



News, updates, stories and more from the Center for Urban Community Services.

Dear Friend of CUCS,

Below you will find the CUCS Report. This is a new monthly newsletter highlighting our stories, programs, staff, and impact. Each month we will have questions answered by one of our staff experts in the field to help you more deeply understand the day-to-day work, a highlight, and metrics to better help you understand our impact.

Homelessness feels like an overwhelming issue and the idea of a solution can seem abstract. Every time we help New Yorkers understand how CUCS makes a difference one person at a time every day, we all take one step closer to a solution.

Thank you for reading and we welcome your feedback and comments.

Best Regards,

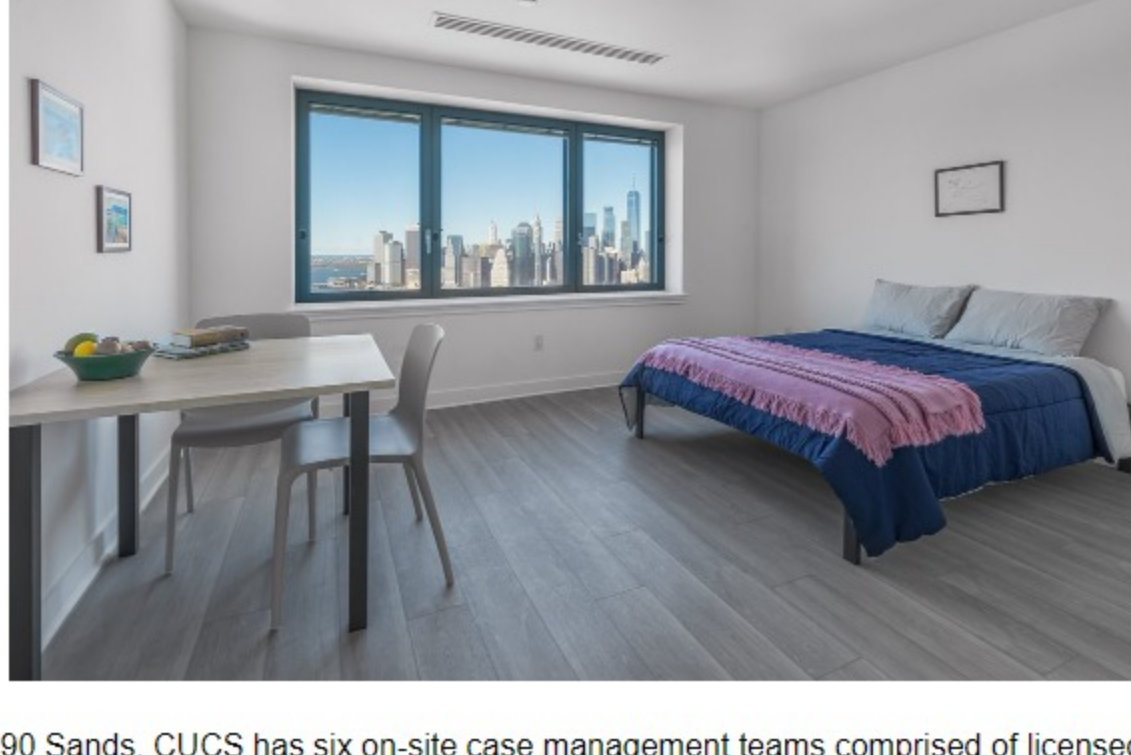
Rise Roth
Chief Development and Communications Officer

Breaking Ground, one of CUCS's partners, opens a supportive housing site at 90 Sands street



During the Fall of 2022, Breaking Ground opened 90 Sands, offering 491 units of affordable and permanent supportive housing. CUCS is the service provider for the site.

305 of the units are for homeless people with special needs (i.e., mental health and/or substance abuse issues) and the remainder are for low-income people who need affordable housing.



At 90 Sands, CUCS has six on-site case management teams comprised of licensed Social Workers and paraprofessionals. CUCS provides social services and its affiliate, Janian Medical care, provides medical and psychiatric services.



These teams provide person-centered, evidence-based services which focus on recovery, stability, and building self-sufficiency. Some examples of these services include employment support, financial assistance, crisis intervention, substance abuse treatment, household management, transportation, information referrals, and referrals to off-site services when necessary.

Supportive housing like 90 Sands is more than a roof over people's heads. It is a foundation upon which people can heal, grow and thrive.

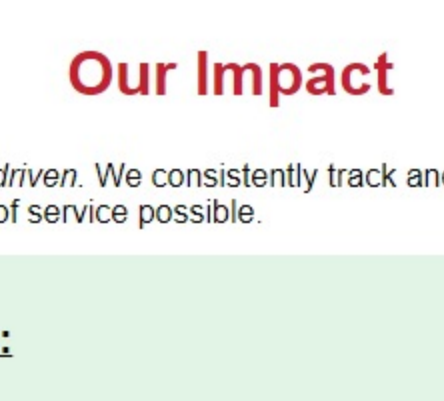
90 Sands photos courtesy of Wes Tarca for Breaking Ground.

"The core of our work is helping people exit homelessness. We do that by ensuring dignity, inspiring trust, and committing to the highest quality of care.

Permanent supportive housing like 90 Sands is the best opportunity for formerly homeless people to live healthy lives.

The CUCS Report aims to inspire hope by highlighting the positive impact of our efforts in assisting vulnerable New Yorkers."

— Joe DeGenova, CUCS President and CEO



Our Impact

CUCS programs are *data-driven*. We consistently track and measure our impact to ensure the highest quality of service possible.

Key 2022 Statistics:

20,785 primary care and psychiatric visits completed

3,122 individuals experiencing homelessness, or who are formerly homeless, received psychiatric services

1,511 total housing placements

385 unique clients served by mobile street medicine services, **127** of whom would not be served but for the unique availability of medical vans

244 additional safe haven and permanent housing units in the development pipeline for future completion



Questions... and Answers

In each issue of the CUCS Report, we ask CUCS experts and professionals to weigh in on some frequent and important questions about homelessness, poverty, public health, and the role of public service agencies like CUCS.

Topic: Street Homeless Outreach

Expert: Aly Long, Program Director, CUCS Street Outreach

What should I do if I see an individual or individuals that appear to be street homeless?

Contact 311 via phone or mobile app and request homeless outreach assistance. Provide a clear description of the individual and the location they can be found. You should call 911 only if the individual appears to pose an immediate risk to themselves or others.

What happens when I call 311 to report a homeless New Yorker in need of assistance?

311 requests for homeless outreach assistance for are assigned to a service provider like CUCS. When CUCS receives a 311 request, an outreach team will be dispatched within one hour of receiving the request.

The CUCS outreach teams travel in official vehicles, on foot or via public transportation and attempt to locate that individual. If the individual is found, the outreach team will engage the individual, assess them for safety and encourage them to accept services to help them transition off the streets.

What are the interactions like between CUCS outreach team and the homeless individual?

Each interaction is unique and outreach teams always make sure to provide care targeted to the specific needs of that individual. Some individuals are in urgent need of help, in which case outreach teams work to connect the individual with the medical, psychological or substance care they need.

Other homeless individuals do not disclose any urgent needs and will decline assistance. In those cases, outreach teams explain their services and provide contact information so they can follow up and begin building a rapport.

In all cases, Outreach teams ensure interactions are respectful and compassionate.

What happens if a homeless individual declines help from the outreach team?

Accepting outreach efforts, including services that will help homeless New Yorkers transition indoors from the streets, is voluntary.

But if a homeless individual declines help, CUCS Street Outreach teams are not discouraged in their efforts to engage with them. The team will note the location and schedule follow up visits.

Sometimes, it can take months of persistent and compassionate engagement to build trust and successfully connect street homeless individuals with the services they need to get indoors and live better lives.

Stay informed and follow CUCS on social media:



Thank you for reading the CUCS Report. Our goal is to make sure New Yorkers are well-informed as we continue our work to help people rise from poverty, exit homelessness, and be healthy.

The CUCS Report is a publication of the Center for Urban Community Services.

Do you have questions about the CUCS Report, our services, facilities or programs? Contact: info@cucs.org

