



## Demographics, Results, and Suggestions

### **Numbers:**

401 unduplicated clients

233 clients on Thursday

168 clients on Friday

89 duplicated clients (clients who went through a second time on Friday)

### **Individuals & Families:**

118 individuals

86 families (283 individuals)

### **Sex:**

185 men

183 female

33 no answer

### **Age:**

26 seniors (over 55)

137 youth (18 and under)

2 unaccompanied youth

### **Veterans:**

48 veterans (30 had their DD214 or Military ID)

### **Eligible for/receiving food stamps and/or LIEAP:**

71 individuals were eligible or receiving

64 families were eligible or receiving (208 individuals)

Total = 279 (70%)

### **Homeless & at risk of homelessness:**

80 homeless individuals

43 homeless families (129 individuals)

Total = 209 (52%)

16 individuals at risk

20 families at risk (64 individuals)  
Total = 80 (20%)

17 individuals were not homeless, and not at risk  
20 families were not homeless, and not at risk (75 individuals)  
Total = 92 (23%)

\* 5% of clients or 19 individuals unaccounted for due to missing data

**Where clients slept the night before PHC:**

36 individuals at home  
44 families at home (153 individuals)  
Total = 189 (47%)

28 individuals in a shelter/transitional housing  
12 families in a shelter/transitional housing (30 individuals)  
Total = 58 (14%)

18 individuals at a friend's house  
6 families at a friend's house (29 individuals)  
Total = 47 (12%)

9 individuals at a relative's house  
13 families at a relative's house (38 individuals)  
Total = 47 (12%)

10 individuals in a car  
4 families in a car (8 individuals)  
Total = 18 (4%)

8 individuals camped or slept outside  
4 families camped or slept outside (8 individuals)  
Total = 16 (4%)

4 individuals at a hotel or motel  
3 families at a hotel or motel (12 individuals)  
Total = 16 (4%)

**Where clients planned on sleeping the night of PHC:**

37 individuals at home  
44 families at home (152 individuals)  
Total = 189 (47%)

29 individuals at a shelter/transitional housing

11 families at a shelter/transitional housing (29 individuals)  
Total = 58 (14%)

8 individuals at a relative's house  
13 families at a relative's house (38 individuals)  
Total = 46 (11%)

12 individuals at a friend's house  
6 families at a friend's house (29 individuals)  
Total = 41 (10%)

9 individuals in a car  
4 families in a car (8 individuals)  
Total = 17 (4%)

8 individuals camped or slept outside  
4 families camped or slept outside (8 individuals)  
Total = 16 (4%)

3 individuals at a hotel or motel  
3 families at a hotel or motel (12 individuals)  
Total = 15 (4%)

5 individuals were not sure  
1 family was not sure (3 individuals)  
Total = 8 (2%)

**Bicycle Repair:**

Kevin tuned/repared 14 bikes.

**Chemical Dependency Assistance:**

The Flathead Valley Chemical Dependency Clinic spoke with 40 clients, and made 3 appointments.

**Childcare:**

The Nurturing Center spoke with 37 clients, gave out 69 children's books, and gave out Head Start information to 14 clients.

**Dental Services:**

Performed 153 oral exams, toothbrush prophies, and fluoride varnishes, and gave out 41 dental vouchers (potential of 65 more appointments).

**Disability Services:**

Summit Independent Living Center spoke with 23 clients, and made 7 appointments.

**Education:**

FVCC spoke with 27 clients, and gave out 7 GED Applications.

**Emergency Services:**

Violence Free Crisis Line spoke with 14 clients.

United Way spoke with 65 clients.

Adult Protective Services spoke with 4 clients.

**Employment Assistance:**

Job Service spoke with 36 clients, and completed 14 applications.

**Financial Education:**

Parkside Federal Credit Union spoke with 71 clients, and gave information about Free to Choose to 39 clients.

Glacier Bank spoke with 35 clients, counseled 4 clients on checking/savings, 2 clients on budgeting, 3 clients on credit reports, 1 client on bankruptcy, and 1 client on loans.

**Food:**

We gave out approximately 110 food baskets.

SNAP Education spoke with 78 clients, made 15 appointments, and gave out 73 recipe booklets.

The Coupon Lady spoke with 85 clients.

The Community Kitchen spoke with 65 clients.

**Haircuts:**

The stylists completed 40 haircuts.

**Housing Counseling:**

Habitat for Humanity spoke with 20 clients, and gave out 8 applications.

Section 8 spoke with 26 clients, and completed 9 applications.

HPRP spoke with 34 clients, and gave out 20 applications for low-income apartments.

**ID Services:**

The County Clerk and Recorder spoke with 31 clients, ordered 21 out-of-state birth certificates and 2 in-state birth certificates.

Driver's Services spoke with 40 clients, ordered 19 photo IDs and 11 drivers' licenses.

**Legal Services:**

Montana Legal Services and the Self Help Law Center spoke with 44 clients, completed 26 applications, and made 26 appointments.

**Medical Services:**

The Health Department spoke with 45 clients, gave out 13 vaccinations, tested 7 clients for HIV, checked 9 car seats, made 43 appointments for check-ups, and gave out 48 vouchers.

**Pet Services:**

The Humane Society gave out 196 pounds of pet food, 75 collars, 27 leashes, 25 frisbees, and 30 tennis balls.

The Flathead Animal Help Alliance gave out 300 pounds of food, grooming brushes, pet beds, toys, food dishes, collars, leashes, kerchiefs, harnesses, dog coats, cat carriers, vaccinated 71 pets, and gave out 38 spay/neuter certificates.

**Public Assistance:**

The OPA spoke with 34 clients, and completed 16 applications for SNAP, 4 of which included a request for Medicaid.

**Senior Services:**

The Agency on Aging spoke with 15 clients.

Personal Touch Home Care spoke with 20 clients.

**Sewing and Mending/Laundry:**

The sewing and mending volunteers completed 8 projects.

CAP volunteers gave out 20 \$10 laundromat vouchers.

**Shelter Assistance:**

The Flathead Youth Home spoke with 16 clients.

The Samaritan House spoke with 17 clients.

**Transportation:**

CAP volunteers gave out 156 gas vouchers, and 14 oil change vouchers.

**Veterans Services:**

Disabled American Veterans spoke with 13 clients, and made 2 appointments.

The Kalispell Vet Center spoke with 75 clients, completed 49 applications, and made 5 appointments.

The Mobile Vet Center (Homeless Vet Program) spoke with 63 clients, completed 1 application, and made 8 appointments.

**Vision Services:**

CAP volunteers spoke with 58 clients, completed 12 applications for prescription glasses, and gave out 28 reading glasses.

**Evaluations/Suggestions:**

Event:

Have PHC more than once a year

Better decorations

Only have service providers tracking services/results  
Longer event  
Larger place  
More days  
More room in the donation area  
More room for dental  
Warm/private place for intake  
Drop homeless from name  
Numbers for clients that have to wait for a guide  
Ask if there is more than one veteran in a family  
Have an event just for dental  
Ask clients if they went to previous PHCs

Services:

Cell phone/phone assistance  
Food bank  
Prescribe medication  
Mechanic/car repairs on site  
Physical therapy  
Coupons for restaurants, dollar store  
Donations/info for kids, babies, & parents  
Denture services  
Eye exams  
Dance  
Foot doctor  
Church/ministry  
Shower/bath  
Washer and dryer on site  
Cab info  
Helmets at bike repair area  
Less paperwork  
Ironing board for sewing and mending station  
Hand sanitizer for dentists  
Haircuts inside  
Mobile mammogram center

Volunteers:

Walk through  
Description of services  
More tour guides  
Service provider orientation

**How clients heard of PHC:**

Friend 42

Newspaper (Beacon, Interlake, Trader) 29  
Shelter (Samaritan, Ray of Hope, Abbie) 27  
Relative 24  
CAP 14  
Word of mouth 14  
Flyer 10  
Radio 7  
Health Dep. 5  
Food Bank 4  
VA 4  
TV 3  
OPA 2  
Salvation Army 2  
Petco 2  
Spay & Neuter Task Force 2  
Walk in 2  
Church 2  
Landlord 1  
Internet 1  
FVCC 1  
VFW 1  
Feed the Flathead 1  
School 1