



Service Mall Pilot One Pager

The Homeless Solutions Coalition of Clackamas County (HSCCC), in partnership with the Clackamas County District Attorney's Office, is creating a pilot to add a service mall at the same time and place as the existing weekly Community Court in Oregon City.

History:

Community court (CC) was developed in Clackamas County to help address a variety of low-level crimes impacting the quality of life for community members. Clients who have been referred to the community court serve their sentence by completing tasks assigned by the judge to eliminate barriers in their lives that may lead to homelessness and repeat offenses. The community court model is founded on evidenced-based practices and requires the clients to participate in their own problem-solving accountability.

The challenge in the community court model has been to provide an integrated and seamless approach to accessing the services required by the judge. The service mall model uses the power of the court to support clients in gaining the services they need in an easy to access, timely and coordinated manner. The model has been implemented successfully in other community court settings (e.g. Eugene, Olympia and Spokane).

Pilot Specifics:

The pilot is a client centered approach to provide in one location wraparound services to individuals at risk for homelessness. Public safety representatives, service providers, community members/volunteers and not-for-profit organizations will be participants in the service mall allowing collaboration opportunities. It is envisioned clients for the service mall will come from the community court or other community organizations.

Goals of the pilot are to:

- Identify the appropriate resources and schedule (e.g. weekly, monthly).
- Evaluate feedback data and key metrics.
- Develop a model that demonstrates value to each participating entity.
- Provide a recommendation to HSCCC Steering Committee on whether to continue and/or spread pilot to other locations in the county.

Service Mall Pilot at the Community Court

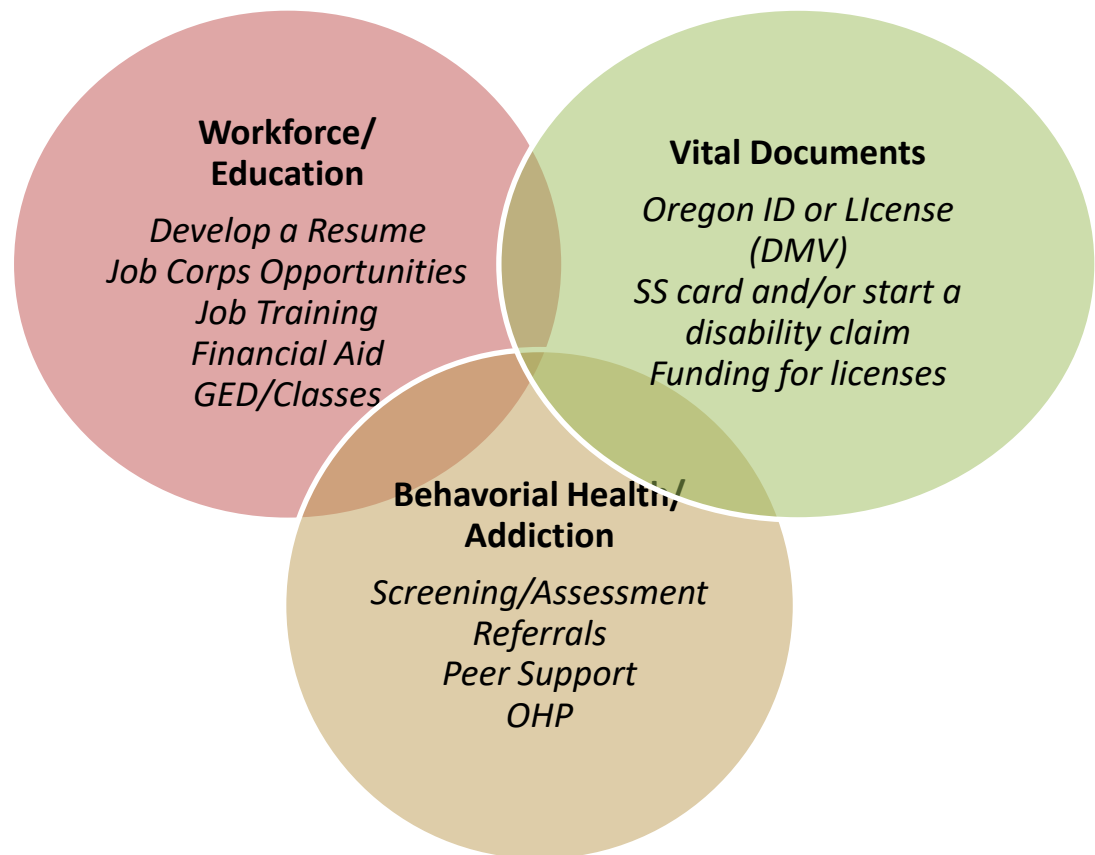
Est. Pilot Duration: 6 months – July 11th – December 20th, 2019
Evaluation: After 3 months to make adjustments as needed
Hours: Thursdays 1:30 – 4:30 p.m.
Location: Holman Building
821 Main St. Oregon City, OR



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Service Mall Core Partners

Initial Assessment and Resource Recommendations



Service Mall Other Partners (Rotating)

*Coordinating Housing Access (CHA)
SNAP/DHS Self-sufficiency/food stamps
Community Solutions
A Safe Place (services for survivors of Domestic Violence)*

Service Mall: By the Numbers

(As of November 7, 2019)

How Many People Have We Served?

Service Malls	16
Number of Sessions Held	87
Number Clients Met	65
Walk-In	25
Hygiene Kits Given Out	16

How Many People Have Met with Each Provider?

Vital Docs*	Mental Health	Department of Human Services	Housing*
12	19	47	7

-Vital Docs was with us for 8 of 16 weeks.

-Housing has been to one Service Mall.

Where are Referrals Coming From?

Bridges to Change	Father's Heart	Service Center	LEAD	MHA AO
7	6	8	3	2

What Needs Remain Un-Met?

Housing	5
Place to Put Things for Court	3
Parking for Providers	
A Way to Print Things Easily	2

The Raw Data

	For CMCT*	Walk-In	Sessions	Clients Met
7/11	9		5	2
7/18	8		3	2
7/25	6	4	9	7
8/1	5		4	4
8/8	5		4	3
8/22	14		11	7
8/29	3		0	0
9/5	10		9	6
9/19	13		4	3
9/26	12		4	3
10/3	10		2	2
10/10	3	6	9	7
10/17	4	3	4	3
10/24	8	5	5	5
10/31	9	4	12	7
11/7	3	3	5	4
	137	25	87	65

*For CMCT refers to clients who show up primarily for Community Court

What are the Service Providers Saying?

What has worked well about the Service Mall?

- The service mall has proved extremely valuable in assisting some of the most vulnerable Oregonians to access much needed services and supports they might not have otherwise accessed.
- Almost all of the clients I have worked with have been able to receive SNAP benefits and access to our training and employment program. Additionally, several people have been in danger of losing their SNAP benefits due to lack of follow through or access to DHS, and having us at the service mall was key in helping them keep this access to fresh foods needed for their nutrition and well-being.
- Many people have been brought to tears by the availability of services at the service mall and that someone was there and willing to listen to them and truly assist them with their concerns. It has reduced barriers for people who struggle to access resources.
- It's a great program that supports a 2nd chance for clients. The mall helps them more ready for their next goal in life, to get a job, not to back in jail.
- The idea of the Service Mall is excellent. Especially seeing the growing number of people coming in and checking things out.
- Overall, I think it has been a huge success. I feel the location is accommodating to consumer needs. Plus, having APD and SSP in the same room has been instrumental in connecting consumers to multiple benefits with one interview. Combining our program knowledge and problem-solving together has also enhanced our customer service considerably.
- I've had the opportunity to learn more about other community partners and the services they provide as well as sharing my practices with them. There has been a great deal of collaboration on everyone's part.

What would you like to see improved?

- I think the service mall has done a great job being flexible and responding to feedback quickly. I would like to see the program continue and expand on the services being offered.
- I would like to have a desk top work area, where internet can be connected for me to carry out my job efficiently. I am not a laptop person. I can't see thing well there.
- A clearly defined reception area. Perhaps some materials showing what services are offered, days open, etc.
- There have been frequent issues with laptops for both APD and SSP. If the service mall continues long-term, it would be beneficial to have access to desktop computers and/or a workstation where supplies could be stored. Parking has been an issue at times due to the 2-hour limitation. It would be helpful to have an extended parking pass, so we do not have to run out and move our cars.

What additional services would you like to see offered?

- It would be nice to have someone there from Vocational Rehabilitation and/or someone that is an advocate for folks to access VR and Disability services.
- Are the same services available each week? Or is it dependent on available staff? Probably, Housing and food services as basic, with medical and I.D., as well as job information.
- I would like to see more presence for housing resources. I know this is in the works, but I want to confirm the need. This is an area that is difficult for APD and SSP to connect consumers.

Do you recall any specific stories or client interactions from your time working with the Service Mall? What has worked well about the Service Mall?

- One of the community court graduates I connected with is looking to be a peer-to-peer support counselor. I worked with her through her barriers and she attended an orientation for the Health Careers Northwest grant. This grant can help folks gain free, paid, education in the health fields. She is still working through the process, but it has been exciting to watch her grow and access these resources. Another client was able to access resources to support her esthetician career, and I was able to assist her with getting the application fee paid for through one of our STEP providers. Several (too many to count) have accessed GED resources through being able to connect with me at the service mall. I have helped multiple clients gain access to having their state ID paid for, and most recently one of the participants who has not worked in over 10 years gained a job interview the same day I assisted him with his resume.
- I served SNAP/APD medical programs there for 1 time only, however, I see it's a great program that supports 2nd chance customers. Provides them the important basic needs/resources; that help them more ready for their next goal in life, to get a job, not to back in jail.
- I have only volunteered twice, but the same man came in. He was somewhat older and anxious to get some stable housing. He was so kind and gentle but felt he was being taken advantage of by other campers. On his second visit Tiffany seemed very helpful in making him at ease and hopeful of some relief.

- I recalled the time when I served the homeless person there. I offered him the resources available at Aging and People with Disabilities department. He also needed assistance with Housing, which he was directed by another person to take him right to the person that know the Housing information. He has his name added to the Housing Wait listed. I see the program offered customer resources support and human support as well. I could see the spark of being grateful for our services in his eyes.
- There were several consumers that expressed gratitude for the opportunity to apply for several services all at once. Some reported barriers in the past due to transportation or lack of identification when trying to access these benefits separately. One woman said she wanted to get back on her feet but didn't know where to start. After meeting with us she expressed gratitude saying she felt well taken care of and was more confident because she had a plan on how to move forward with her life.

Anything else you'd like us to know?

- Please continue this much needed program, we are truly meeting the most vulnerable Oregonians where they are at! There is an immense value to this program, and I am grateful for everyone who has helped build this program to where it is today. Let's continue to help this population grow and thrive in their daily lives.
- The second time I volunteered it was much busier and I hope the idea grows and spreads! I look forward to being able to be part of this effort.
- I feel fortunate to be a part of this pilot! It has been very rewarding to see and/or hear about the impact we have on consumers. Furthermore, I have left with more knowledge and understanding of other services in the community, as well as forming connections with workers from other agencies.