

15. Wellness Center Quarterly Report

Recommendation:

That the Honorable City Council review and file the attached Wellness Center Quarterly Report.



Item Number: 15

City Council / Board of Directors

Consent Calendar

Meeting of: July 16, 2024

Submitted By:

Alex Jauregui, City Planner

Subject:

Wellness Center Quarterly Report

Recommendation:

That the Honorable City Council review and file the attached Wellness Center Quarterly Report.

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 of the Wellness Center Campus and began serving clients on December 12, 2023. The Planning Department's Homelessness Solutions staff monitors the Wellness Centers operations, ensuring successful outcomes in all areas including shelter operations, recuperative care, supportive services, medical care, outreach coordination, and wraparound supportive services.

Background:

On February 6, 2024, the Honorable 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 second Quarterly Report (Attachment A) that will summarize the operational progress made at the Wellness Center. Staff will continue providing this reporting on a quarterly basis 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

Wellness Center Quarterly Report

The Wellness Center

QUARTERLY REPORT



APRIL- JUNE 2024

Homelessness Solutions
Planning Department



Our Wellness journey continues. As we transition from Spring to Summer, we endeavor to assist more of our City's unsheltered population. This quarter, we admitted 114 individuals and provided them with a safe space to stabilize and work towards their wellness goals.

In May, the annual Point-In-Time Count (PITC) was released, indicating 326 unsheltered individuals and a grand total of 611 individuals experiencing homelessness in Victorville. Specific to Victorville, 43% were experiencing homelessness for the first time in the last 12 months and 19% were recently incarcerated.

Together with our partners, the Wellness Center has transitioned a total of 34 individuals into permanent housing solutions since operations began, with 22 clients housed in the last quarter. We have also triaged many cases and referred them to more appropriate levels of care.

We are pleased to report the Wellness Center will begin accepting families on July 8, 2024. We are also working on the development of our campus community garden. This quarter has seen an increase in programming and services, occupancy, and clients being transitioned into more permanent housing solutions. Our Shelter Operator (Hope the Mission) and Wraparound Services Operator (Symba Center) continue to work collaboratively to meet the needs of our homeless population.

Our innovative campus continues to be visited by our neighboring cities, county partners, and state legislatures as a model that should be emulated in other areas. We were proud to highlight the Wellness Center during the Victorville 101 Bus Tours. These public bus tours give insight to community members about various City operations and services. The public that participated in the tours provided positive feedback about the facility, the staff, and the successes of the Wellness Center.

STAFF TRAINING

Training

All Wellness Center staff are thoroughly trained and developed to assist all clients at the Wellness Center. Training includes CPR/First Aid, Trauma-Informed Care, De-Escalation Techniques, Behavior Management, Mandated Reporting, Mental Health 101, Data Input, and much more.

This quarter, all staff had the privilege of being trained about Narcan, including its importance and the administration of Narcan, from our County Department of Public Health. We ensure all staff have access to Narcan at all times while on campus. This is another important tool that helps keep our campus safe.



WELLNESS CENTER PROGRAMS AND ACTIVITIES



Through collaborative efforts, Symba Center and Hope the Mission continue to work together to offer the necessary support to assist clients in their housing journey. This support is afforded through direct services, activities, and programming.

Activities

Outside of programming, the clients are afforded opportunities to participate in activities that provide a sense of community and pride on campus.

Programs

Men's Support Group	Seeking Safety
Women's Support Group	Art Expression
Job readiness	Medical Services
Anger Management	Housing Navigation
Relapse Prevention	Case Management
Recovery Management	Therapy and Counseling
Financial Literacy	Mindfulness and Meditation

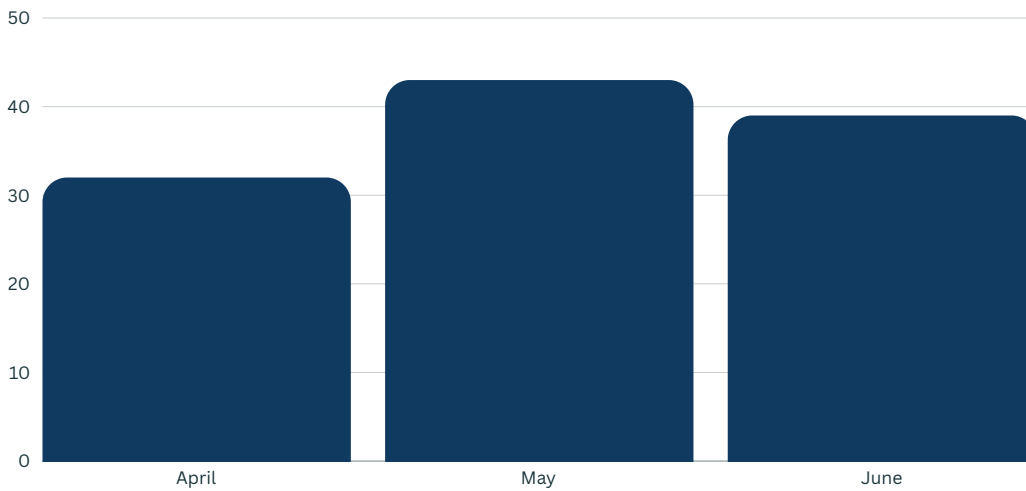
Program Highlight

Seeking Safety

Seeking safety is a program that teaches coping skills and helps individuals to learn how to ground in the moment and re-center. Seeking safety teaches 25 coping skills that includes boundary setting, honesty, compassion, healing from anger, and recovery. Seeking safety will help individuals build great self-care habits. Seeking safety allows individuals to engage in rebuilding their lives moving forward.



WELLNESS CENTER INTAKES AND HOUSING

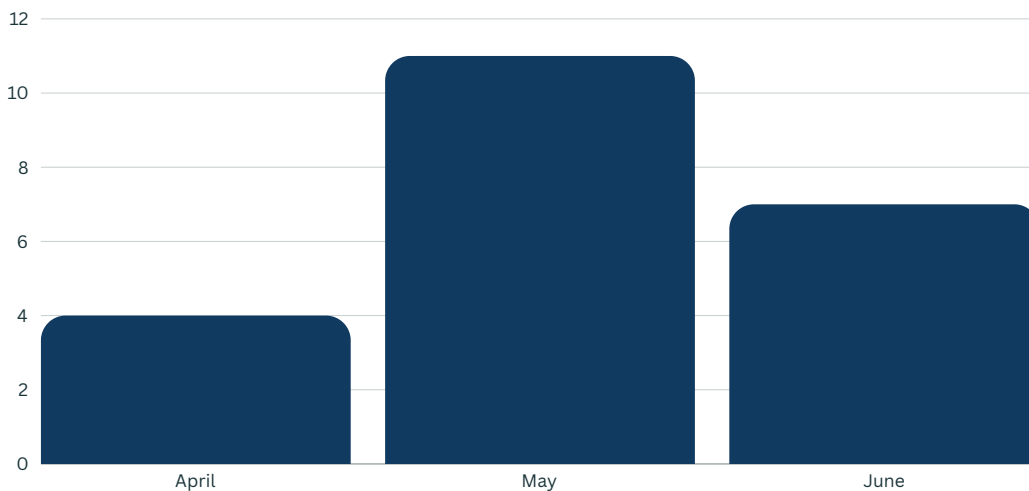


114 INTAKES COMPLETED

INTAKES



AVERAGE OCCUPANCY 137



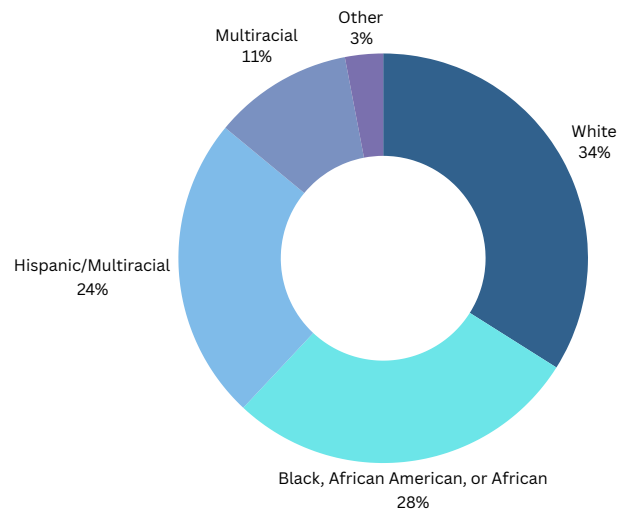
HOUSING

22 CLIENTS HOUSED

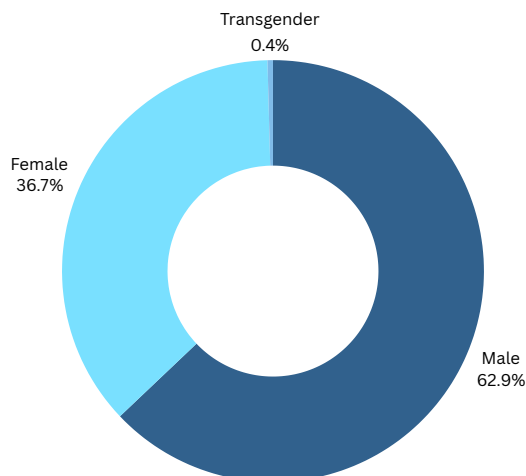


WELLNESS CENTER DEMOGRAPHICS

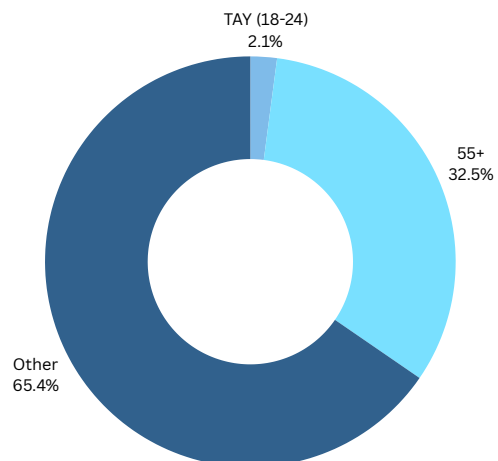
Race Data



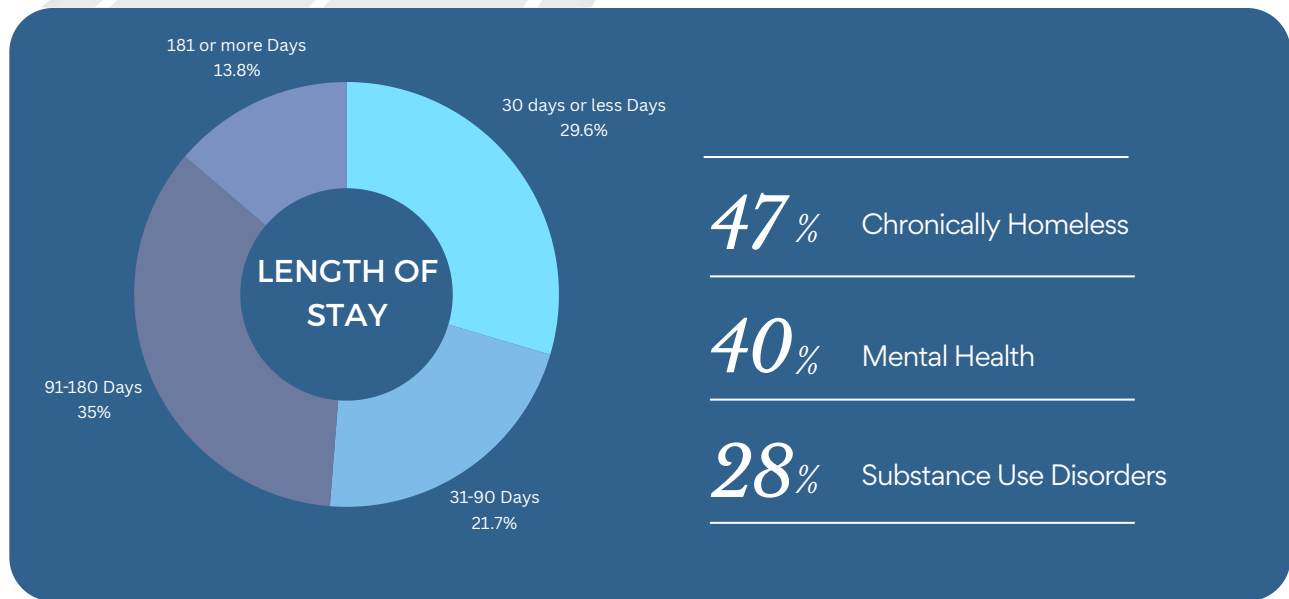
Gender Data



Age Range



WELLNESS CENTER HIGHLIGHTS



The Wellness Center has partnered with the Victor Valley Transit Authority (VVTA) to provide over 375 free bus rides for Wellness Center clients.



5,603

Medical Appointments
and Services

2,745

Housing and Case
Management Appointments

40

Average Recuperative Care
Beds In Use

30

SUD Groups

12

Job Readiness
Classes

WELLNESS CENTER STAFF HIGHLIGHTS

Yolanda Salinas

Yolanda is being highlighted as an outstanding Wellness Center Case Manager with Symba Center for various reasons. She has journeyed with our clients during transitional phases of sites and services. She continues to provide routine structure, support, and intensive case management services for clients at the Wellness Center to create sustainable housing solutions. She continues to model focus, accountability and drive for our community through solution-focused contributions and consistency. Yolanda is mission driven in obtaining successful results for clients.



Tammie Trejo

This quarter we would like to highlight our Wellness Center Data Specialist with Hope the Mission. Tammie is responsible for analyzing, assessing, interpreting, and reporting out on vital data for our Wellness Center. Tammie gives great attention to detail and has the ability to communicate complex findings in a clear and concise manner. Tammie exceeds expectations and goes above and beyond assisting Wellness Center operations. Her grace, hard work, and dedication to our Wellness team and the clients is commendable.



CLIENT SUCCESS

Collaborating with our Sheriff's MET team, Deputy Garnica and Wellness Center staff worked to transition a client experiencing homelessness into the Wellness Center as the team coordinated transportation back to her community of origin. This swift action reunified the client with family and helped avoid unnecessary time unsheltered.



Dedication

Goals

Such a beautiful moment! Member M.W. not only celebrated four months of sobriety this quarter, but she also secured Permanent Supportive Housing with Step Up on Second.

The Wellness Center Team provided M.W. a welcome home kit, hygiene items, cleaning supplies, and a television to celebrate this monumental occasion.

Her story is a testament to the work we all do. Every success is one more step closer to ending homelessness.



Dreams

Hard Work

CLIENT SPOTLIGHT

From chronic homelessness to a permanent housing solution: One Remarkable Man's Journey of Resilience with the help of a team.



The staff celebrates all individuals that were housed or assisted with the support of Wellness Center services. Some of these individuals would still be unsheltered in our City if it was not for the Wellness Center Campus. One story, in particular, is a 54-year-old man who has faced more than his fair share of challenges. From enduring traumatic brain injuries to navigating multiple fractures, this individual's journey is a testament to his resilience. Our Homeless Engagement Team worked tirelessly to get this individual to accept services.

After accepting services at our Interim Shelter and ultimately at our Wellness Center, we had the pleasure of celebrating his transition into a permanent housing solution this past April. His journey from chronic homelessness is nothing short of remarkable and serves as a beacon of hope for others facing similar challenges. This should remind us all of the power of perseverance and highlight the incredible Wellness Center staff and services which helped make it all possible.

WELLNESS CENTER MEDICAL SERVICES



A BRIEF SUMMARY AND TESTIMONIAL ABOUT THE MEDICAL TEAM

Symba Center provides medical services onsite at the Wellness Center 24 hours a day, 7 days a week. Medical staff provide many services, but their work is shown through those who they have the privilege of serving. Below is a patient testimonial that sheds light on the important work Symba Medical is doing for our most vulnerable population.

One of our Wellness Center patients, who has been at the shelter since March, was kind enough to share her experience about the medical services. She initially came in with uncontrolled hypertension and anxiety. As a new intake, she had extremely high blood pressure. There were times where the medical team had to provide strict, ongoing monitoring while her blood pressure stabilized. Since her admission, there has been a substantial improvement in her overall health. Her blood pressure and anxiety are now controlled and she continues to have the support from the medical team. She is thankful for the care provided by Symba Center.

Our wonderful Wellness Center medical staff make healthier living possible.



WELLNESS CENTER AWARDS

OUR WELLNESS CENTER HAS BEEN
HONORED WITH THE FOLLOWING AWARDS:

AMERICAN PLANNING
ASSOCIATION, **STATE
OF CALIFORNIA**,
OPPORTUNITY AND
EMPOWERMENT
AWARD OF MERIT

AMERICAN PLANNING
ASSOCIATION, **INLAND
EMPIRE**, OPPORTUNITY
AND EMPOWERMENT
AWARD

ARCHITECTURE &
DESIGN COMMUNITY
PLATINUM WINNER
FOR SPORTS,
RECREATION, AND
WELLNESS FACILITIES

ARCHITECTURE &
DESIGN COMMUNITY
PLATINUM WINNER FOR
MOBILE HOMES &
PREFABRICATED
STRUCTURES

