

Day Resource Center Six Month Update

*Cumberland Healthnet
City Council Work Session*

March 4, 2024



Cumberland Healthnet

Shelley A. Hudson, Executive Director

- **Opened** – August 21, 2023
- **Hours** – 9:00 a.m. to 5:00 p.m.
Monday - Friday
- **Staff** – 3 FTE

• **Services Provided**

- Showers
- Laundry services
- Lunch
- Reunification
- FAST Transit day bus passes
- Case Management



- Medical Services
- Veteran Legal Services
- Peer Support
- Coordinated Entry
- Job Fairs
- Haircuts
- Socialization Activities



August 21, 2023 to January 31, 2024

- **Served 991 Unduplicated Clients (Goal: 200 Clients)**
- **5,149 Client Visits to Access Multiple Services**
- **1,542 Showers**
- **1,771 Loads of Laundry**
- **5 Clients Successfully Reunified**
- **596 FAST Transit Bus One Day Passes Provided**
- **16,715 Meals Served by Manna Church**



August 21, 2023 to January 31, 2024

- **14 Community Partners**
 - **649 Clients Served**
 - **176 On-site Days**
 - **563 Hours Worked On-Site**
- **Three Clinical/Medical Partnerships**
- **Working with 8 Additional Partners and Have Added an Average of 2.8 *new* Partnerships per Month**
- **Other Faith Based Organizations, Nonprofits, and Private Sector Support totaling \$11,205 in-kind donations and 635.5 hours of in-kind support**



August 21, 2023 to January 31, 2024

- **462.25 Volunteer Service hours**
- **Unsheltered Clients are Providing Support for the DRC and Each Other**
- **Proposed Service expansion requires committed volunteers**
 - **Volunteers can sign up through www.volunteermatch.com**



August 21, 2023 to January 31, 2024

- **Facility maintenance (Showers, charging station, laundry area)**
- **Unexpected financial costs**
- **Lack of Community Awareness & Education**
 - **Purpose**
 - **Hours of operation**
 - **Catering Kitchen**



August 21, 2023 to January 31, 2024

- **62 Client Satisfaction Surveys**
- **100% Client Satisfaction with Staff Interactions**
- **32% Responded with Following Recommendations:**
 - **Extended Hours**
 - **Community Clean Up**
 - **Low-Income Housing**
 - **Computer Services**



February 1, 2024 – June 30, 2024

- **Expanding Providers and Services Offered**
 - **Increase Socialization Activities**
 - **Continue Job Fair/Job Training Events**
- **DRC Forums – Client Education and Feedback**
- **Increase Marketing, Outreach, and Volunteers**
- **Transition to New Provider While Continuing Quality Services**

DRC is a Facility for the Community by the Community

Questions?



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