

HOPE Committee – January 29, 2016
Walnut Family Resource Center



July 2015 to January 2016

HOPE-Total # of families/students served	786
Total # of families in case management	91
Total units of service (calls, office visits, follow-up)	2,557
McKinney Vento Homeless- Total # of students identified	1,550
CARE- Total # of students receiving services	288
EXCEL- Total # of students under case management	13

* Case Management is defined by a student or family requiring multiple points of contact, resources and includes written goals/objectives.

Breakdown by zip code:

91710 - Chino	546	69%
91709 - Chino Hills	146	19%
91761 - S. Ontario	72	9%
OTHER AREAS	23	3%

Most requested INITIAL service/referral:

Health – 156	Housing - 76
Food – 104	Emergency Supplies - 75
Clothing/Shoes - 100	Childcare - 63
Counseling - 99	Other (immigration, tutoring, legal aid, utility assistance, etc.) 113

Services given:

Emergency Supplies - 174	Pair of Shoes provided - 52
CARE Closet visitors – 238	Counseling Referrals - 85

Most Recent Updates:

- CARE Closet renovation has been completed; Open House on January 20, 2016
- Program has seen an increase in monetary donations as well as clothing and emergency supplies
- Newest partners: Sears Outlet, California Institution for Men, Christian Youth Athletic Association (CYAA), Inland Empire United Way, Ramona After-School Program (RAAP), and Lewis Homes Foundation
- Case Managers are attending monthly District SARB meetings
- Various dental groups have contacted the program to offer free services to families needing dental care
- Have begun offering training on Child Abuse to community agencies
- Case managers now available one day a week at Cortez, Glenmeade and Chino High
- Newest case manager in training to work with two Jr. High schools- Ramona and Magnolia, beginning in February
- Have begun utilizing outcome measurement tool for families in case management;
- Life Skills Progression (LSP)

Case managers share the following challenges:

- Housing: Long waiting list for low-income units, emergency and transitional shelters have long waiting list and are located out of the area, limited resources available for undocumented families, no assistance available for homeless youth, limited resources available for rental assistance.
- Tutoring: outside resources are too far for families without transportation
- Low cost childcare: not readily available, especially for families with infants or school- age children
- Health care needed for undocumented adults suffering chronic medical conditions
- Counseling: school-based Human Services counselors are short-term; staff will often change school sites
- Language barrier: Chino Hills/AEC- Case manager has been assisting families that speak languages other than English or Spanish (Mandarin, Korean, Persian)
- Employment: Case managers are limited in assisting undocumented families with job search