

6. Wellness Center Quarterly Report

Recommendation:

That the Honorable City Council review and file the attached Wellness Center Quarterly Report for Quarter 3 of Fiscal Year 2023-2024.



Item Number: 6

City Council / Board of Directors

Consent Calendar

Meeting of: April 16, 2024

Submitted By:

Scott Webb, City Planner

Subject:

Wellness Center Quarterly Report

Recommendation:

That the Honorable City Council review and file the attached Wellness Center Quarterly Report for Quarter 3 of Fiscal Year 2023-2024.

Fiscal Impact:

There is no fiscal impact associated with this item.

Strategic Plan Goal:

This item aligns with Strategic Plan Goal D, Reducing Homelessness. The City has completed construction and opened the Wellness Center Campus. Staff is ensuring the Wellness Center is operating successfully in all areas including shelter operations, recuperative care, supportive services, medical care, outreach coordination, and wraparound supportive services.

Background:

On February 6, 2024, the City Council requested to have quarterly reports regarding the progress of the Wellness Center.

Discussion:

As part of our ongoing efforts to achieve the strategies outlined in the adopted Strategic Plan for Reducing Homelessness, this is the first Quarterly Report (Attachment A) that will summarize the operational progress made at the Wellness Center during the period of January – March 2024. Staff will be providing this reporting on a quarterly basis moving forward to present key Wellness Center activities, highlights, and operational performance indicators. Staff remains available for any questions you may have.

Attachments:

A. Wellness Center Quarterly Report

Attachment A

The Wellness Center

QUARTERLY REPORT



JAN - MAR 2024

Homelessness Solutions
Planning Department



OVERVIEW

Through hard work and dedication, the City and its partners have brought the vision of the Victorville Wellness Center to life. Our incredible campus opened its doors to clients on December 12, 2023.

The 4.5 acre, 110 unit, 170 bed facility strives to be a beacon of innovation to effectively address homelessness through state-of-the-art solutions.

Together with our partners, the Wellness Center provides equitable care, housing, advocacy, and accountability to teach self-sustainable skills that will enhance the medical, mental, physical, and overall well-being and empowerment for our homeless population.

This quarter, we are pleased to report steady and positive success on our campus. Our Shelter Operator (Hope the Mission) and Wraparound Services Operator (Symba Center) have answered the call to provide the required services in their respective roles. Our census has remained high, and we have managed to maintain strong levels of care to help each and every client stabilize while they work towards their "Wellness" goals.

Our high quality operation and superior customer service is a direct reflection of the values instilled by our City Council and City Leadership. Victorville continues to be at the forefront of tackling the homeless crisis in our community, and the Wellness Center serves as a model for other communities to replicate to address homelessness in their own communities.

ROUTE TO WELLNESS

Route to Wellness

The Wellness Center's mission is to reduce homelessness by providing health and wellness wraparound services to under-served individuals in our local community. Using a collective approach, our team promotes a roadmap (Route to Wellness) for individuals experiencing homelessness to follow.



WELLNESS CENTER SERVICES



Basic Needs

Hope the Mission bolsters 22 full time employees and is responsible for providing the basic needs for our Wellness Center clients. Their team is working with clients every day to ensure they are successful

Safety and Security

Hope the Mission contracts with an experienced security team. The campus has two trained guards on site at all times.

Food Services

Hope the Mission has experience operating regional food service operations and brings their experience to the Wellness Center.

Supportive Services

Symba Center's wraparound services team bolsters 36 full-time and 7 part-time positions to support their operations and provide clients with high quality care.

Medical Services

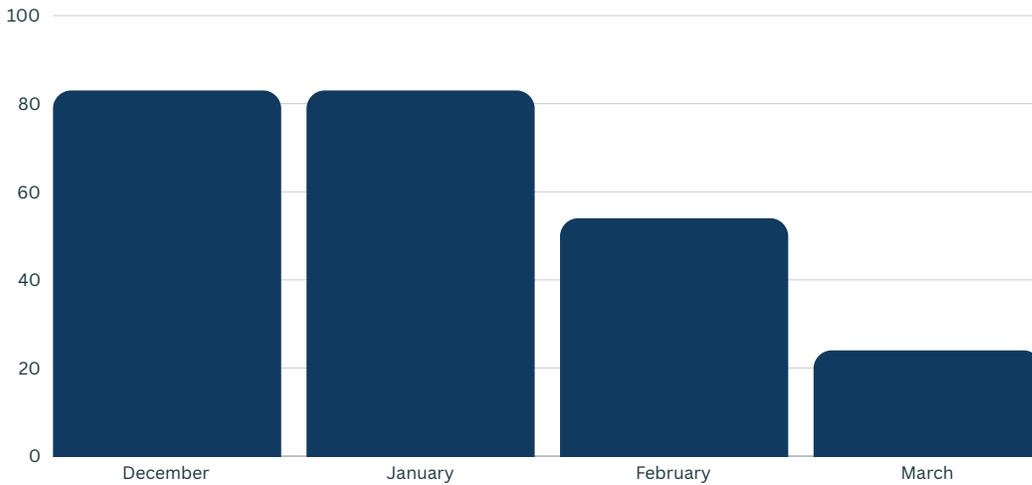
Symba Center provides 24/7 on-site medical staff. Their recuperative care program helps reduce reliance on the emergency rooms.

Housing

Symba Center's case managers and housing navigators have managed to assist 12 clients obtain permanent housing solutions within this quarter.

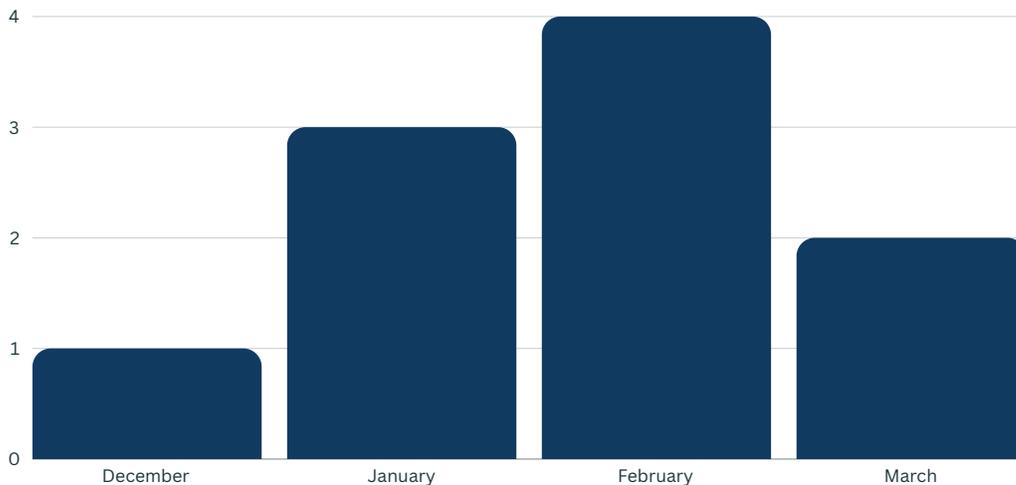


WELLNESS CENTER INTAKES AND HOUSING



244 INTAKES COMPLETED INTAKES

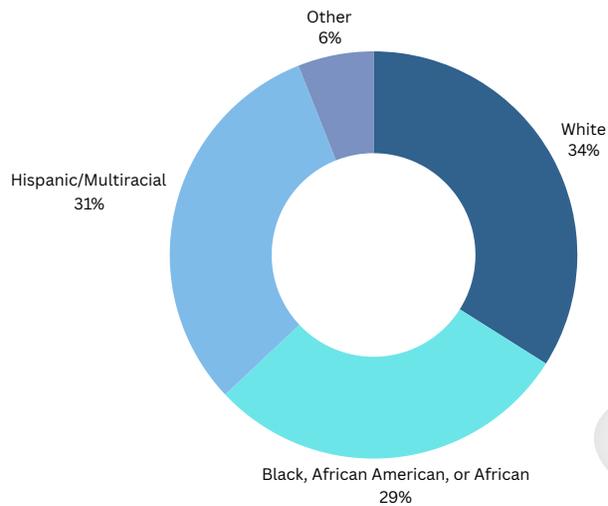
AVERAGE OCCUPANCY **125**



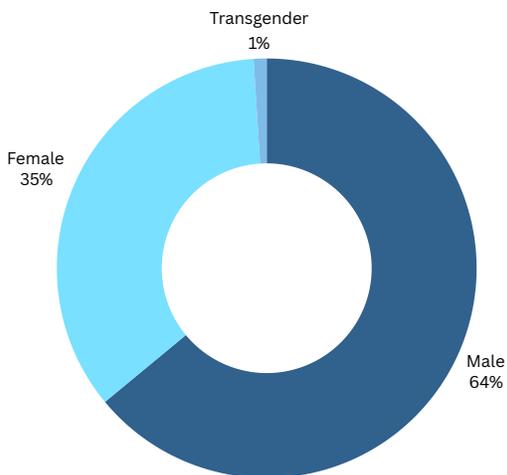
HOUSING **12 CLIENTS HOUSED**

WELLNESS CENTER DEMOGRAPHICS

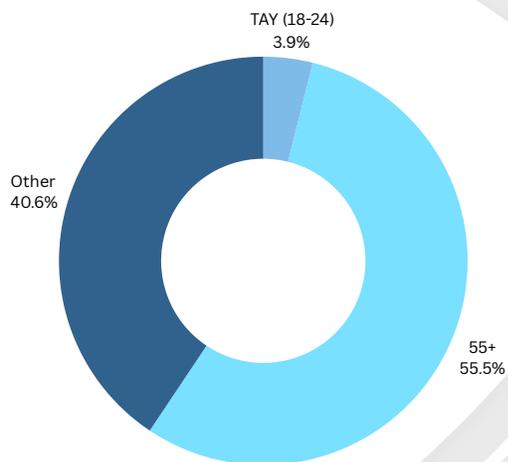
Race Data



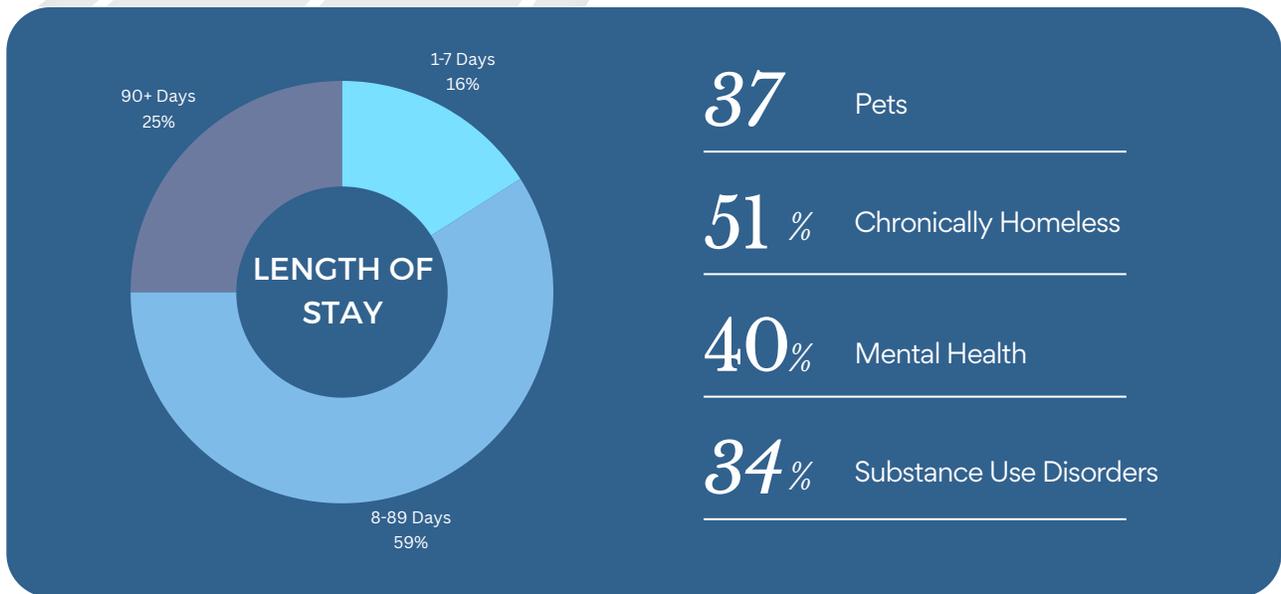
Gender Data



Age Range



WELLNESS CENTER HIGHLIGHTS



The Wellness Center provides all clients with case management and housing navigation services.

The Wellness Center medical clinic provides primary care services including physical examinations, medication prescriptions, vaccinations, and recuperative care, among other services.



58

Full-time staff

161

Medical Appointments

41

Average Recuperative Care
Beds In Use

26

SUD Groups

13

Job Readiness Classes

WELLNESS CENTER STAFF HIGHLIGHTS

Albert Theus

Albert has been an amazing asset to our Wellness Center team. As Hope the Mission's Intake Coordinator, he has helped acclimate over 200 clients to the Wellness Center campus. His commitment to outstanding customer services has served our clients well, and he continues to show unwavering support for the Wellness Center mission.



Sarah Perez

Sarah supports Wellness Center operations with outreach, engagement, and transportation for our unsheltered population. As one of Symba Center's outreach case managers, Sarah's job is to essentially perform client-centered case management, provide support and referrals for our unsheltered population, and collaborate with our City's Homeless Engagement Team. Sarah was a key staff member during our busy January and February months of outreach and new admissions into the Wellness Center.



CLIENT SUCCESS



Collaboration

Collaborating with the Sheriff's Hope Team, Family Assistance Program, and Victor Valley Family Resource Center, the Wellness Center team was able to be a part of assisting a client in connecting with his family and returning to his community of origin.

Success



Resilience

Client O.J. began experiencing homelessness after relocating to California from Texas and having family troubles. Her journey led her to the Wellness Center where staff assisted her in addressing multiple health issues and navigating various systems to transfer her benefits to her community of residence. Given O.J.'s age of 71, shelter was imperative and the supportive services were vital. Wellness Center staff addressed her Wellness goals through planning, coordination, and a client-centered approach. The team focused on re-establishing financial stability through advocacy. In January 2024, O.J. transitioned into a permanent living situation where she receives the necessary support.

Perseverance

WELLNESS CENTER FOOD SERVICES



A BRIEF STORY ABOUT THE CHEF

As a cornerstone of the Wellness Center, our campus prides itself on helping all clients meet their basic and dietary needs. Our program provides Wellness through healthy nutrition. Our Wellness Center clients are treated to daily, quality meals prepared by our Wellness Center Chef who serves on Hope the Mission's staff. Chef Kim brings exceptional food through her training and experience at restaurants such as The Pines Modern Steakhouse, Texas Roadhouse, and Wolfgang Puck. Kim shows dedication through her cooking, including preparation of some of her most valued family receipts.

BRINGING IDEAS AND INNOVATION
TO LIFE THROUGH FOOD

38,052 MEALS SERVED

Gourmet



OUR WELLNESS JOURNEY CONTINUES

IN THE NEXT QUARTER WE PLAN TO WORK
TOWARDS THE FOLLOWING MILESTONES:

**FAMILY
INTAKES**

**INCREASED
PROGRAMMING**

**COMMUNITY
GARDEN**

**INCREASED
OCCUPANCY**

**INCREASE IN
CLIENTS BEING
TRANSITIONED
INTO MORE
PERMANENT
HOUSING
SOLUTIONS**

