

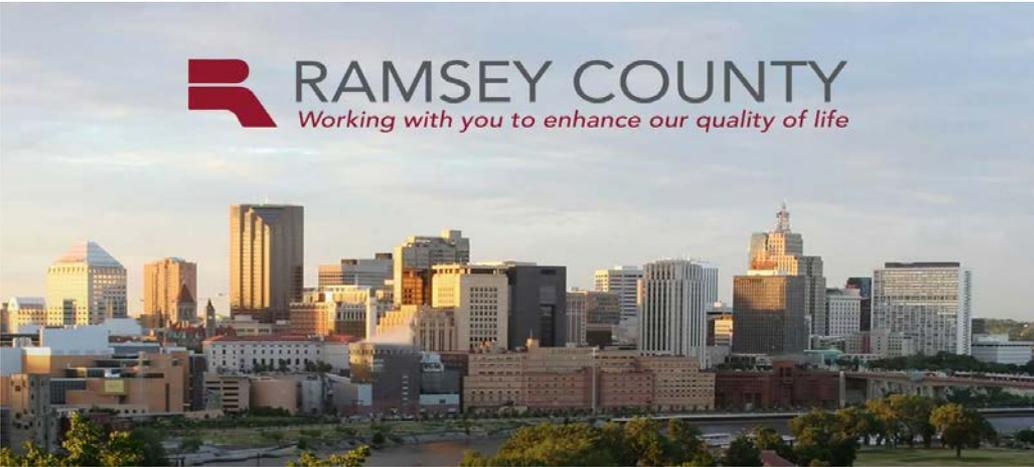
Saint Paul – Ramsey County Public Health HouseCalls Program



HouseCalls is a partnership between Saint Paul - Ramsey County
Public Health and
West Side Community Health Services.

- Helene Freint: Program Director, Health Care for the Homeless & HouseCalls, Clinic Manager, McDonough Homes Clinic
- Lauren Lightner, LICSW: HouseCalls Supervisor
- Ericka Minus, MSW: Social Worker III
- Glenda Dates: Health Education Program Assistant
- Maile Vang: Community Health Worker/Educator

HouseCalls combines with the breadth of a public agency with the flexibility of a nonprofit. This long-standing partnership between West Side and Saint Paul - Ramsey County was born out of knowledge that preventing homelessness has direct impacts on the maintaining the health of families and the community.



 **RAMSEY COUNTY**
Working with you to enhance our quality of life



West Side
Community Health Services

The goal is to stabilize housing for individuals and families.

- * Provide outreach and access to community primary health care for Ramsey County residents experiencing unstable and inadequate housing
 - Serve as a part of a network of community-based resources to prevent homelessness
 - Assistance to stabilize and retain housing
 - Increase school attendance
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HouseCalls Core Services

- Transportation for children
 - Energy assistance grants
 - Rental assistance
 - Family support
 - Assistance responding to code enforcement orders
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- SP-RC Environmental Health
 - Saint Paul Department of Safety and Inspection (DSI)
 - SP-RC Public Health
 - Waste Management
 - Varin Enterprise; Sanitation Provider
 - Quick Turn; Sanitation Provider
 - Ramsey County Veteran Services
 - Community Sharing Fund
 - Ramsey County Board of Cmssnrs
 - Saint Paul City Council
 - Ramsey County Tax Forfeiture
 - Animal Control
 - Ramsey County Suburban City Inspectors
 - Keystone Services
 - Southern Minnesota Regional Legal Services
 - SP-RC Public Health Nurses
 - Ramsey County Mental Health
 - Partnership Line
 - City of Saint Paul Vacant Buildings
 - Community Action Program
 - Neighborhood House
 - Ramsey County Emergency Assistance
 - Child and Teen Check Up
 - West Side Community Health Services
 - Women, Infants, and Children (WIC)
 - Ramsey County Adult Protection
 - City of Saint Paul Home Loan Fund
 - MNChoices
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Funding Sources

Ramsey County Tax Levy

Environmental Health

Grants:

- Family Homeless Prevention & Assistance Program
 - Emergency Solutions Grant
 - The Saint Paul Foundation
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Family Homeless Prevention & Assistance Program FHPAP 2016

FHPAP XCEL \$35,875 spent on 87 Households average assistance amount \$412

FHPAP WATER \$18,711 spent on 59 Households average assistance amount \$317

FHPAP SANITATION \$19,395 spent on 34 Households average assistance amount \$570

TOTAL HOUSEHOLDS: 180

TOTAL: \$73,981



Emergency Solutions Grant (ESG) 2016

ESG XCEL \$14,678 spent on 42 households average assistant amount \$353

ESG WATER \$1322 spent on 5 households average assistant amount \$264

ESG SANITATION \$2000 spent on 7 households average assistant amount \$286

ESG MOTEL \$623.69 spent on 2 households with a motel stay after condemnation by DSI

TOTAL HOUSEHOLDS: 56

TOTAL: \$ 24, 000

ESG Funds left at the end of 2016: \$304.98

ESG MOTEL funds transferred back to utility \$5071.33





St. Paul Foundation Grant Funding 2016

XCEL 1 Household assisted \$342.12 average assistance amount \$342.12

WATER 1 Household assisted \$247.00 average assistance amount \$247.00

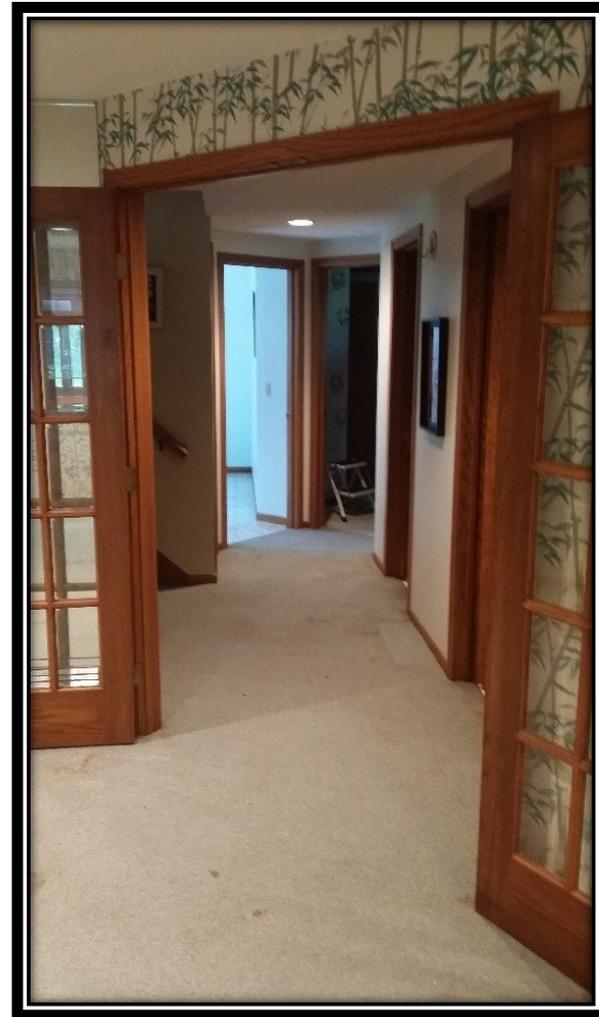
SANITATION 12 Households assisted with \$4926 average assistance amount \$412

TOTAL HOUSEHOLDS: 14

TOTAL: \$5515.12

- Partnership over the past 23 years with the Department of Safety and Inspections (DSI).
- Inspection requirements have increased over the last several years and a new awareness on Hoarding has contributed to higher volume in referrals for sanitation services.
- Social Workers are out in the field and front line with DSI inspectors and/or the Saint Paul Fire Department throughout the cleanup process.
- Our goal is to assist clients in getting their home back into city compliance codes, and safe for human habitation.
- Gross and unsanitary conditions, excessive clutter, and serious fire load concerns. HouseCalls staff continue to be creative with the cleanup effort and find additional family and friends to participate in the process.







- Environmental Health works closely with our program to ensure that the social work staff are able to educate our clients about the use of the dumpsters.
- Social Workers work closely with homeowners and staff to ensure accurate delivery, usage, and pick-up of these containers.
- 105 Dumpsters were provided for households in 2016.
- The average dumpster can cost up to \$500. HouseCalls ability to assist low income residents in disposing of serious fire load hazards preserves the safety of our community.



A unique resource for HouseCalls is our ability to transport with both the availability of staff time and 2 Ramsey County vehicles.

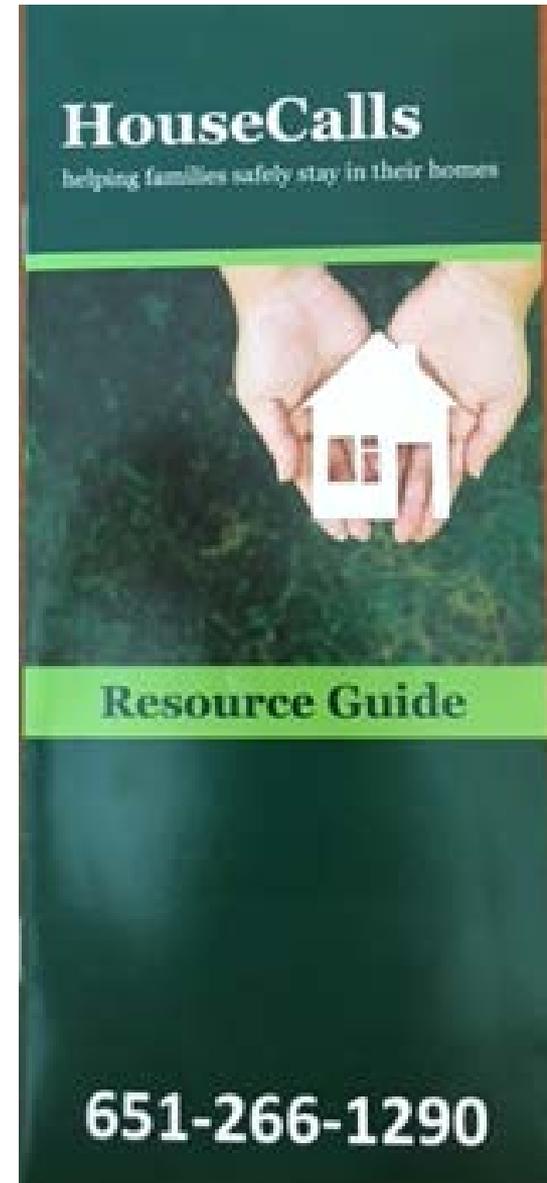
Total Transportation 2016

- 106 were for medical
- 74 were social service
- 27 dentals
- 11 WIC
- 17 for the food shelf



In 2016, we introduced the first addition of the HouseCalls Resource Guide. This brochure is packed full of supportive community agencies and phone numbers for any Ramsey County resident seeking services. All staff have actively contributed to the identified resources, layout, and planning of this brochure.

HouseCalls received many positive reactions from DSI, Fire Fighters, mental health professionals, cleaning services, nursing care, etc., stating that it was very helpful to have a copy in the field when they were working with their clients.



HouseCalls is one of the few programs in Ramsey County with the ability to assist with water, gas, electric utility bills, and rent.

- brief intake with callers to establish qualification to receive the grant funding
- in direct contact with the local utility companies to verify disconnections and look through the client's account history of billing and payments.

A Ramsey County resident can receive up to \$500 assistance in the form of a grant every 12 months. If the energy bill exceeds \$500, staff may link to Emergency Assistance, Heat Share, and the Community Action Program (CAP).

Once the financing is established, staff contact the utility company to guarantee the payments and ensure that the household will have ongoing utility service to prevent condemnation.



School Supplies and Back Pack Donation

HouseCalls staff has been highly instrumental in orchestrating our school donation drive. Providing low income families backpacks for the first day of school helps those students fit in with their peers. Staff requested donations from Target, Walmart, and Costco for the backpack challenge. HouseCalls has also been very fortunate to receive generous Public Health staff donations. This year, HouseCalls was able to personally deliver 40 backpacks to students in Ramsey County.



Since, 2013 The Blue Door Pub Restaurant in Saint Paul has collaborated with HouseCalls to provide a hot holiday meal to clients.

Ericka Minus has assisted with this effort for the last few years to advocate that HouseCalls clients receive outreach during Thanksgiving.

HouseCalls also transported clients to the Union Gospel Mission prior to the Thanksgiving holiday to pick up baskets that included a large frozen turkey with all the sides for the holiday meal. This option is best for the households that have the ability to cook and serve their families.



HouseCalls was able to provide generously because of the continued donations to Holiday Giving campaign by Public Health staff.

Children and families received several new coats, puzzles, dolls, blankets, hats, mittens, socks, clothing, coloring books, a couple toy trucks, a children's snow board, shoes, sports equipment, a jewelry box, pajamas, balls.

Each family received the 'Good and Cheap' book by Leanne Brown.



HouseCalls partners with Second Harvest Heart Land to provide over 500 pounds dry food through our food pantry.



HouseCalls provides representation at a number of regularly held meetings throughout Ramsey County. The goal is to stay current with the trends and needs of the clients we serve, and to partner with other organizations in planning.

- Heading Home Suburban Ramsey
- Roseville Angel Fund Advisory
- Human Service Networking Meeting
- Safety Net, Hoarding Task Force
- East Metro Financial Network Meeting
- Safety Net
- The Hoarding Task Force
- The Health Equity Team
- Bi-monthly Public Health Administration meetings



