

P—Freedom Teams—Homelessness (5)

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1. History of Rick B working with people struggling in homelessness
 - a. Direct Care
 - i. Worked evenings and overnights, which involved overseeing all direct care aspects of an 18-hour shelter
 - ii. The types of people in the shelter, very general categories:
 1. Elders
 2. Mental Health clients
 3. Those who abuse substances
 4. Unemployed
 5. Young adults
 - b. Housing Advocate, which was an Individual Response
 - i. Provided customized care for individuals, averaged 3 housing placements a month
 - c. Social Service Coordinator
 - i. Coordinated services in the community, involved with many social service agencies
 - ii. Developed the Emergency Response Network (ERN), which coordinated providers
 - d. Director
 - i. Oversaw all aspects of the management of the overall institution that is the shelter
 - e. Fundraising
 - i. Worked with the Resource and Development department
 - ii. Ran a Telethon for 8 years—coordinating 150 volunteers by the end
2. There is value in being aware of the power and persistence of paradigms; examples:
 - a. Scurvy—it took 200 years for solution, vitamin C, to be generally implemented
 - b. Sister Kenny found a way to treat the symptoms of polio; it took 30 years to be accepted
3. Two approaches: Individual Response\customized care, or Institutional Response\18-hour shelter
4. Individual Response; two initiatives that show how it could work:
 - a. Operation in from the Street (OIFTS) (initially “Operation in from the Cold”)
 - i. In November of about 2012? police and advocates were concerned at an estimated 100 people being outside, having been banned from the shelter
 - ii. Rick Presbrey proposed placing people in motels, no questions asked, but also bringing services to them
 - iii. Funds were raised and Rick B managed this initiative with one other person

- iv. There were 25 people, not 100, who had been banned; this included some of the most challenging clients
- v. In three months, of the 25, 18 had been placed in housing or a program
- b. All Needs Met Pilot
 - i. As Director, Rick B took 40 random calls of those requesting the shelter
 - ii. Of the 40, only one came into the shelter; for 39, other options were arranged
 - iii. Examples by types:
 - 1. Elder—In Dennis, an elderly man was staying in a bank he cleaned. He was placed into a motel and linked to Elder Services.
 - 2. Mental Health client—In Falmouth, a woman was in a motel. She was \$160 short each month. An appeal was made to local churches to cover the shortfall for four months, until she was placed in a residential program.
 - 3. Substance abuse—police and 12 steps program interventions: it is notable that, if sobered up in a cell about five times, and approached by those in recovery, the person tends to awaken to the program of recovery.
 - 4. Unemployed—Not as part of this pilot, but for a man in about his 40's, funds were provided for a church to pay him as a volunteer; the man became an employee of the church.
 - 5. Young Adult—a young man had a friend where he could rent. \$300 was given to the landlord to start the rental.
- c. Individual Response
 - i. The Individual Response begins with a triage of the situation, which involves questions in about 10 areas
 - ii. The person could be placed in a motel in their community if needed, with services attached
 - iii. Services are activated and there is a concerted coordination to find a solution
- 5. 18-hour shelter—inhumane and, perhaps, less effective
 - a. The person loses the momentum that was part of every triage conversation; if the person had a place to stay, they seemed to lose motivation to find a solution.
 - b. The person is relocated from the community where they may already have supports
 - c. The shelter draws all people in need from all over the Cape, and possibly from off-Cape, to Hyannis
 - d. If an 18-hour shelter, at least some of the people are forced onto the streets during the day
 - e. Energies and efforts of the people go to survival

- i. Surviving the crowd and lines and processes in and out of shelter
 - ii. Surviving as much 6 hours a day outside
 - f. The most challenging of the clients are often banned and some do remain in Hyannis
 - g. In the mix, all types together:
 - i. Elders terrified, vulnerable
 - ii. Mental health clients—
 - 1. Substance abusing men at times engage with mentally compromised women
 - 2. DMH workers can relax and not find other alternatives for their clients
 - iii. Young adults—They have been observed, having no responsibility, to “play” together
 - iv. Substance abuse
 - 1. All individual’s resources go to substance
 - 2. The shelter can be a place to prepare deals, to make contacts
 - v. Unemployed—all is free, why work, energy goes to dealing with daily survival
 - h. Costs
 - i. In 2016, it cost \$1345 per bed per night; likely more now
 - 1. $1345 \times 50 \text{ beds} \times 12 \text{ months} = @ \$807,000 \text{ year}$
 - ii. Per person \$807,000 divided by 280 people a year = \$2882 per person
 - iii. Cost during Individual Response Pilot was about \$600 on average
- 6. The Individual Response seems to be a better way to help our neighbors in need, rather than using the Institutional Response.