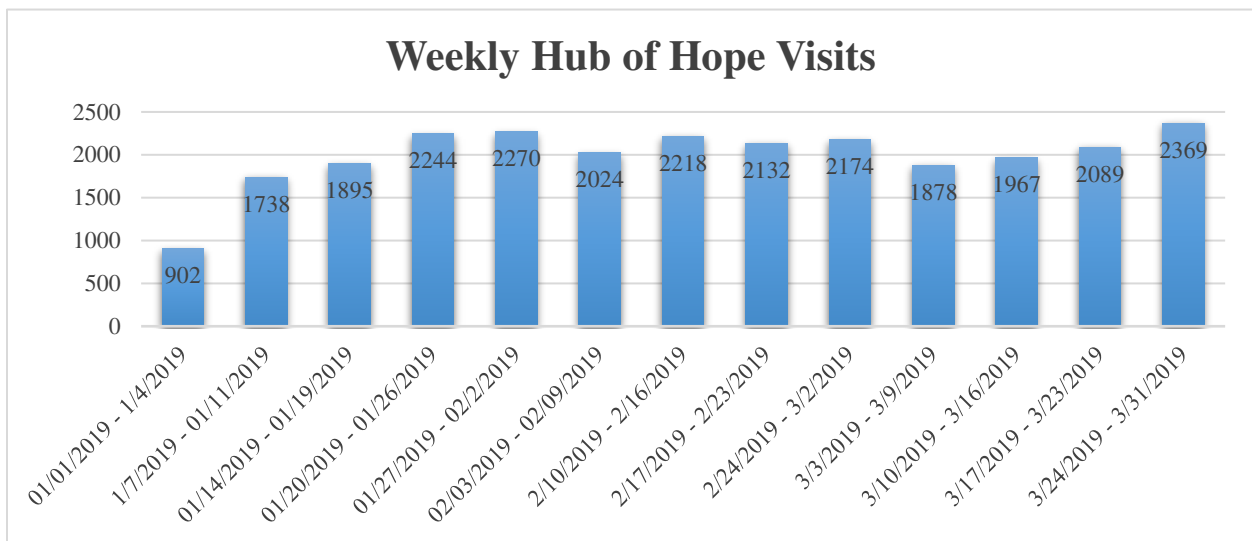


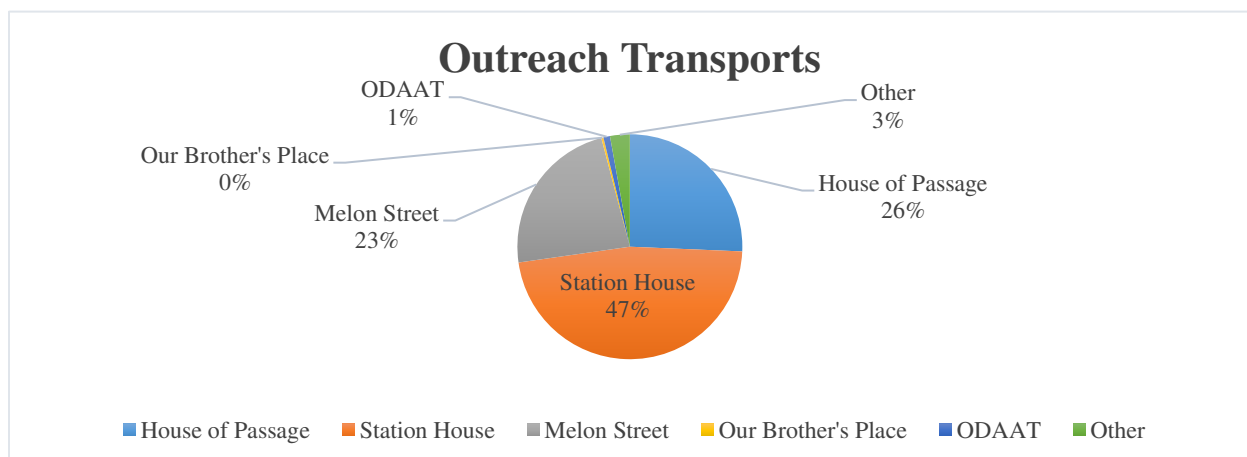
The Hub of Hope Quarterly Report

January 2019 – March 2019

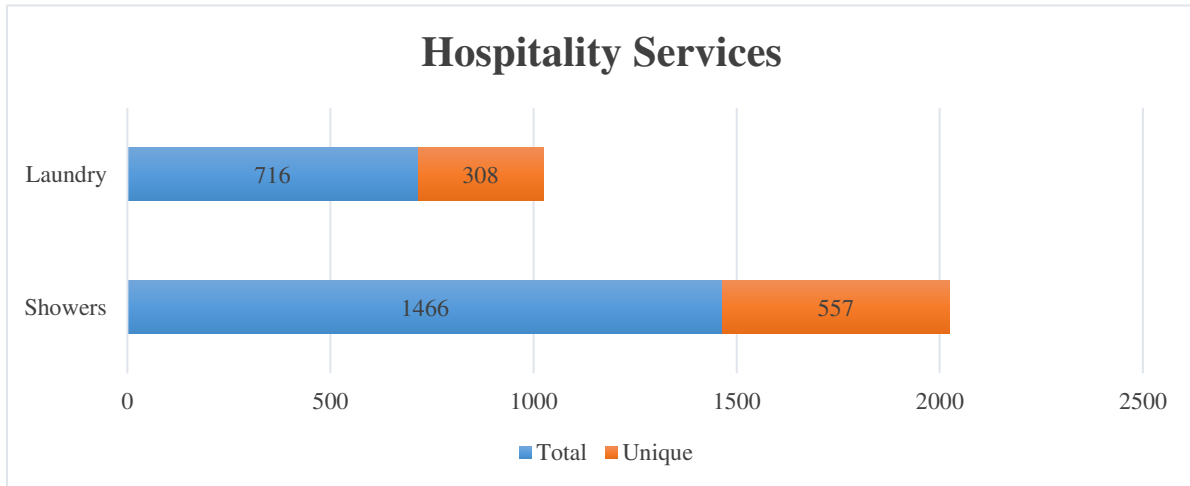
In the first quarter of calendar year 2019, The Hub of Hope had 25,900 total visits, with an average of 1,992 unique visits per week. The Hub of Hope, previously open from 3:00p -7:00p on the weekends began full time hours (7:30a-6:30p) on the weekends in the middle of January. The Hub of Hope steadily serves those who are most vulnerable in Center City, working to encounter individuals who are resistant to services and create new ways of engagement to encourage people to receive resources at the Hub of Hope and with outside providers.



In accordance with its mission, The Hub of Hope continued to connect people with shelter, treatment programs and other specific services across the city. The Hub of Hope, in partnership with the Outreach Coordination Center, facilitated 163 transports to The House of Passage, 299 to Station House, 147 to Melon Street, and 26 transported to other locations, for a total of 635 transports.



In addition to transportation to nightly shelter by the Outreach Coordination Center, Hub of Hope Resource Coordinators had over 600 total visits with over 60 referrals into safe haven or long-term respite and 36 referrals to medical or treatment programs. In partnership with various organizations across the city, Hub of Hope Resources Coordinators also connected over 70 individuals to locations to receive a permanent address, referred over 75 people to State Identification programs, and referred over 25 individuals to a benefits counselor.

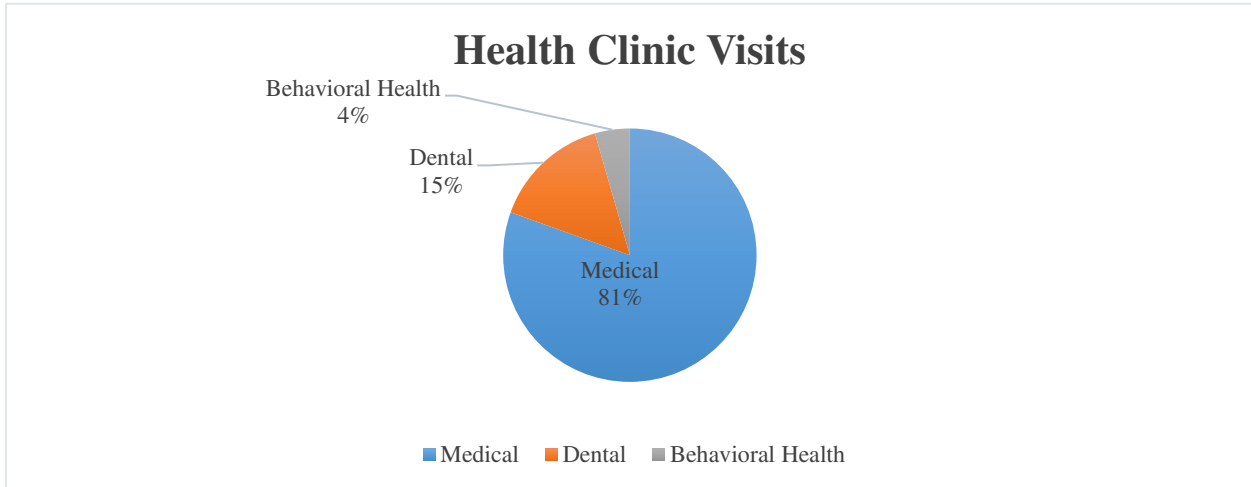


The Hub of Hope’s hospitality department served 557 unique individuals with 1,466 showers as well as 308 unique individuals with and 716 loads of laundry. Hospitality services allow the staff at the Hub of Hope to begin to engage resistant individuals around more intense services.

The Hub of Hope’s Living Room program, created to serve the most vulnerable of the population, hosted 85 unique individuals with over 1,000 visits. The Living Room hosted daily groups (65 total groups) with over 60 unique individuals as attendants. The groups covered topics such as goal-setting, positive news stories, budgeting, health care and creating community. Outside of the Living Room groups, the Hub held over 10 different types of social service groups, including: recovery groups, men’s groups, women’s groups, clothes mending, legal services, transportation services, LGBTQ+, and medical-focused groups. Each group was hosted on multiple days throughout the quarter by different staff members and volunteers.

The Hub of Hope values the partnership that make so much of the programming possible, including the tens of thousands of cups of coffee that were served thanks to the continued partnership with Wawa, Inc. In the first quarter of 2019, over 7,500 meals were served in the Hub of Hope in partnership with The City of Philadelphia, Muslims Serve, Philabundance, many other outside meal providers and hundreds of volunteers.

In addition to the numerous external referrals, Hub of Hope social services staff also referred individuals internally to the Federally Qualified Health center on location that offers, medical, behavioral and dental services. The Health Services Team served 168 unique individuals over 405 total visits in the first quarter of 2019. Of the 405 total visits, 326 were medical visits, 61 were dental visits, and 18 were behavioral health visits.



The clinic provided 61 same-day prescriptions to participants and over 70 prescriptions were delivered to participants at no cost within a few days of their visit. Additionally, the Health Services Team administered over 30 influenza vaccinations and numerous Hepatitis A vaccinations. The Health Services Team held its second Hub of Hope Health fair, where outside organizations came to the Hub to provide consultations and services in medical, dental and behavioral health. Administration of Naloxone decreased during the time period, whereas behavioral health interventions increased. These interventions included involuntary commitments and referrals to Crisis Response Centers.

The Hub of Hope invites individuals that are most vulnerable on the street into a community focused on kinship and shared space. The Hub offers a unique opportunity for transformation. When we first came through the Hub doors, Mr. Jones* who had been on the streets for years was isolated and resistant to services. Mr. Jones was invited to join the Living Room where he spent his mornings beginning to build relationships and open up to the idea of services in and outside of the Hub. After months of engaging him, Mr. Jones agreed to visit one of Project HOME’s sites, St. Elizabeth’s Recovery Residence, and accepted placement. Here, Mr. Jones has flourished in the diverse community and has begun to feel at home.

Mr. Thomas* came into the Hub of Hope after the abandoned house he was staying in burned down. Before he was on the street, Mr. Thomas was incarcerated for many years where he learned to expertly play the guitar. Each morning, Mr. Thomas offered his love for music to the participants of the Hub; at 84 years old, he still spit out new and original songs each day. With a limited documented history and a prideful personality, it was difficult for Mr. Thomas to access services in the City. Through the power of the Project HOME community Mr. Thomas was recently welcomed into Sacred Heart Recovery Residence where he is flourishing.