The Hub of Hope
An Engagement Center
Designed with the People in Mind with Septa, City of Philadelphia and Project HOME
Creative, Collaborative and Caring

Presented by Carol E. Thomas

Image: Andrea Cantor
Origin of the Hub of HOPE

An overwhelming need created an evolution in strategic partnerships and collaborations.
Transit Police plus Project HOME 2012

- Project HOME identified a winter site in the concourse to engage and assist homeless folks living in the concourse.
- Transit police wanted to assist the people without criminalizing mental health and/or homelessness.
- Meetings were set up with strategic partners to move the original hub forward.
  Some key players were Inspector Steve Harold of Septa Transit Police, Stephanie Thomas, Metro Market, Stacy Irving CCD, Steve Perna from PernaFrederick Real Estate, and Project HOME staff.
Hub of Hope
overall services

- Case Management
- Health Services (medical & psychiatric)
- Shelter/Treatment Connections
- Peer Support
- Outreach
- Addiction services
Goals of the Initial Hub of Hope:

• Transition people experiencing homelessness into permanent housing

• Provide low-barrier access to centralized co-located physical and behavioral healthcare and connect people to ongoing care

• Engage the individuals on Transit Police Pictorial Focus List
**Comparing Six Years of Data**

As demonstrated in the chart below, there are a few other differences across seasons, including the time of day the Hub was open, the amount of time the Hub was open continuously, and the number of hours the Hub was open per week. Although not depicted here, the staffing levels at the Hub, the behavioral health profiles of participants served, the severity of weather, and the housing and services resources available to staff onsite also contributed to this season’s unique profile.

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hours</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7-9am; 7-10pm</td>
<td></td>
<td>12-8pm</td>
<td>6-10am; 6-8pm</td>
<td>7-10am; 6-8pm</td>
<td>7-10am; 6-8pm</td>
<td>7-10am; 6-8pm*</td>
</tr>
<tr>
<td><strong>Hours/week</strong></td>
<td>25</td>
<td>41</td>
<td>30</td>
<td>25</td>
<td>25</td>
<td>21</td>
</tr>
<tr>
<td><strong>Weeks Open</strong></td>
<td>14</td>
<td>15</td>
<td>13</td>
<td>10</td>
<td>12**</td>
<td>12**</td>
</tr>
<tr>
<td><strong># Visits</strong></td>
<td>1317</td>
<td>1919</td>
<td>6562</td>
<td>6643</td>
<td>9165</td>
<td>11363</td>
</tr>
<tr>
<td><strong># Individuals</strong></td>
<td>360</td>
<td>640</td>
<td>1063</td>
<td>1261</td>
<td>1712</td>
<td>1473</td>
</tr>
<tr>
<td><strong>Individuals Who Met with a Case Manager</strong></td>
<td>360 = 100%</td>
<td>477 = 75%</td>
<td>536 = 50%</td>
<td>445 = 35%</td>
<td>445 = 26%</td>
<td>398 = 27%</td>
</tr>
<tr>
<td><strong># Individuals Placed</strong></td>
<td>95</td>
<td>157</td>
<td>263</td>
<td>176</td>
<td>183</td>
<td>155</td>
</tr>
</tbody>
</table>

* This year, the Hub only had evening hours on Tuesdays, Wednesdays, and Thursdays.
** 12 weeks accounts for a few days of closures.
Expanding the Hub of Hope 2017-2018

Hub of Hope Focus Groups

• Every year, participants in focus groups would share what was needed. Every year, we heard we needed:
  • A year-round location
  • Shower and laundry services
  • Drug and alcohol groups and other activities to keep people engaged
  • Meal services
  • Job training and resume building

SEPTA Partnership

• Jeff Knueppel, Septa General Manager with support from SEPTA’s Board of Trustees, was solution-oriented and sought a space to expand the Hub of Hope to include the services people needed year-round

• Using SEPTA contractors for the majority of the project, they transformed an abandoned 11,000 square foot space in less than 6 months
  • Removed over 120 tons of debris
  • Installed an elevator
  • Created an underground facility that is beautiful and welcoming
Goals of the Expanded Hub of Hope

• Engage, assess, and place individuals in shelters, treatment, or other housing
• Provide low-barrier access to healthcare services
• Serve as a referral source for SEPTA, Center City District, and others to connect and direct vulnerable individuals
Goals of the Expanded Hub of Hope

- Provide Living Room for people to have a meal, hospitality, camaraderie, and peer support
- Offer a sanctuary and respite from inclement weather, walking for hours and general street perils.
How it works at the Hub

• **Hours of Operation**
  • Monday – Friday 7am – 7pm
  • Saturday – Sunday 3pm – 7pm

• **Services**
  • Hospitality: Refreshments, showers, laundry, restrooms, clothing closet
  • Care Coordination and Case Management
  • Medical and behavioral healthcare, with dental in November 2018
  • Living Room: Programming for chronically homeless and other vulnerable individuals including drug & alcohol focus group
  • Dinner services: Evening meals (eventually 7 days a week)
We believe in the transformational power of building relationships and community as the ultimate answer to the degradation of homelessness and poverty.
Progress

• In the first six months of operation, the Hub of Hope had:
  • Over 2500 unduplicated individuals came through across over 41,000 visits
  • Over 1200 case management visits
  • Over 1240 placements into shelters, treatment, and other locations for over 500 unduplicated individuals
Progress

• In the 1st six months of operation, the Hub of Hope had:
  • Over 250 individuals received healthcare services across 400 visits
  • Completed over 2400 showers and over 1300 loads of laundry
Keys to Success

- **Leadership**
  - SEPTA General Manager Jeff Knueppel and his team, Sr. Mary Scullion and her team, City of Philadelphia, Eva Gladstone and her team

- **Partnerships**
  - SEPTA, the City of Philadelphia, Project HOME, Philabundance, BenePhilly, Legal Clinic for the Disabled, Bank of America, Lynne and Harold Honickman, Jon Bon Jovi Soul Foundation, Leigh and John Middleton, Aileen and Brian Roberts, Wawa, Inc. and A. Morris Williams, Jr and many other partners make the Hub of Hope possible

- **Collaboration**
  - Hub of Hope staff work closely together on site to do warm hand-offs between departments
  - Staff also work closely with Outreach, Safe Havens, Philadelphia Police Department and Septa Transit Police, Office of Homeless Services, Department of Behavioral Health and intellectual disAbility Services, Journey of Hope and other partners to facilitate successful placements