

Agency Name: COMEA, Inc.

Program: Basic Emergency Shelter Services

Reporting Period: Jan - Dec 2009

Program Resources		Program Activities	
<ul style="list-style-type: none"> Staff 4FTE, 3PTE, 8 Experience Works Volunteers, and a changing # of volunteers donating more than 12,000 hours during the reporting year. Facility and Equipment: two dorms, two family rooms, one overflow dorm, kitchen, dining room, common area, lobby, three offices, donation room, and dedicated maintenance area. Collaborative with Wyoming Coalition for the Homeless, Welcome Mat, Needs Inc, Peak Wellness Center, Crossroads Clinic, Community Action of Laramie County, LCCC, LCSD#1, the Laramie County Community Partnership, St. Mary's, First Presbyterian Church, First United Methodist Church, Cheyenne Hills, and a multitude of other churches, private and corporate donors. 		<p>Emergency Shelter</p> <ul style="list-style-type: none"> Beds for up to 48 men, 12 women, and two families. Overflow area if necessary. Shelter for up to 30 days. Showers and toiletries provided nightly. Breakfast provided in the morning, dinner in the evening. <p>Case Management</p> <ul style="list-style-type: none"> Referrals Life Skills Classes Employment and housing guidance Application assistance Assistance in obtaining identification (birth certificates, IDs, etc.) 	
Outcome	Performance Measure	Method of Measure	
<ul style="list-style-type: none"> 1,600 homeless persons will be sheltered. 28,000 sheltered meals will be provided. Case managers will meet with 1,100 sheltered clients. 	<ul style="list-style-type: none"> 100% of sheltered clients will feel safe and secure. 100% of sheltered persons will be provided with two nutritious meals per day. 900 sheltered clients will create case management plans which include personal goals. At least 75% of clients with case management plans will meet one or more personal goals. At least 70% of clients with case management plans will meet two or more personal goals. At least 45% of clients with case management plans will meet three or more personal goals. 	Data collection, record review, client feedback.	
Program Results		Results Analysis and Next Steps	
<p>2300 homeless persons were sheltered. 41256 meals were provided. 1503 persons met with Case Manager. 99% of sheltered persons felt safe and secure; 100% were provided with two nutritious meals per day. 938 sheltered clients created case management plans: 63% met at least one goal; 61% met two goals; and 20% met three or more goals</p> <p>The trend analysis of performance measure data collected shows that the number of individuals needing safe and secure emergency shelter has increased slightly. It is important to note that 43% - nearly half - of those sheltered listed Laramie County or the State of Wyoming as their last place of residence. This trend shows that there is an increasing need amongst our neighbors. This need can be attributed partially to economic difficulties.</p> <p>COMEA hoped that 100% of sheltered clients would feel safe and secure. Since there were nine incident reports filed in 2009 which reported verbal threats received from other clients, we knew this did not occur. We were then able to look at the incidents themselves to determine what COMEA could do to increase safety and security. None of the reports indicated imminent danger. In all cases where the report was substantiated by witnesses, the clients making the threats were asked to leave. No physical threats reported. This is an indication that COMEA staff and volunteers are doing all they can to assure safety and security and that cases of occasional verbal threats are beyond agency control</p> <p>Case management outcomes for 2009 offered great insight into service trends. Analysis reveals that our case manager has a very full schedule and that growing numbers of clients want to utilize his services. It also tells us that he has no extra time.</p> <p>COMEA's Basic Emergency Shelter Program was important to both the local homeless population as well as homeless individuals from out of state, as it provided much-needed shelter in addition to meals, showers, referrals and guidance.</p>		<ul style="list-style-type: none"> Case Management worked well over the past year as it provided case plans and guided goals for the clients. The emergency shelter services provided the much-needed basic needs of homeless men, women and families. Each client received a warm bed, secure environment, and closely monitored environment in which their needs were met. Next Steps: The Executive Director will work closely with both Case Managers to ensure that client needs are being met. Supervision will take place, along with guidance and direction, to help ensure that attainable goals are being set, and that steps are taken to help clients reach the said goals. COMEA continues to explore options to serve more families and to better serve persons with disabilities, especially severe mental illness. While no adjustments have been made to programming at this point, the agency continues to look for ways to improve and expand services to groups in need. 	