



LOVE YOUR NEIGHBOR COLLABORATIVE (LYNC)

ANNUAL REPORT 2019-2020



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AUGUST 24, 2020



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LYNC 2019-2020 ANNUAL REPORT AGENDA

- LYNC Overview & Mission
- LYNC History & Pilot Program
- Population Served Overview
- LYNC Intern 2019-2020 Activities & Projects
- Grant Objectives and Outcomes
- Heart Disease & Diabetes Risk Assessments
- Strengths and Future Improvements
- LYNC Moving Forward

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WHAT IS LYNC?

- City of Riverside based non-profit program to assist vulnerable individuals, groups, and families
- Collaboration of:
 - Nonprofit community-based organizations
 - Faith communities
 - Educational institutions
 - Local government
 - Local supportive businesses
- Masters and undergraduate-level social work students receive field education experiences utilizing congregational social work at various strategic levels



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LYNC MISSION

- *To reduce and prevent homelessness by building a coalition of Religiously Affiliated Organizations (RAOs), academic institutions, and nonprofit organizations to work collaboratively with the City of Riverside to create a stronger, more integrated collective effort resourcing those who are in homeless situations or, at risk of losing their home, through collaborative projects and capacity building.*



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LYNC HISTORY

- LYNC began with Mayor Rusty Bailey's 2015 initiative to end Veteran homelessness through the "Love Your Neighbor" Campaign
- Mayor Bailey challenged faith leaders, nonprofits, and businesses to come together to assist Veterans with housing efforts
- "Love Your Neighbor" Campaign was successful and City of Riverside was the only city in California to end Veteran homelessness



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LYNC HISTORY (CONT.)

- Love Your Neighbor concept evolved with LSU Professors, Marnie Straine and Steve Hemenway, who desired congregational social workers at LSU Church to assist community members
- LSU professor, Daphne Thomas, and LLU professor, Talolo Lepale, joined in LYNC creation efforts to propose the concept to Mayor Bailey
- The proposal to have social work interns strategically placed in churches throughout the City of Riverside to assist individuals in crisis or homeless was supported by the Mayor's office



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LYNC HISTORY CONT.

- In 2016, a LYNC Steering Committee of the Mayor's Office Social Work Program and Field Education Directors from La Sierra University, Loma Linda University, and California Baptist University, The Path of Life Ministries, Community Connect 2-1-1, and local community pastors was created
- After two years of meetings, in 2018 the City Council and the City of Riverside agreed to fund the pilot year of LYNC



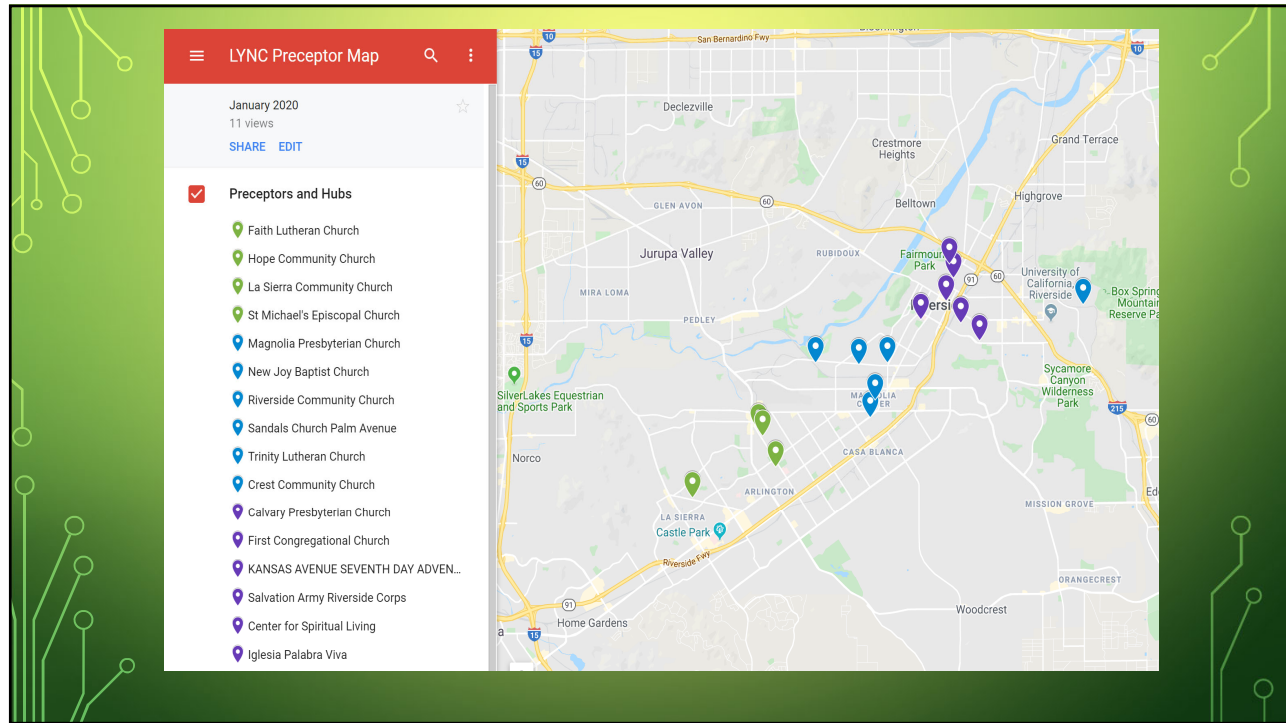
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LYNC PILOT PROGRAM

- Through Path of Life housing the LYNC program, the City of Riverside and the three universities placed 15 social work interns in 7 churches in the cities of Riverside and Corona under the supervision of 10 preceptors and one MSW Field Instructor
- In Spring 2019, Path of Life with the assistance of the City of Riverside, received a three year grant through UniHealth Foundation (based out of L.A.)
- The Pilot Program led to the evolving structure and creation of the LYNC program today





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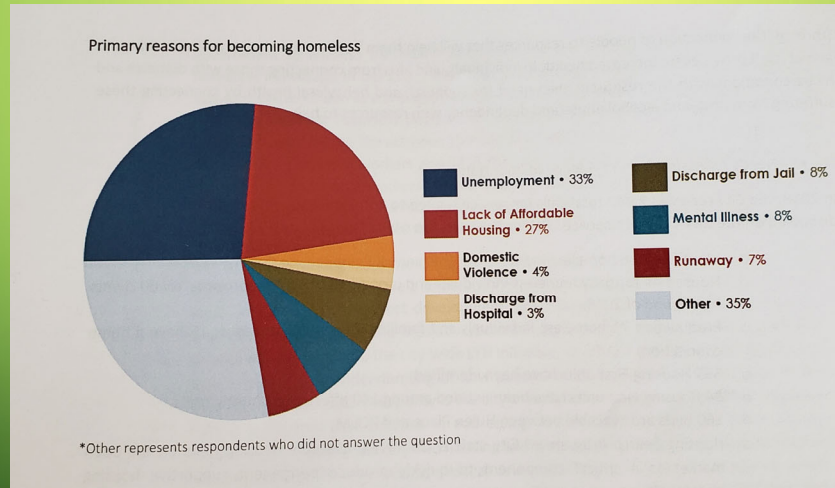
LYNC 2019-2020 STATISTICS

- In 2018, the Riverside County Homeless Count reported 366 unsheltered individuals
- The demographics of those individuals were as follows:
 - 23.14% noted Mental Health Problems
 - 18.23% noted Substance Abuse
 - 20.93% noted having a Physical Disability
 - 8.08% noted having a Developmental Disability

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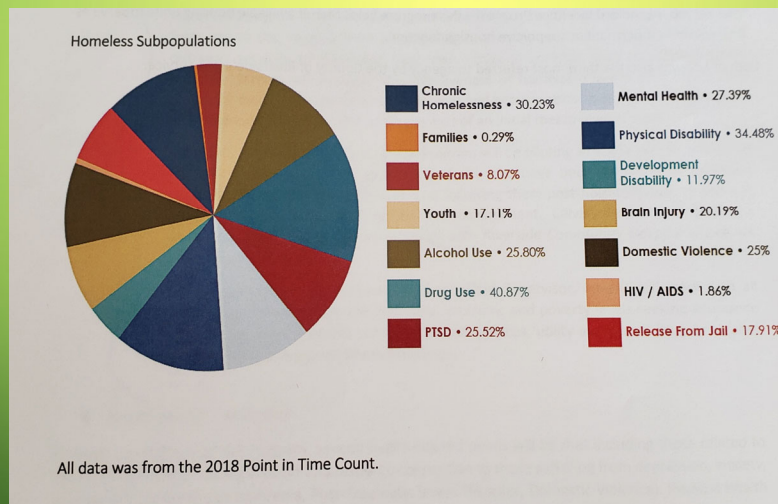
PRIMARY REASON FOR BEING HOMELESS



Graphs borrowed from City of Riverside, City Council presentation 2019

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HOMELESS SUBPOPULATIONS



Graphs borrowed from City of Riverside, City Council presentation 2019

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LYNC INTERNS

- Interns earn required social work hours to achieve their degree
- Interns learn the micro, mezzo, and macro level of engagement
 - Micro – daily activities, serving individuals and families
 - Mezzo – activities with groups, church and community projects, local non-profits
 - Macro – large activities with multiple groups, politics and policies



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HEALTH NEEDS MET

- **Mental health** – support for depression, anxiety, bi-polar disorder, and schizophrenia, post-traumatic stress disorder, domestic violence
- **Physical health** – connections for basic needs, housing for improved health, conducting heart and diabetes assessments, general health screenings through neighbor assessments
- **Behavioral health** – drug and alcohol abuse and dependency resources
- **Spiritual** – praying, incorporating verses while engaging



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LYNC 2019-2020 YEAR

LYNC consisted on average 16 churches, 15 MSW interns,
3 field instructors, one coordinator, and over 60 affiliates

LYNC interns provide resources and case management
to homeless and near homeless for those on the street
and within congregations

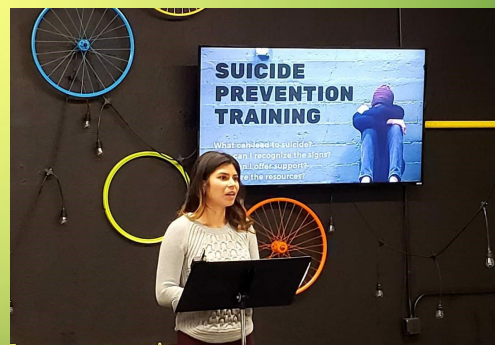
LYNC interns interact with neighbors during church food and
clothing distributions, hot meals, free church health and dental offerings, utility assistance,
shower times, congregational events, and community events



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LYNC 2019-2020 CONT.

- LYNC interns also provided assistance during shelter intake times, family shelter homework times, Saturday street outreach, Path of Life ride alongs to river bottom, Police Department Special Operations team for homeless ride alongs, and assisted with providing presentations during our Free Workshop Series that were open to the public and surround topics of homeless assistance and solutions, such as Conflict Resolution & De-escalation, Suicide Prevention Training, Grief and Bereavement



Intern Presenting on Suicide Prevention
During LYNC Free Workshop Series



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LYNC 2019-2020 CONT.

- In October 2019 and last two Weeks of January, all of February first 2 weeks of March, seven- eight interns connected and interacted with over 2100 of our city neighbors on average. These are repeat interactions.
- Services and resources provided (outside of church activities) include rapid resolution (diversion), case management services (goal orientation, reframing, empathetic social support and listening), motivational interviewing (help find internal motivation for changing behaviors), shelter direct agency partner referrals, and assisting with LYNC brochure of local resources



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LYNC 2019-2020 CONT.

The interns pre-COVID-19 projects:

- Resource Binder
- Jackson St. Church Coalition
- Sex Trafficking, Conflict Resolution, & Suicide Prevention Workshops
- Community Survey on Homelessness
- LYNC Collaboration Preceptor Survey
- First Congregational Marketing Flyer
- Appropriate Behaviors During Mealtimes
- LYNC & Family Promise Partnership



The interns post-COVID-19 projects:

- COVID-19 Do's and Don'ts Handout
- Acronym List for Training Materials
- Stigma Presentation for All Audiences
- Senior COVID-19 Project
- Senior and Immigrant Resource Handout
- Theories Presentation for LYNC and Community Social Work
- S.A.L.T. Youth Workshop
(Saved Accepted Loved Treasured)
- Life Skills Support Group Curriculum
- Updated Felon Friendly Employer List

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LYNC INTERNS COMMUNITY INVOLVEMENT

- Attendance at the Faith Summit
- Attendance at private invitation-only event with Ben Carson, U.S Secretary of HUD
- Panel presentation as headliners for 2020 NACSW Conference at CBU
- Booth at RCC's Health Fair
- Palabra Viva Thanksgiving Turkey Giveaway Event and Youth Outreach Event
- Presented at City Council Meetings
- Attend One-on-Ones with Ward Councilpersons
- Attended YIMBY meetings to support Church Low-Income Housing Projects



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LYNC GRANT SUMMARY OF PROGRESS

- During 2019-2020, we added 5 new interns, added 4 new churches/church partners, and met with 3 hospitals to discuss services and referrals
- Challenges at beginning with new Program Coordinator (added to slower start) and several students leaving the program for personal reasons
- New interns boarded in January leading to recreating church relationships and, once the interns were comfortable, COVID-19 happened removing face-to-face interactions with neighbors



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GRANT OBJECTIVES & ACCOMPLISHMENTS - #1

Measurable Objectives [What]	Key Activities [How]	Evaluation Indicators/Outcomes [How you will measure]	Implementation Timeline	Progress
1. 80% of clients receiving case management for 6 months or longer will be housing-ready by being placed in the City's By-Name list (Resourcing)	Case management, Interfacing with City staff and POLM: DMV appointments Housing navigation Housing Location	Case management data, including: - # of clients actively receiving case management and for how long, - housing-ready status - names on City's By-Name list, a list used to indicate who is ready to be housed	Ongoing (monthly) with quarterly reviews.	Of the individuals served, no one person received case-management for 6 months. This was due to COVID-19. However, of total numbers served, 10% were referred to the Housing program offered by the city from a LYNC intern.

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GRANT OBJECTIVES & ACCOMPLISHMENTS - #2

Measurable Objectives [What]	Key Activities [How]	Evaluation Indicators/Outcomes [How you will measure]	Implementation Timeline	Progress
2. 100% of RAO's will receive at least one capacity building training	RAO trainings and workshops, for example but not limited to: Trauma Informed Service Provision (Professor Lepale), Poverty Simulation (La Sierra University, Social Work Department), Helping without Hurting (online), Financial Peace (online), Mental Health First Aid (Professor Costello)	# of RAOs attending/receiving training.	12-months	14/14 churches/local partners received training opportunities made available by the three Universities. Additionally 3 student led trainings/capacity building meetings were conducted.

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GRANT OBJECTIVES & ACCOMPLISHMENTS - #3

Measurable Objectives [What]	Key Activities [How]	Evaluation Indicators/Outcomes [How you will measure]	Implementation Timeline	Progress
3. Appropriate referrals will be provided for 85% of needs identified by clients on the pre-engagement survey. (Collaboration) (Resourcing)	Outreach and relationship building Case management	# of referrals made compared to # of requests for resources made.	Ongoing monthly with quarterly reviews.	Of the 6,627 contacts with homeless individuals and families, 5,173 contacts received resource information, referrals to other agencies/social services, case management, and other related services. This equals 78% of contacts. The remainder only received food or clothing or general interaction. <small>*NOTE: Our services were cut short due to COVID-19</small>

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GRANT OBJECTIVES & ACCOMPLISHMENTS - #4

Measurable Objectives [What]	Key Activities [How]	Evaluation Indicators/Outcomes [How you will measure]	Implementation Timeline	Progress
4. Appropriate referrals will be provided for 85% of health related needs identified by clients on the pre-engagement survey it concerns unmanaged diabetes, heart conditions, and diagnosed mental illness (Collaboration) (Resourcing)	General Health Assessments, and Case Management	# of referrals made compared to # of unmanaged health conditions identified on Assessment.	Ongoing monthly with quarterly reviews.	Of the total number assessed, 100% of the participants indicating they had health challenges were given referrals to partner clinics and hospitals. Additional housing referrals and employment referrals were also provided upon request.

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GRANT OBJECTIVES & ACCOMPLISHMENTS - #5

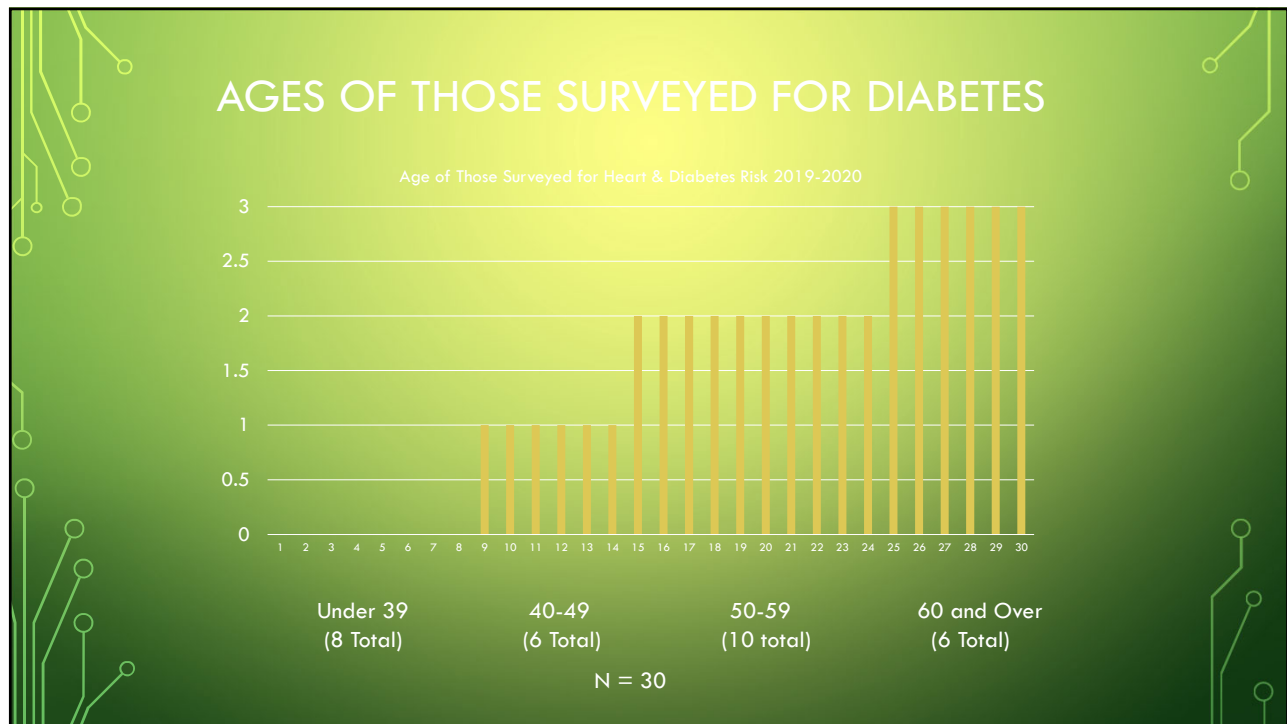
Measurable Objectives [What]	Key Activities [How]	Evaluation Indicators/Outcomes [How you will measure]	Implementation Timeline	Progress
5. 100% of participating RAOs will complete a capacity inventory and receive a proposal for program development. (Capacity)	Conduct key stakeholder interviews, strengths and needs assessments, focus groups	# insights from key activities	12 Months	In September 2019, an introductory meeting was conducted for all ROA's in which they were given an initial survey to determine their goals for the year as well as sit with the Program Director and Steering Committee to discuss next steps to implementation. 90% of preceptors attended. 100% of attendees completed the intake and assessment.

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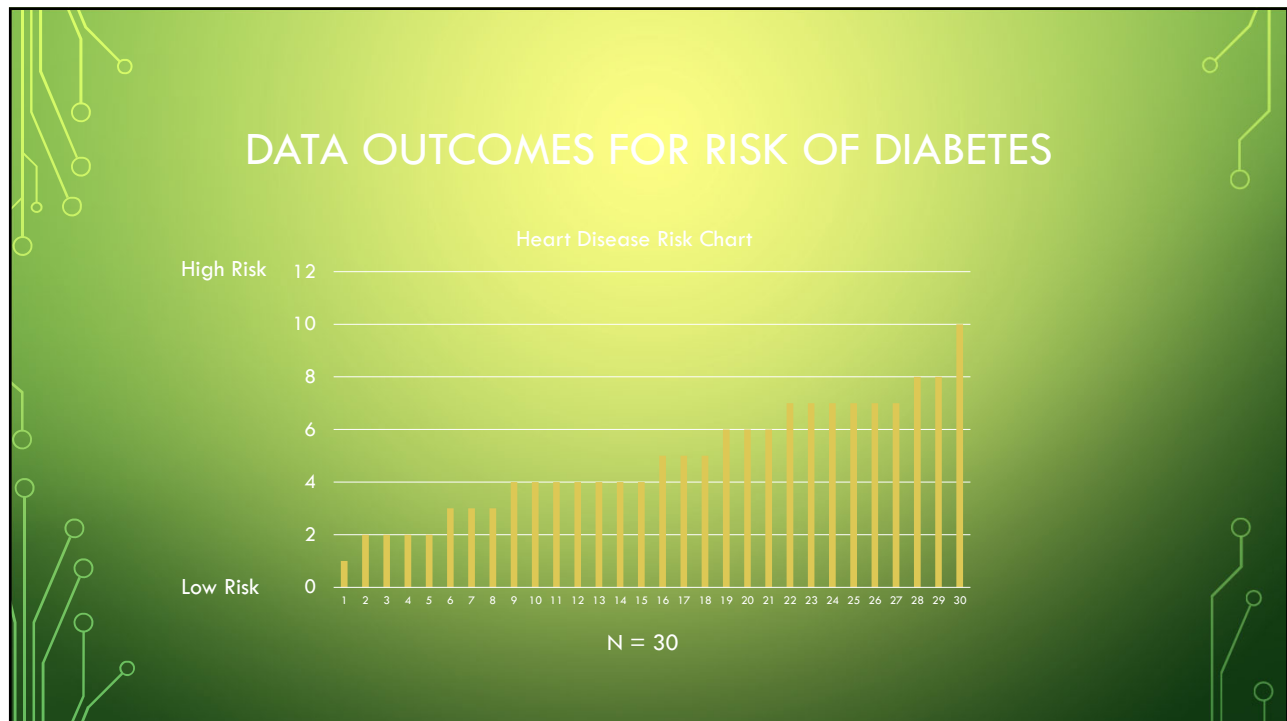
GRANT OBJECTIVES & ACCOMPLISHMENTS - #6

Measurable Objectives [What]	Key Activities [How]	Evaluation Indicators/Outcomes [How you will measure]	Implementation Timeline	Progress
6. 90% of all organizations involved in the Program will note improved communication and understanding amongst the partner organizations at the end of the year. (Collaboration)	Quarterly meetings Surveys Group emails and check-ins	Surveys	In month 12 of each year	The final assessments were distributed in early April at the monthly preceptor meeting. 100% of preceptors received the survey. It has been challenging during COVID-19 to get them returned timely. Only 50% were received and most requested more trainings and more access to the interns. We have assessed that interns personal and school schedules sometimes created conflicts with scheduling at their sites. We were able to rearrange some of the students prior to COVID-19. Once COVID-19 began, the students were all asked to not provide in person services. 100% of the student survey's have been received, and the main points of improvement additional training earlier in the year. All of which are in progress for the summer months.

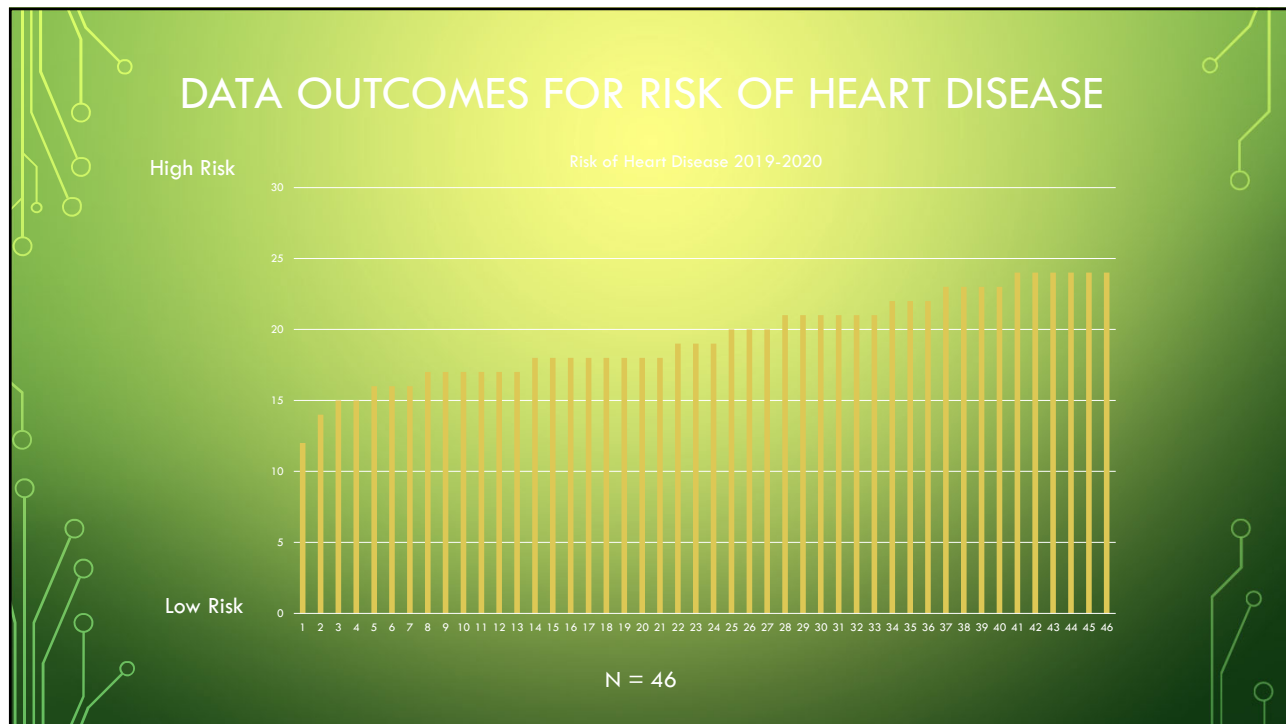
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DATA HEART DISEASE & DIABETES RISK SUMMARY

Why prescreening our neighbors is important for UniHealth Grant and LYNC:

- 12% in U.S. have heart disease and 1 in 4 deaths are due to heart disease
- Heart Disease is the leading cause of death in the U.S.
- 10.5% of Americans have been diagnosed with diabetes
- Due to early detection screenings, ages 45-64 are the most diagnosed age group with diabetes



Center for Disease Control (2020) <https://www.cdc.gov/heartdisease/facts.htm>

American Diabetes Association (2020) <https://www.diabetes.org/risk-test>



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GRANT RENEWAL FOR 2020-21

- Casey Jackson, our Interim CEO, reported our first year LYNC progress beginning of July 2020 to Unihealth, our grant funder
- We were approved for this upcoming year (YEAH!!!)

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STRENGTHS FROM 2019-2020 YEAR

- Preceptors (and other we presented to) became more aware of homelessness issues, importance of combining of resources for our neighbors, and the importance of LYNC's mission, goals, and objectives
- Preceptors and congregations solidified more as a unit their opinions about neighbors and whether it was part of their mission and goals as a congregation immediately, in the near future, or not at all
- Preceptors took time to reflect and assess their own resources and how to collaborate their resources with others
- Resources were shared and relationships with affiliated LYNC partners grew
- Students reported overall positive experiences and gained confidence in their social work skills, particularly engagement skills and initial rapport/trust building
- Students received higher education and new outlook on neighbors, resources to assist neighbors or not, and how government and non-profits assist or not



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IMPROVEMENT FOR 2020-2021 YEAR

- Need more hands on by field instructors in the field with the interns and find a balance in operational costs for this extra time
- Interns needed more time with only 2-3 locations (not 5-6) to build relationship with pastors and rapport with neighbors
- Student showing up and having accountability was an issue; however, having only 2-3 sites next year and sign in sheets will assist in accountability
- More engagement, boundaries, and resource training needed for interns before entering the field in addition to role playing
- More specific intern selection: self-motivators that take initiative, more open schedules
- Students need to narrow focus of project topics before entering the field to remove a sense of being overwhelmed and to create better time efficiency when starting
- Teamwork training and better communication amongst all – preceptors and interns need more reminders of the importance of LYNC for motivation
- Better social media presence



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FIRST MEETING REQUESTS 8-26-2019

The following were the expressed goals, needs, and desires of university leaders and churches last August 2019

Desires Expressed by Universities:

1. Wanted interns to be noticeably separate from the volunteers on site
Interns were given lime green LYNC swag – polos, clip boards, pens, table clothes, brochures and signage
2. Wanted interns to have more defined roles at each location and enhanced outreach opportunities
Role definitions provided to interns in November 2019 and new contract of role definitions in January 2020
3. Wanted more shadowing opportunities with other professionals or seasoned interns
Three new field instructors came aboard to work with interns in the field with shadow opportunities
Seasoned interns from pilot were asked to help; however, all were newly employed and unable to help
4. Wanted interns to start program with regional churches to create better networking and communicating
One intern created the Jackson coalition as a trial to this concept with 30 individuals in first attendance



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FIRST MEETING REQUESTS 8-26-2019 CONT.

5. Wanted to provide 3 views (micro, mezzo, macro) to interns regarding assignments
A list of LYNC actions were added to the manual regarding these 3 levels and presented to interns
6. Remind all interns that the beginning of field work is awkward and try normalizing it
All interns boarding are reminded and coach by program coordinator and field instructors
7. Journaling should be highly recommended for the interns to process their own feelings – many get depressed and many need self-care, expresses their challenges
All interns were provided a journal and encouraged to journal thoughts and feelings
8. Let interns know that engagement is the most important part of their work
Difficult for some interns to grasp – engagement training in process for next year
9. Monthly meetings with interns and LYNC coordinator to discuss challenges and experiences
Bi-monthly meetings were calendared for the whole year, full-time workers unable to attend
10. Wanted interns to define LYNC goals and LYNC success better this year
List of LYNC defined goals was created



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FIRST MEETING REQUESTS 8-26-2019 CONT.

11. Some interns desire to be a larger part of an organization to see how it works - Interns want to know two things: how an agency works or how to work with the population

No intern expressed wanting more macro level learning and experience regarding organizations, government, grant writing, policy, etc.

Interns were provided presentations by Cheryl & Luke from Mayor's office, Casey Jackson from POLM, & Jenn Carson from 2-1-1 Connect, Leonard Jarman Director of Shelters

Interns were able to participate in Faith Summit, HUD's Ben Carson visit, CBU Social Work conference panel, and opportunities to reach out to affiliated leaders of LYNC

12. Need to expose interns to micro level up front to keep beginning of field work interesting – use ride alongs as a shock factor

Interns were scheduled with POLM Outreach for river bottom visits and police ride alongs



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FIRST MEETING REQUESTS 8-26-2019 CONT.

13. Remind interns church is consider more safe for homeless to share their troubles other than talking with other agencies and government entities, which makes this program unique and important

Prof. Thomas presented on creation and history of LYNC

- Long-term ideas: Involve schools, crossing over into other faiths than just Christian, time changes and maps demonstrating changes over time



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FIRST MEETING REQUESTS 8-26-2019

Desires Expressed by the Churches:

1. Have churches meet once a quarter to exchange thoughts and explain resources

Meeting times were scheduled with preceptors once a month. This proved to be a challenge to have high turnout due to busy and varying schedules

2. Have churches commit to one certain goal for the year to guide interns focus for them

Interns were successful at finding goals and projects to focus on for the year. COVID-19 did stop some of these projects prematurely



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LYNC MOVING FORWARD

- LYNC continues to grow in numbers and awareness to assist our neighbors without homes in the City of Riverside to include partnerships with hospitals, other city colleges and universities, similar nonprofits, and city and county affiliates
- LYNC is creating a future plan for funding after the 3 year grant and is creating a future plan for funding to continue building partnerships through successful city collaboration



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THANK YOU FOR YOUR TIME