

October 8, 2024

Sandy City Council 10000

Centennial Parkway

Sandy, UT 84070

RE: Q3 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 third quarter of 2024:

Programmatic and Licensing Updates:

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

- STH and TRH met with Police Chief Severson to review the original Safety and Security plan as well as the programmatic upgrades that have been made.
 - Additional security measures with Premier Security, included installing a magnetometer in the front lobby and improving screening flow.
 - All room windows have been resealed to prevent the flow of contraband.
 - Additional security upgrades are proposed below for Q4. .

Construction and Programming:

Since receiving our permanent certificate of occupancy in March 2024, the MVP partners have made a coordinated effort to enroll up to 165 residents into the program.

- Upgrades were made to the group room floor to prevent slipping in anticipation of wetter weather.
- Fresh mulch has been laid to improve the landscaping ahead of larger improvements next spring.
- A parking plan and new asphalt slurry were completed in late July to support the courtyard fence project and installation of ADA compliant stalls.
- STH contracts with our valuable non-profit partner, Catholic Community Services, to prepare and deliver lunch and dinner to individuals onsite, which totaled 23,570 meals served in the third quarter. Breakfast is provided by The Road Home each morning and is resources through donations.

Upgrades in process for Q4:

- Permitting is underway to install a large, fenced courtyard area with outdoor furniture for participants to smoke, exercise their service animals, and relax outdoors. Completion is anticipated for October 2024.
- Improved signage in order support clearer wayfinding for participants and EMS.
- Investigating a facility-wide paging system, including 2-way communication between each room and the front desk, and a nurse call system for ADA rooms.
- A remote lockdown system for the front entrance, including an exterior intercom and Knox Box for EMS.
- Additional cameras throughout the facility to eliminate blind spots.
- Additional security measures in front lobby to support camera monitoring.

MEDICALLY VULNERABLE PEOPLE PROGRAM QUARTERLY REPORT

OCTOBER 8, 2024

PROGRAM OVERVIEW

Total People Served YTD: 331
Average Age Served: 63
Youngest Age Served: 30
Oldest Age Served: 85
People Served Currently: 141
Average Length of Stay: 87.35 days
Outcomes: 7 individuals moved into housing, skilled nursing facilities, or in with family/friends.

REFERRAL OVERVIEW

From April 2024 to June 2024, MVP had **237** referrals from **50** referral sources including **24 hospitals/medical providers, 12 homeless services providers, 2 community agencies** and **12 City, County, & State agencies.**

PROGRAM & SECURITY IMPROVEMENTS

The Road Home, Fourth Street Clinic, & Shelter The Homeless remain committed to continual improvement and maintaining a strong focus on safety & security for our guests and the community. We have made several changes in response to feedback including:

1. Conducted thorough internal safety review resulting in:
 - a. **Updated safety policies & procedures** including an overhauled screening process:
 - i. Comprehensive assessment of clients' history specifically around violence & behavioral health concerns (in coordination with referring partners)
 - ii. Reviewing facility bars & previous incidents
 - b. Facility security upgrades
2. Continued **close collaboration with law enforcement** for addressing criminal activity
 - a. Weekly meetings with Sandy Fire & Police Department leadership, focusing on high-utilizer management, critical incident review, safety protocols, program improvements, & community feedback.

FOURTH STREET CLINIC

High Acuity Beds - Q3

- 16 patients currently in high acuity beds
- Average patient age is 59
- 40% female, 60% male
- Common conditions include COPD (60%), hypertension (60%), diabetes (33%), congestive heart failure (27%), wound care (20%), 13% asthma, mental health needs (67%), & substance use needs (47%).
- 56 % have 3-4 conditions
- 44% have 5+ conditions
- 100% have a Kantz medical score of 6+. Kantz score is a medical risk score based on number of chronic conditions, advance disease status, and current acute care needs.

Services provided continue to include nursing visits, medical case management, behavioral health services, mobile clinic primary care, urgent medical assessments, care planning and transportation support. Additionally, FSC has begun on-site primary care appointments one day a week. The FSC team continues to grow by hiring on additional EMTs for swing shifts to provide urgent medical assistance and linkage to higher level of care, as needed.

Common diagnoses cared for within the general population cause a greater risk in those experiencing homelessness. For example, individuals with diabetes and hypertension have a 2.8 times higher risk of health complications, compared to the general population. Diabetes is the leading contributor to cardiovascular diseases and is the leading cause of death in the US. Additionally, ensuring individuals with hypertension are on appropriate medications for optimal control reduces the risk of developing heart failure, heart attacks and strokes.

Knowing that a life expectancy is 20 years shorter for those experiencing homelessness compared to the general population, which is attributed to multiple chronic medical issues, makes having these wraps around services invaluable.

PROGRAM IMPACT

A resident in the MVP program was identified as overusing nighttime emergency services. Despite initial guidance, she continued calling EMS for chronic pain management and transport to the ER. After a collaborative meeting with case managers from both TRH and FSC, it was discovered the resident lacked knowledge of alternative transportation options. Through targeted support, including medication management education and guidance on using taxis, the resident significantly reduced non-emergent EMS calls and is no longer considered a high utilizer of these services.

