

AVERAGE MONTHLY SERVICES Fiscal Year 2015 to 2016

Services	Services
Services	Services
(%)	
100%	Goals: Residents meet with a Case Manager from Turning Point Center (TPC) and either set goals and/or review previously-set goals to assure that their goals are still current and achievable.
100%	Case Management: Residents have case management for direction and support, to <i>empower the resident</i> to make change, be <i>responsible</i> , follow through with <i>commitments</i> and needs.
63%	Food Stamps: Residents eligible for food stamps and have doctor-recommended special diets receive guidance and support.
75%	Gold Card: Residents who are eligible for the Harris County Hospital District Gold Card Program have either applied, obtained, renewed, or maintained their Gold Cards to ensure their <i>health care</i> is covered for all their health needs.
100%	Clothing: Clothing, bedding, and hygiene needs are available to ALL residents; residents use the clothing center for new clothing which supports improved hygiene and promotes higher self-esteem. At intake, all residents are supplied with fresh linens, pillows and hygiene products. The TPC clothing center is used by all new residents, ex-residents and other individuals in the local community as needed. When needed, TPC also supplies residents with all necessary hygiene products.
67%	Medications: Medications are stored by each resident in a locker in the front office. Residents are able to obtain their prescriptions under monitoring for timely and accurate dosage. This system supports a Drug / Alcohol free environment, and helps prevent misuse and/or abuse in resident apartments.
45%	Eye Glasses: TPC helps secure appointments for eye exams which are provided on a first-come basis. Typically, we are able to provide these services for tenants on a bi-yearly basis on site.
55%	Social Security: TPC assists new residents and our elderly and mentally challenged residents in applying for SSI/SSD, assists in following up on their claims, checking on pending claims, answering SSI questions, as well as obtaining new social security cards, when necessary.
46%	Alcohol and/or Drug Counseling: Alcohol and/or drug counseling is provided as needed or when a resident is agreeable to counseling and/or treatment. Assessments and counseling are performed by Licensed Chemical Dependency Counselors and, in a few cases, Counselor Interns monitored by an LCDC. Modalities include TPC peer, groups and individual counseling using a variety of counseling theories such as the 12-step programs and cognitive behavior / thinking approaches for change.
25%	12 Step Meetings: TPC holds two 12-step meetings per week on the property and provides transportation to two 12-step meetings in the community weekly.
84%	Hair Cuts: Hair cutting and styling services are provided on a limited basis bi-weekly, with transportation provided to residents for hair stylists and hair stylist schools in the local community.
65%	Dentist: While we are able to provide on-site dental care on a limited basis (no more than once per year), the need is huge and we are seeking additional dental professionals to assist our residents.
35%	Church Services: Bible studies are held on-site three times per week and vans pick up residents from various churches and transport residents to worship services in the local community.
3%	VA Benefits and Assistance: A small percentage of TPC residents are veterans. 100% are receiving VA Benefits.
40%	MAM: MAM is a local organization that supports residents mainly with bus tokens, bus tickets to travel to other states, etc.
45%	Anger Management sessions are provided bi-monthly at TPC; anger management therapy is also provided with some of the day programs offered through MHMRA, DAPA, and the Bristow Center.
85%	Doctors' Appointments: Residents are reminded of appointments and assistance is given to those residents who are not able to schedule appointments; transportation assistance is also provided to ensure that residents' appointments are kept.
25%	DAPA: Houston Behavioral Health Specialists currently monitors residents for their dual needs (Mental and Substance Abuse / Dependency), providing medications and chemical dependency counseling and behavioral counseling to understand and live productively with their mental diseases while maintaining a drug-free lifestyle.
100%	Life Skills: Groups covering life skills are held weekly on the TPC property. This is a mandatory meeting for all residents. Presenters are the case managers and special outside professionals. This group covers a large range of areas from problem solving to coping skills.
100%	Job Development: Assistance is given to all residents, and the majority of residents are assigned jobs (supervised by staff members) at TPC that are suited to the individual resident's liking and background. This builds positive job skills, increases a resident's ability to handle responsibilities, improves self-appraisal, and empowers residents in decision making, thereby stopping the cycle of procrastination that hampers so many homeless individuals.
52%	Support for Interviews and Referrals: TPC supports residents with meals when they are downtown, provides bus tokens, supports living expenses, and makes referrals for specialty services and to different agencies that are hiring.
85%	Transportation: Transportation is provided to elderly residents who are in need of assistance to arrive at medical appointments, social security appointments, and MHMRA appointments. TPC also provides travel assistance to residents for retrieving personal belongings before they are lost, attending 12-step meetings, obtaining replacement ID's, picking up donations, food shopping, transportation for emergency hospital needs, maintenance needs, supplies, etc.
45%	Independent Living: TPC assists residents with transitional living and approximately 40 clients currently live on their own.
100%	Food Services: The kitchen at Turning Point Center prepares approximately 10,000 meals per month. These meals are well balanced, nutritional meals prepared three times per day, that include meats, breads, vegetables, milk, juices, cereals and deserts. Meals are also available for ex-residents and individuals in the local community when needed. Food is prepared by a Certified Food Manager, supervised by a Certified Executive Chef, both of whom are certified by the City of Houston Department of Health and Human Services.