

# Center for Urban Community Services

FALL 2022

CUCS

The Center for Urban Community Services (CUCS) helps people rise from poverty, exit homelessness, and be healthy. CUCS excels at developing affordable housing and providing programs across New York City that link outreach, housing, healthcare, social services, benefits access, and staff training to support homeless, formerly homeless and other low-income individuals and families. We do this life saving work one person at a time, ensuring dignity, inspiring trust, and committing to the highest quality of care. CUCS and Janian Medical Care, our signature healthcare program, cared for and supported more than 42,400 individuals and families in 2021.

Dear Friends of CUCS,

In this Fall Impact Report, we seek to connect you to some of the innovative work we do at CUCS and inspire you to feel hopeful about the things that can be done to solve the problem of homelessness.

The crisis of homelessness is complex. People experiencing it continue to be challenged by COVID, extreme weather conditions, and funding shortfalls. In addition to the different types of housing and the continuum of social services we provide, our affiliate, Janian Medical Care, offers high quality primary medical treatment, psychiatric services, and nursing care to homeless and formerly homeless people in programs operated by CUCS and many other agencies like it.

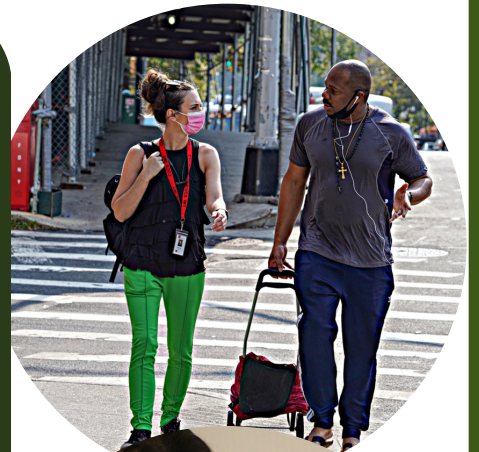
The high quality of our services would not be possible without the great work of the talented people who staff our service programs and administrative departments. We want to acknowledge their hard work, dedication, and care for our clients.

We sincerely thank you for your support and interest.

Best Regards,

Alex Rose  
Board Chair, CUCS

Joe DeGenova  
President & CEO, CUCS



# STREET MEDICINE SERVICES EXPAND

Lack of insurance, being embarrassed about your clothing, and feeling that you are not welcome, are among the many obstacles that can make it challenging for people living on the streets to meet their medical needs in conventional health care settings. By using creative forms of engagement and bringing the care to people, CUCS's affiliate, Janian Medical Care, breaks down barriers that foster inequities and creates a trusting and comforting environment for people who are feeling their most vulnerable.

In 2017 Janian began providing street medical services. Our physicians, nurse practitioners, and registered nurses carried supplies in backpacks to bring care to people on sidewalks, under bridges, and in parks. We began with one, two-person medical team that served people in Manhattan and another that served people in Brooklyn and Queens. While the staff quickly realized the benefits of this approach, they also realized its limitations and said that a medical van would enable them to do things they couldn't do on foot.



With a generous grant from the Robin Hood Foundation, Janian unveiled its first medical outreach van in 2019. In 2021 two additional teams were added and in 2022 a second van was purchased with funding from the New York City Department of Homeless Services. Recognizing the benefits of both approaches, each team spends half their time using a van and half their time on foot and using public transportation.

WE ALWAYS STRIVE TO PROVIDE CARE THAT I WOULD EXPECT FOR MYSELF AND MY FAMILY.  
- BONNIE COOVER, N.P

With the vans functioning as mobile exam rooms, they provide a clean, private, and safe place where our clients feel comfortable having conversations about their medical issues and receiving the care they need. Each van is equipped with an EKG machine, a centrifuge for blood testing, and a refrigerator for vaccines and medications. They are also stocked with reading glasses, socks, underwear, clothing, and vital resources that can be used to address the immediate needs of our clients. This new, second van also has a retractable awning which offers protection from rain and sun when providers are talking with patients or holding vaccine clinics.



THE STREET MEDICINE TEAM PROVIDES HIGH QUALITY, ONGOING PRIMARY CARE FOR ACUTE AND CHRONIC CONDITIONS SUCH AS HYPERTENSION, ASTHMA, AND DIABETES TO SUPPORT MEN AND WOMEN LIVING ON THE STREETS OF NEW YORK.

The intentional design of the vans is meant to communicate that CUCS values its clients, recognizes the immense challenges they face, and believes they deserve high quality care.

The medical vans are staffed by professionals who specialize in homeless healthcare, treat people with dignity, and are expert at building trust. The street medicine teams' engagement with patients is often the first step in their journey to the ultimate goal, permanent housing.



# CUCS RESTARTS CRISIS INTERVENTION TRAINING (CIT) FOR THE NYPD

According to the New York City Police Department (NYPD), over 175,000 calls involving people in emotional or mental health crisis are made to 911 every year. Each person in crisis deserves a response that is effective, safe, and compassionate. It is critical, therefore, that police officers are trained to handle these situations.



In 2015 CUCS was asked by the NYC Department of Health and the NYPD to bring our expertise to a collaborative training program that would help officers respond to people experiencing a mental health crisis. Over the next five years, the training was provided to thousands of officers. In March of 2020 the dangers of the pandemic and the related need to have as many officers out on the streets as possible required the suspension of the training. We're happy to report that the training was restarted in early 2022 and the trainees are as enthusiastic as ever about it.

The training aims to help officers de-escalate a crisis using empathic listening; reduce the use of force; redirect individuals to treatment instead of jail when appropriate; and protect the safety of persons in crisis, the public at large, and the officers themselves.

Day one of the four day training begins with a panel presentation by people with mental illnesses who describe their encounters with police officers when they've been in a crisis. These presentations are followed by a question and answer session that helps the officers continue to deepen their understanding, develop their empathy, and "see" these encounters from the perspective of the mentally ill person.

Days two through four focus on learning about specific diagnoses and associated behavior patterns. In the afternoons professional actors play a person in crisis and role play with the officers. This enables the officers to practice the communication skills they are learning in a safe environment, receive real time feedback from the trainers, and build their confidence for handling real life situations.

Multiple four-day trainings are conducted each week in small classroom settings with approximately 30 officers per class. Trainees overwhelmingly score the trainings highly on their evaluations. CUCS delivers CIT training to almost 5,000 officers a year.

"I REALLY ENJOYED THIS COURSE, I BELIEVE IT WILL MAKE A DIFFERENCE IN THE WAY OFFICERS REACT TO EVERYDAY CRISIS WE COME ACROSS ON PATROL. I THINK THESE PROGRAMS ARE NEEDED TO HELP BETTER ASSESS THE SITUATION, AND MAKE A POSITIVE DIFFERENCE IN OUR COMMUNITY"

-NYPD TRAINEE

# HOW MANY WE HELPED IN 2021



## OUTREACH AND HOUSING

CUCS provides outreach in Manhattan, supports people as they transition to housing, and offers a wide range of supports at 17 permanent housing sites for individuals and families.

**Street Outreach: 307**

**Transitional Housing: 764**

**Supportive Housing: 2,541**



## RESOURCES AND STABILITY

Financial stability services, housing support, benefits access, and career programs help clients achieve financial and housing stability.

**Housing Resource Center: 11,750**

**CUCS Connects: 3,365**

**CUCS Connects - Rikers: 2,186**

**Career Network: 314**



## JANIAN MEDICAL CARE

Janian provides person-centered, integrated health care for patients wherever they are, including on the streets and in housing.

**Primary Medical Care: 897**

**Psychiatry: 2,911**

**Street Medicine: 636**



## WELLNESS

Our ACT and IMT programs provide case management and comprehensive care for men and women who need extra support.

**Assertive Community Treatment: 71**

**Intensive Mobile Treatment: 159**



## TRAINING

CUCS trains human services and criminal justice professionals, including the NYPD, on topics including housing, mental health, case management, homelessness, and the justice system.

**Training: 16,557**



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