

Montgomery County, Maryland | City of Gaithersburg

Homeless Resource Day Report 2015

STATISTICAL REPORT AND SUMMARY OF SURVEYS

Thursday, November 19, 2015
Activity Center at Bohrer Park
506 South Frederick Avenue
Gaithersburg, Maryland 20877

2015 Homeless Resource Day Sponsors



COVENANT UNITED
METHODIST CHURCH OF
MONTGOMERY VILLAGE



Complete List of our Sponsors, Service Providers, Exhibitors and Donors

Sponsors | **Donors Only** | Service Providers, Exhibitors and Donors

Amerigroup Community Care
Balducci's Food Lovers Marker
Bank on Gaithersburg
Bruster's Ice Cream of Gaithersburg
City of Gaithersburg
CareerCatchers.org
Centers for Behavioral Health
The Christopher Spa-Therapeutic Chair Massages by
Mr. Marion Scipio | Ms. Ellen Olmstead
Circle of Rights, Inc.
Columbia Lighthouse for the Blind
Corner Bakery
County Executive's Office | Montgomery County
Covenant United Methodist Church
Division of Rehabilitation Services
Family Services, Inc.
Friendship Place
Gaithersburg HELP
Gaithersburg High School | Cosmetology Students
Giant Food
Gifts for the Homeless
Governor's Office | State of Maryland
Goshen United Methodist Church
Holy Cross Health
Homeless Persons Representation Project
House of Divine Guidance, Inc.
Housing Counseling Services, Inc.
Housing Initiative Partnership, Inc.
Housing Unlimited, Inc.
Interfaith Works—Vocational Services Program
KidServe
lenz360 Marketing
Literacy Council of Montgomery County
Manna Food Center
Maryland HealthChoice
Maryland Legal Aid Bureau, Inc.
Maryland Legal Aid's Joining Forces Project
Maryland Motor Vehicle Administration
Maryland Office of the Public Defender
Maryland Physicians Care
MedStar Family Choice
Mobile Medical Care, Inc.
Montgomery College
Montgomery County Department of Health and Human Services
Access to Behavioral Health Services
Affordable Healthcare Program
African American Health Initiative
Aging and Disability Resource Unit
Childcare Subsidy Program

Community Action Agency & VITA Program
Crisis Center
Dental Program
Food Stamps (SNAP)
Housing Stabilization Services
Income Support Program
Office of Eligibility and Support Services
Latino Health Initiative
Medical Assistance and Long Term Care
Monthly Cash Assistance Services Eligibility Units
Rental Assistance & Home Energy Programs
Sexually Transmitted Disease Program
Smoking Cessation Program
Montgomery County Department of Public Libraries
Montgomery County Department of Transportation
Montgomery County Government MC311
Montgomery County Housing Fair
Montgomery County Maryland Bar Foundation
Montgomery County Office of Child Support Enforcement
Montgomery County Public Schools
Mount Calvary Baptist Church of Rockville
Muslim Foundation
NAACP Montgomery County, Maryland Branch
The National Center for Children and Families
National Pan-Hellenic Council Mont. County Chapter
Office of the Public Defenders
Panera Bread
People-4-People Employment Assistance Program
Priority Partners MCO
Qiagen Sciences, LLC
Recovery Partners Montgomery
Rockville Lions Clubs
Rockville Methodist Church
RuDay's Helping Hands
St. Rose of Lima Catholic Parish
Salon Plaza Haircuts by
Ms. Chevon Prather | Ms. Karen Hopkins
Spanish Catholic Center | Catholic Charities
Starbucks
Suburban Hospital | Knots for Shots
Subway
Toodles the Clown
United Healthcare Community Place
University of Maryland | School of Nursing
Walmart
Wegmans
Washington DC | Veterans Affairs Medical Center
Women Who Care Ministries

Sponsors Service Providers Donors	2015	2014	2013
Vendors Exhibitors:	58	57	56
DHHS Program Areas:	18	13	14
Sponsors:	10	7	6
Donors only:	8	7	7
Total:	94	84	83

Golden Sponsors (\$5,000)	<ul style="list-style-type: none"> • City of Gaithersburg • Governor’s Office State of Maryland • Office of the County Executive Montgomery County, Maryland • Montgomery County Department of Health and Human Services • Qiagen 		
Silver Sponsors (\$3,000)	<ul style="list-style-type: none"> • Covenant United Methodist Church 	<ul style="list-style-type: none"> • Gifts for the Homeless 	
Event-plus Sponsor (\$1,000)	<ul style="list-style-type: none"> • Montgomery County Muslim Foundation 	Event contributors (\$500)	<ul style="list-style-type: none"> • Priority Partners • Giant Food

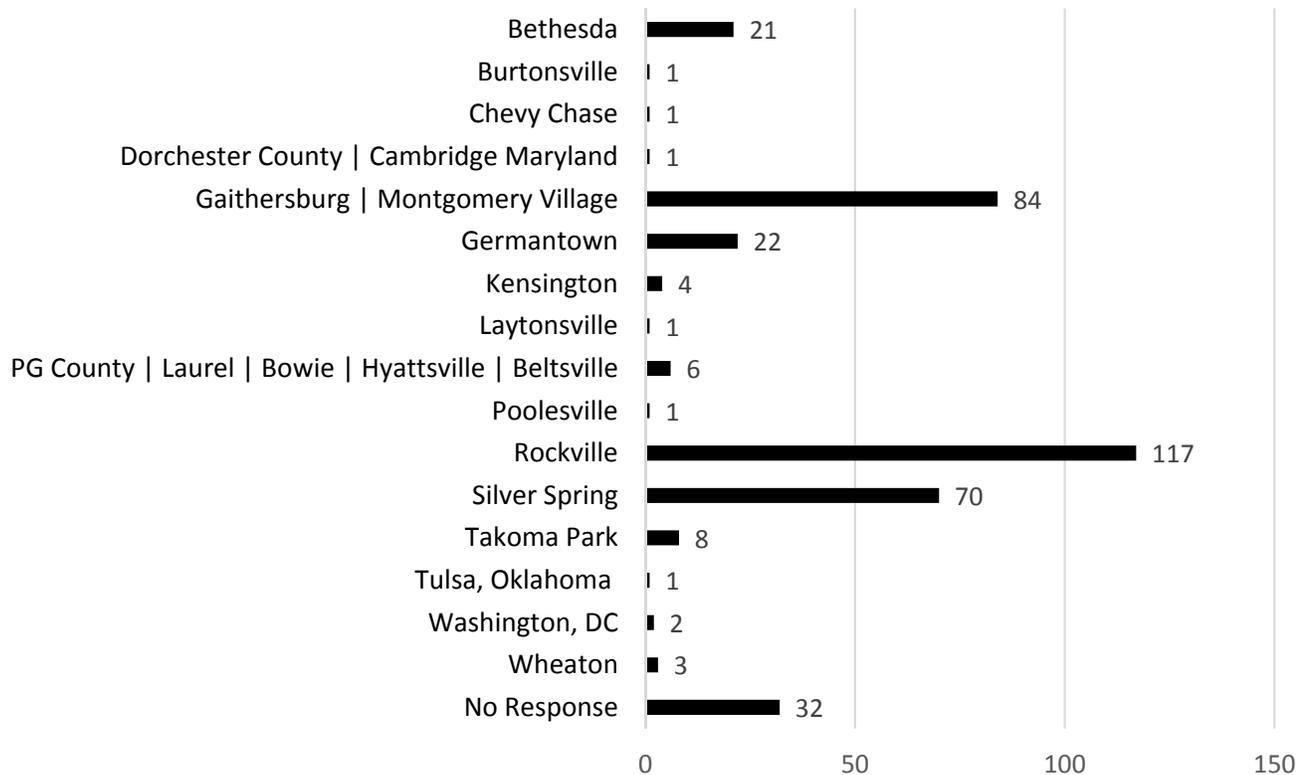
List of In-Kind Donations	
Balducci’s Food Lovers Marker	Water donation
City of Gaithersburg	Venue Activity Center of Bohrer Park
The Corner Bakery	Lemonade
Covenant United Methodist Church of Montgomery Village	Bottled Water Winter Coats 1,000 T-shirts
Giant Food	Gifts Cards (\$500)
Gifts for the Homeless	Underwear
Goshen United Methodist Church	Socks
InterFaith Works	Winter Coats
KidServe	Adult and Children Clothing
Manna Food Center	Service Size ready-to-eat food
MedStar Family Choice	Hats Socks Water Bottles
Montgomery College	Back packs
Mount Calvary Baptist Church of Rockville	Hygiene Kits First-aid kits
National Center for Children and Families	Winter Coats Back Packs various items
National Pan-Hellenic Council Montgomery County Chapter	Healthy snacks Bottled water
Panera Bread	Bagels
Ms. Chevron Prather	\$300 Personal Donation
Rockville United Church	Hand-knitted winter scarves and hats
RuDay’s Helping Hands	Diapers and incontinent supplies
Saint Rose of Lima Catholic Parish	Water Granola Bars
Starbucks	Coffee Blankets Socks Winter Accessories
Suburban Hospital Knots for Shots	Hand knitted items
Walmart	Yogurt
Wegmans	Yogurt and Breakfast Bars
Transportation provided by the following service providers:	
City of Gaithersburg	Department of Transportation
Department of Health and Human Services	Wells Robertson House

GUESTS SURVEY SUMMARY:

Intake Forms Submitted	2015	2014	2013	2012	2011
Intake Forms submitted:	373	462	321	302	274
Total Number of individuals Guided	448	526			

Guest Surveys	2015	2014	2013	2012	2011
Guest Exit Surveys:	380	445	319	300	278
Reporting as Veterans:	18 (5%)	29 (7%)	9 (3%)	10 (3%)	4 (1%)

Responses to Intake Question: What City do you currently live or last resided?



Responses to Intake Question: Where did you sleep last night?	2015	
	Total	%
Shelter Residents	184	48
Lives on Street in Car or Woods	25	7
Lives with Friend Family	78	21
Not Homeless Rents Apartment or Room Owns or Rents House	43	11
Group Homes Rehab Center Other	32	8
No response	18	5

Sex Gender	2015		2014		2013	
	Total	%	Total	%	Total	%
Males:	169	45	210	47	150	47
Females:	170	45	190	43	142	45
No response	41	10	43	10	30	9

Age	2015		2014		2013	
	Total	%	Total	%	Total	%
Under 18	0	0	0	0	0	0
18-40:	111	29	144	32	108	34
41-59	179	47	196	44	137	43
60+	47	13	41	9	22	7
No response	43	11			51	16

Race	2015		2014		2013	
	Total	%	Total	%	Total	%
Asian	12	3	8	2	6	2
African American	166	44	218	49	132	42
Caucasian	82	21	111	25	75	24
Hispanic	45	12	27	6	33	10
Other	18	5				
No response	57	15	86	19	66	21

Requested Services and Resources Based on the Confidential Guest Intake Form		
Flu Shots	88	24.1%
Health Services	131	35.9%
Health Insurance information	97	26.6%
Vision Services	135	37%
Housing Assistance	205	56.2%
Income Support Services	116	31.8%
Legal Services	98	26.8%
Veteran Services	30	8.2%
Education Information	99	27.1%
Employment Services	112	30.7%
Financial Services	73	20%
Personal Care (haircut or massages)	181	49.6%
Photo ID	92	25.2%
Giveaway Area	300	82.2%
Food-Variou Location	247	67.7%

Guest Exit Survey Summary

1. Did you receive the services and resources that you wanted?

Yes: 346 (91%)	No: 8 (7%)	No response: 26 (2%)
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2. What did you like best?

	Total	%		Total	%
Services	236	23	Food	141	13
Information	158	15	Giveaway Items	168	16
People/Volunteers	244	23	Transportation	69	7
Other	18	2	No response	12	1

3. What did you like least?

	Total	%		Total	%
Services	16	4	Food	8	2
Information	15	4	Giveaway Items	17	4
People/Volunteers	10	3	Transportation	21	5
Other	44	11	No Response	271	67

4. How useful was the information provided

	Total	%		Total	%
Extremely useful	182	48	Very useful	118	31
Moderately useful	26	7	Not at all useful	2	1
No Response	51	13			

5. What other services would you like to receive?

• Cellphones (Majority)
• HOC Housing Representative
• Medical insurance information
• Credit Counseling
• Employment
• Winter coats and Long Johns
• Other resources for getting housing for woman with children
• Scholarship information
• Direct contact from homeless assistance
• Groceries
• More things for children and after school programs
• More information on housing options
• Automobile repair assistance
• Free reading glasses and 12 size shoes
• Gift cards
• Immigration information

• Emergency furniture allotment
• Smart trip card
• Exercise classes
• Dental
• GED classes
• Information in Montgomery College
• Information on the Air force
• Services for your feet
• Corner Stone Assistance Housing
• Dermatologist
• School supplies
• Pain relief for the back and knee
• Spiritual connections – churches
• ID for non-legal residents
• Entertainment

6. If you could change something about today, what would it be?
• The rain
• Homelessness
• Wish we could receive monetary support
• The time of arrival
• Go to evening hours
• Temperature in the building
• Have a play area for children
• More communication about the event; only saw a flyer
• Add more staffing for vision
• Add more housing programs
• Better transportation from shelter
• The weather is too cold and wet outside
• Transportation from Silver Spring
• Unprocessed food/ hot meals
• More Volunteers
• Immediate housing
• Need detailed insurance information for Medicare plan
• Music
• Wish it was more than once a year
• Make the event on the weekend
• Less people
• Competition for money

7. Comments:

- Everything was wonderful
- Thank you so much
- This was truly a blessing
- My volunteer was great
- More shelters needed
- Housing/ Medical services needed/ appreciated
- My volunteer was very helpful, kind and I am very thankful for her today
- Everything went well
- Very appreciative of the services
- Everyone has been very personable and I appreciate it
- Need information about scholarships for homeless children going to school
- Motivational and friendly volunteers
- Very thankful for the services provided hopefully you continue to offer them
- Need more ladies and men’s shoes and boots
- Ran out of XL size T-shirts
- Need more XL clothes to give away
- More advertising
- Need more useful supplies
- Enjoyed my manicure and face painting
- Would have liked to have heard something that gave me hope for the future.
- I would like two of everything

8. Please check the box that describes the type of follow up appointment you have.

	Total	%		Total	%
Housing	79	17	Medical	33	7
Employment	34	7	Vision	50	10
Benefit (DSS, SSDI)	37	8	Legal	32	7
Other	90	19	No response	119	25

9. How did you get here?

	Total	%		Total	%
Special Event RideOn Bus	43	11	Walked	13	3
Shelter Van Drop Off	89	24	MetroAccess	8	2
Drove Self	50	13	Other	1	0
Public Transportation	95	25	No response	40	11
Dropped off by friend	40	11			

Volunteer Breakdown: Total number of volunteers attending: 270 (362 Registered – 122 No Shows)

Community	46	Mont. College Students and Faculty:	26
Department of Health and Human Services Staff:	57	U of Maryland Students and Faculty:	53
Housing Providers Volunteers	18	Total Number of Students	
MC Employees (Non-DHHS)	40	Registered the Day of the Event:	30

Larry Hogan, Governor of Maryland
Isiah Leggett, Montgomery County Executive
Jud Ashman, Mayor, City of Gaithersburg
Uma S. Ahluwalia, Director
Montgomery County Department of Health and Human Services

Coordinators

Nadim A. Khan, Chief
Special Needs Housing
Montgomery County Department of Health and Human Services

Co-Coordiators

Maureen Herndon
Division Manager
Community Services
City of Gaithersburg

Luis Martinez
Logistics
Office of Community Affairs

Gloria Huggins
Administrative Support
Special Needs Housing

Homeless Resource Day Planning Committee

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