY 7TH, 2024

PROGRAM OVERVIEW

Total People Served: 201
Average Age Served: 63
Youngest Age Served: 33
Oldest Age Served: 86
People Served Currently: 152

Outcomes:

-  Placements at long-term care facilities/nursing homes
-  Reconnection and housing with family and friends
-  Entry into treatment programs
-  Permanent housing

PROGRAM DEVELOPMENT & COLLABORATION

To **strengthen community safety and collaboration**, we have established weekly meetings with Sandy Police & Fire Departments. These meetings allow us to:

- Identify and support high-utilizer individuals.
- Enhance inter-agency collaboration for effective emergency response.
- Explore program improvements and best practices.

Key outcomes from these meetings include:

- Improved process for providing EMS with client information to enhance continuity of care.
- Clear protocols for responding to behaviors that don't align with policies and best practices.

REFERRAL OVERVIEW

We have had overwhelming community support with referring clients to the program with 426 referrals from 34 referral sources including **14 medical providers, 11 community partner organizations, 3 street outreach teams, and 6 City, County, & State agencies.**

FOURTH STREET CLINIC

High Acuity Beds (20)

- 34 patients have stayed in high acuity beds
- Average patient age is 58
- 59% male, 41% female
- 6 patients have required ADA accommodations
- Common conditions include hypertension (65%), depression (56%), substance use disorders (50%), COPD (38%), diabetes (32%), hepatitis (32%), and heart failure (26%)
- 94% of patients have multiple chronic health conditions

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

We are working on a medical model that will expand supports to patients in all beds and extend our hours of coverage, including additional primary care, nursing and EMT services. We also have plans to add point-of-care lab services, telehealth, and wellness groups in the coming months.

PROGRAM IMPACT

The Road Home received a call from Salt Lake Police Department Social Workers requesting assistance for a client with severe fluid accumulation in their legs, who had been living in their car for two years while working to pay court fees, afraid to seek medical care. The Road Home coordinated with Fourth Street Clinic, whose nurse was specially trained for the client's condition, and was able to provide a bed at MVP and care without immediate hospitalization. Since arriving, the client's condition has improved drastically, allowing them to increase work hours and obtain necessary equipment, all thanks to the dedicated efforts across organizations to address this individual's multifaceted needs through a collaborative, compassionate approach.





May 7, 2024

Sandy City Council
10000 Centennial Parkway
Sandy, UT 84070

RE: Q1 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.

Life Safety and Building Safety Upgrades:

The Shelter the Homeless team has worked with the Sandy Chief Building Official or Fire Marshal to outline and deliver on various requirements of safety. These items were critical to receiving a temporary certificate of occupancy.

- Installation of two fire hydrants on property, upgrade of all fire sprinklers
- Installation of a central fire alarm system
- Significant upgrade of the security camera system
- Safety code upgrades

Programmatic and Licensing Upgrades:

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

- Removal of carpet in all rooms to facilitate pest control and biowaste cleanup
- Converting the pool area into a common room
- Painting the exterior of the facility to improve the upkeep of the property
- Installing interior and exterior key systems for staff and residents

Construction and Intake:

Since receiving our temporary certificate of occupancy on January 10, 2024, the MVP partners began a coordinated effort to continue construction while simultaneously moving the first clients into the MVP program. This led to challenges of noise and periodic utility disruptions but has also allowed for individuals to begin receiving care during the winter months when this population is most vulnerable.

- Immediate upgrades were made to the dining room, as instructed by the Health Department, to facilitate the safe delivery of lunch and dinner to individuals onsite. In the first quarter, 7,885 hot meals were served in the program.
- The hotel beds were replaced with new and sturdy bed bug and bio-resistant beds and mattresses typically used in all shelter facilities.
- Final security upgrades were installed that alert the onsite security officers when an exterior door has been opened.

Upgrades in process for Q2:

- Interior construction projects include the addition of 5 ADA compliant rooms, a health clinic and lab, and a resident laundry area with 4 stackable washer/dryer units and one ADA unit.
- Exterior construction projects include upgraded exterior lighting, paving/stripping the parking lot, upkeep of landscaping, and installation of the exterior courtyard fencing.