

Montgomery County, Maryland | City of Gaithersburg

# The Nadim Khan Memorial Homeless Resource Day 2019

Statistical Report | Survey Responses

Housing for All = A Stronger Montgomery

Thursday, November 21, 2019

The Activity Center at Bohrer Park

506 South Frederick Avenue

Gaithersburg, Maryland 20877

[HSHRD@montgomerycountymd.gov](mailto:HSHRD@montgomerycountymd.gov)

[www.montgomerycountymd.gov/HRD](http://www.montgomerycountymd.gov/HRD)

January 28, 2020-Final

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**City of Gaithersburg  
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**Ms. Chevon L. Prather  
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# Complete Listing of Registered Service Providers by Quad

## MVA Photo ID Quad 2

Maryland Motor Vehicle Administration

## Social Security Administration Quad 2

## Councilmember Evan Glass Quad 2

## Health Screenings Quad 1 and Parking Lot

Columbia Lighthouse for the Blind – **Vision Screenings (outside)**

Mantoni Mobile Dentistry – **Dental Screenings (outside)**

Medical Care – **Sick Visit**

Mobile Medical Care, Inc. – **Health Screening**

STD Program | DHHS – **HIV Screening and STD Info.**

## Health Services Quad 1

Aging and Disability Resource Unit | DHHS

Cancer and Tobacco Free Program | DHHS

Center for Behavioral Health

Circle of Rights - **Stroke & Chronic Disease Prevention Info.**

Crisis Center

Dental Program | DHHS

EveryMind – **Behavioral Health and Mental Health Services**

Family Services, Inc.

Flu Shots by Healthcare for the Homeless | DHHS

Gabriel Network

Gaithersburg HELP – **Prescription Assistance**

Maryland Treatment Center

STEER – **Opioid Response Team for Montgomery County**

Suburban Hospital

Tree of Hope – **Recovery Treatment Peer2Peer Counseling**

## Health Insurance Quad 1

Amerigroup an Anthem Company

Maryland Physicians Care

United Healthcare

University of Maryland Health Advantage

University of Maryland Health Partners

## Housing Assistance Quad 2

Dept. of Housing and Community Development

Housing Initiative Partnership

Housing Stabilization Program | Home Energy Program

Housing Unlimited, Inc.

Pepco

## Education Information Quad 3

Montgomery College

Montgomery County Public Libraries – **Library Card Applications**

## Children Services Quad 3

Early Childhood Services | DHHS

Early Head Start | Family Services

MCPS | Pre-Kindergarten and Head Start

Montgomery County Public Schools (MCPS)

## Youth Services Quad 2

Free State Challenge Academy

Latin American Youth and MD Multicultural Youth Centers

## Employment Services Quad 3

2020 Census Outreach (**Census Job Applications Available**)

Career Catchers

Catholic Charities

Interfaith Connection

Interfaith Works Vocational Services

## Financial Services Quad 3

Bank on Gaithersburg

Café Montgomery

Community Action Agency | VITA-Volunteer Income Tax Assistance

Mid-Atlantic Federal Credit Union

Neighborhood Opportunity Network

## Income Support Services Quad 2

Office of Eligibility and Support Services

Income Support, Medical Assistance, Monthly Cash Assistance

## Legal Services Quad 2

Homeless Persons Representative Project

Montgomery County MD Bar Foundation Pro Bono Program

## Elections Information Quad 2

MC Board of Elections

## Veteran Services Quad 2

DC Veterans Administration MC

Friendship Place – Veterans First

## Transportation Information Seniors and People w-Disabilities Quad 1

Jewish Council on Aging-Senior Transportation

Montgomery County Department of Transportation

## Personal Care Services Quad 3

Bevans Grooming | Haircuts by Karim “Reem” Bevans

Gaithersburg High School | Cosmetology Prog.

Mynd Spa and Salon

Salon Plaza | Haircuts by Chervon Prather and Karen Hopkins

## Giveaway Area Quad 4

Covenant United Methodist Church

Emmanuel City of Hope

Gifts for the Homeless

I Support the Girls

Interfaith Works Thrift Shop Coat Donations

Montgomery County Muslim Foundation

National Council of Negro Women

National Pan-Hellenic Council of MC

Mt. Calvary Baptist Church

Qiagen Sciences

## Food-Variious Locations

Foyer | Bruster’s Ice Cream

Foyer | Starbucks

Foyer | St. Rose of Lima Catholic Parish | Water Station

Quad 4 | Subway | Guest Lunches

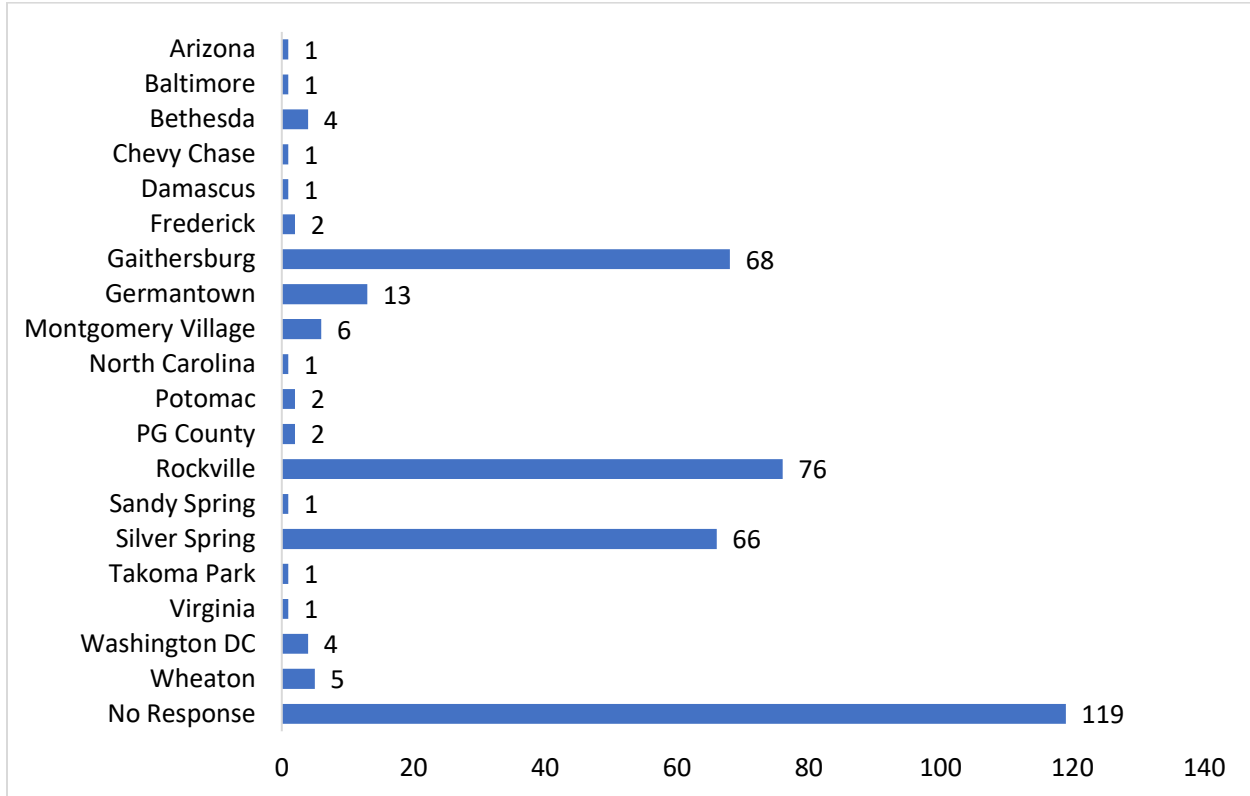
Parking Lot | Manna Food-Mobile Teaching Kitchen

## Total Number of Guests

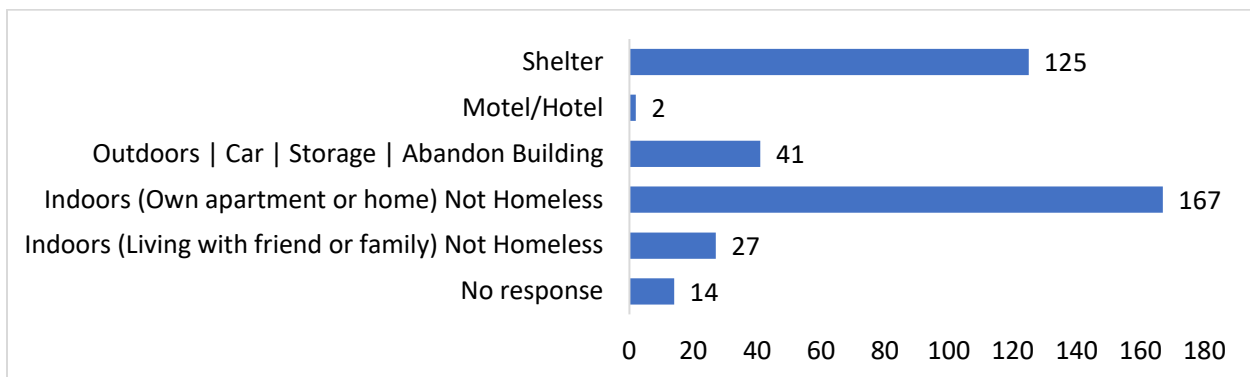
	2019	2017	2016	2015	2014
Intake forms Collected	375	439	367	373	462
<b>Identified as Homeless</b>	<b>168</b>				
Guest Evaluations Collected	382	432	371	380	445
How many guests were escorted?	443	549	457	448	526

## Results of Guest Confidential Intake Form

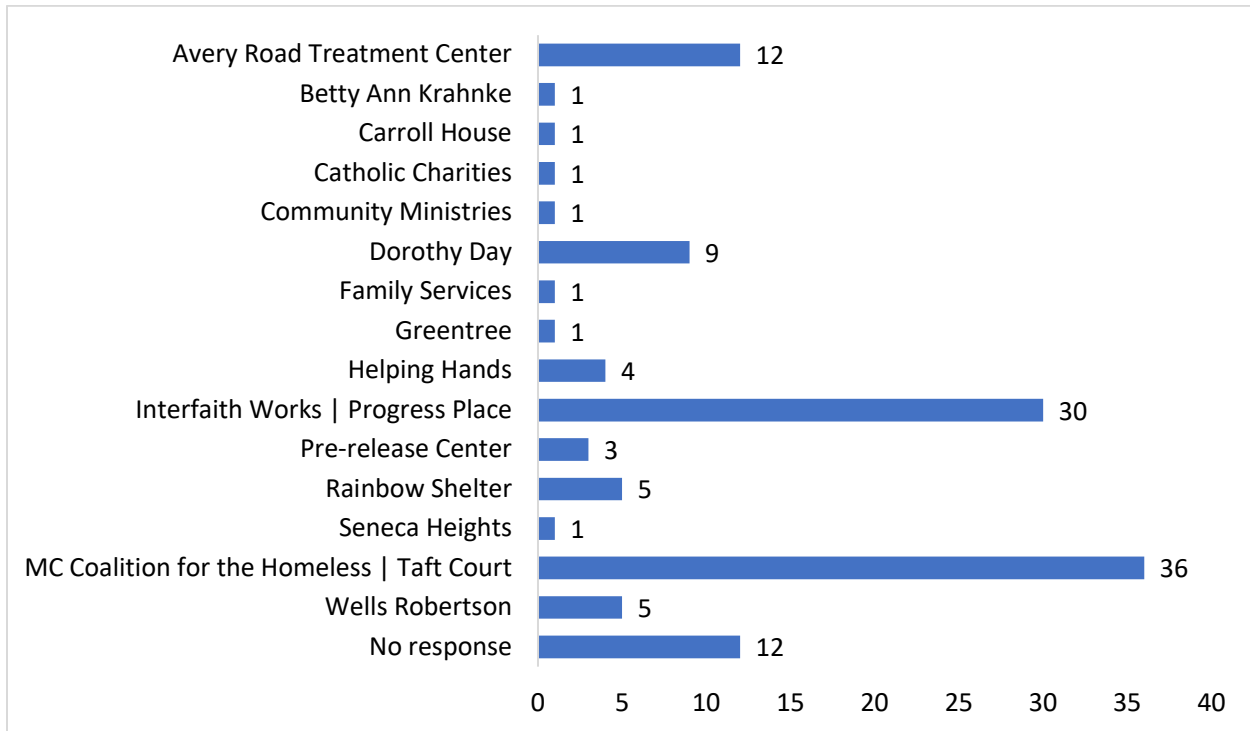
What city do you live or last resided?



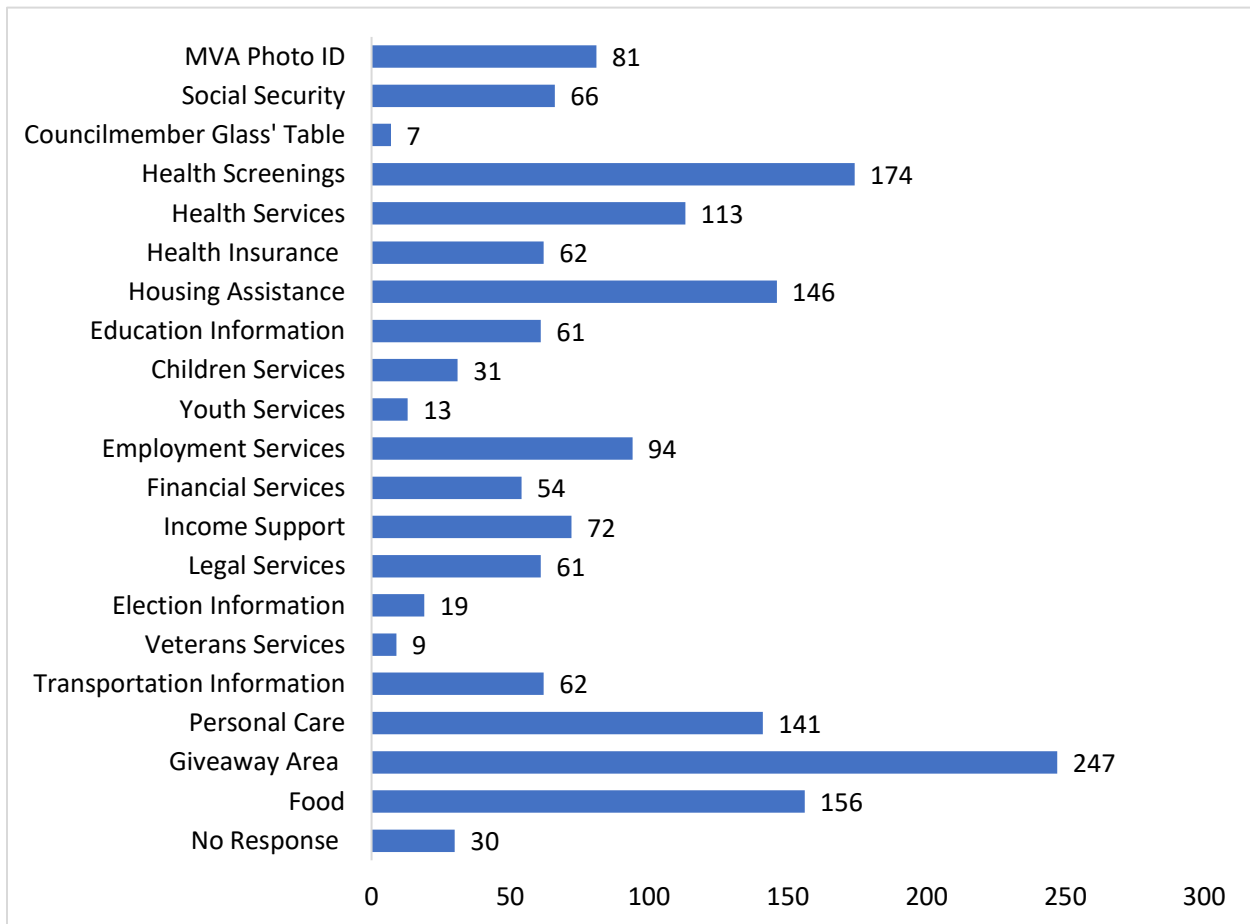
Where did you sleep last night? Note: 168 Attendees Identified as Homeless



## Which shelter are you residing currently?



## What services would you like to access today?



## Health Partners' Count

Program/Organization	Services Offered	Guest Served	
<b>Mobile Medical</b>	Screenings and health information	11 screened	25 total clients seen
<b>Maryland's Physicians Care</b>	Health information and provided appointments for members	9 members seen	121 other clients seen
<b>UMD Health Partners</b>	Health information and benefit information provided	1 member seen	100+ people took information and resources
<b>UMD Health Partners Medicare Advantage</b>	Medicare Advantage Sign Up	1 members seen and signed up	"many" clients took information about the program
<b>African American Health Initiative</b>	Health information and health screenings provided	42 screened	
<b>HIV Testing</b>	HIV testing	38 tested	
<b>Flu Vaccines</b>	Flu vaccination	56 administered	
<b>County Dental Program</b>	Health information and screenings	323 clients seen	
<b>Mantoni Dental</b>	Mobile dental clinic	42 total clients seen	5 clients have previously or are currently utilizing the dental van at the shelters
<b>Columbia Lighthouse for the Blind</b>	Vision Screenings, follow up appointments, and glasses	<ul style="list-style-type: none"> <li>• 80 registrations completed</li> <li>• Initial eye screenings for 50 homeless participants</li> <li>• Optometrist referred 10 clients for additional follow up due to eye conditions</li> <li>• Will provide glasses and follow up exams to 26 (36%) participants</li> <li>• 11 males, 5 females, and 10 low vision service exams</li> <li>• 10 low vision clients to go to CLB Silver Spring office for follow up</li> </ul>	Follow up exams scheduled for December 6 <sup>th</sup> and December 13 <sup>th</sup>
<b>Suburban Hospital</b>	Smoking cessation counseling and resources	50 clients received smoking cessation counseling	100+ individuals took information on smoking cessation

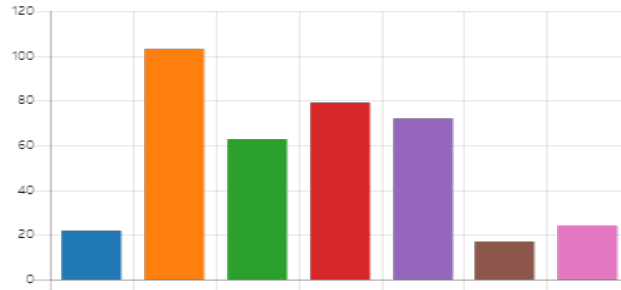
## Personal Care Count

Haircuts   Trims   Beard Grooming	Manicures
77	70

# Guest Statistics – All Attendees

## Age:

● 18-24	22
● 25-39	103
● 40-49	63
● 50-59	79
● 60-69	72
● 70+	17
● No Response	24



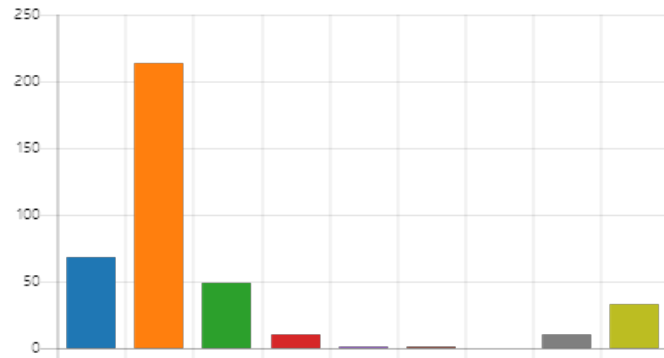
## Sex:

● Female	189 (50%)
● Male	174 (46%)
● No Response	17 (4%)



## Race:

● White	68
● Black or African American	214
● Hispanic/Latino	49
● Asian	10
● American Indian	1
● Pacific Islander	1
● Alaska native	0
● Other	10
● No Response	33



## Veterans:

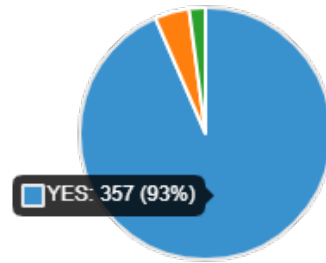
● Yes	12 (3%)
● No	6 (2%)
● No Response	358 (95%)



# Results of the Guest Evaluations

## 1. Did you receive the services and resources you wanted?

Yes	357 (93%)
No	17 (4%)
No Response	8 (2%)

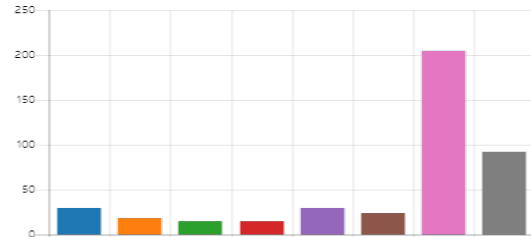
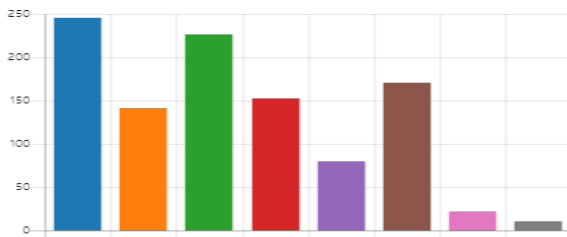


## 2. What did you like best about the day?

Services	245
Food	141
People/Volunteers	226
Information	152
Transportation	79
Giveaway Items	170
Other	22
No response	10

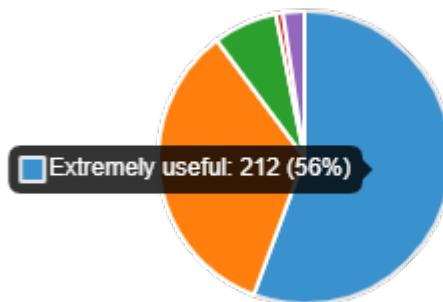
## 3. What did you like least about the day?

Services	30
Food	18
People/Volunteers	15
Information	15
Transportation	29
Giveaway Items	24
Other	205
No response	92



## 4. How useful was the information provided?

Extremely useful	212
Very useful	130
Moderately Useful	27
Not at all useful	13
No response	9





## 5. What other services would you like to receive?

A Government Cellphone (7)

A New Dispense Station

Able to Get Kids Stuff

Able to Have Kids Come (2)

Actual Housing

Assistant with Helping Pay for Motel/Extended Stay America

At This Time, Most of My Services Were Fine, Because Most of My Needs Were Already Met Through VA Services. Thanks

Need Winter Boots (3)

Case Worker

Cash

Childcare Services (2)

Childcare, Family Care, Shelters

Clothes or Coats (3)

Coats and Baby Items

Coats Ran Out Fast

Computer Access

Day Program for Seniors

Dental Services (7)

Dental and Vision

Dental Help with Hep C

Dental Services and Help with Kids

Dental/ Medical Screening and More Services for People Who Are on The Wait List For Housing And Insurance And Don't Move Up

Different Food

Direct Employment Job Fair on Site.

Don't Know Yet

Drivers Education

Driver's License Help

Driving Class and Self Defense

Employers on Site

Employment Opportunities (5)

Everyone Was Helpful

Everything Good | Great | Nice (5)

Everything I Needed Was Here

Everything That I Can Think Of Was Here; Restoring My House

Everything Was What He Needed

Eyebrows

Financial Aid

Financial Aid for School

Financial Assistance

Follow Up Call

Food Stamp: Increase Amount I Am Currently Get

Food Stamps

Food Stamps and Clothe For My Son

Food/Clothing

Free Cell Phones, Coats

Free Housing, Cash and Food

Funding

Furniture; Clothes; Shoes; Coats

Games

Gas Cards, Immigration Services; Resources for Recertification of Md License; Montgomery County Workforce

GED Test

Got Everything

Got Everything I Needed

Guide on Extra Items

Haircut, Dental and Vision

Health Services, Flu Shot, Dental, Giveaways

Help with Credit

HOC Housing or HOC Present (5)

Housing Assistance | Housing Information | Housing Options (16)

Housing and Coats

Housing and Job

Housing Credit

Housing for Homeless Mothers

Housing Is the Biggest Concern

Housing Services to Help End Homelessness

Housing/Employment

Housing: I Have Been Incarcerated For 32yrs And Do Not Know How To Use A Computer. It's Hard To Complete Forms Online.

Housing-Was Recertified

How to Contract with Service Providers

I Have All I Need

I Received Everything I Was Expecting

I Was Quite Satisfied with Everything That Was Available

Immigration Advise

Insurance

It Has Everything

It's Okay. Thank You for Helping the Homeless.

Keep It Up

Kids Christmas Toys and Food for Thanksgiving

Kids Clothes

Kids Services

Legal

Less Than Last Year

Listing of Food Pantries In The County

Low Income Phone Services

Medical Care, Housing, Poverty Issues

Medical, Housing /Rental

Men Services

Metro Access and Call N Ride
Metro Cards
More Businesses Offering Jobs/Career Assistance
More Clothe; Coats in My Size, Pants and Jeans
More Clothes
More Coats
More Coats, Good Ones Were Gone
More Clothing for Kids (Infants- 12 Yrs.), More Bras For Women, More Hair Products
More Energy Assistance
More Items
More Job Opportunities
More Senior Citizen Information
More Services; Birth Certificate
MVA
Need Baby Stuff
None, Clothing in My Size
None-Everything Was Amazing
Nothing Was Satisfied with The Services
Nothing, Everything Was Awesome
Nothing-Everything Was Covered
Passport Services or MVA Services
Provide More Clothes, Boots, Winter Coats. Didn't Get Winter Coat, Which I Needed
Received All Services
Received Everything I Needed
Rental Assistance
Rental Insurance from Geico
Retirement Services
Separate Sections for Veterans
Services for Reducing Anxiety
Shelter
Shoes-Sneakers (2)
Telecommunications
Thanks To You All.
There Is Something Else People Need
Thermal Underwear   Underwear (2)
To Receive Immediate Job Openings/Offers and Cell Phone Services
Transition Housing for The Homeless and Shelter For Women And Children
Transitional Housing Information
Transportation or Transportation Information (4)
Tree of Hope
Utilities Information
Various Services Offered-No Complaint
Vision
Vision, Coats, Ice Cream
Wanted Shoes

---

We Received All Information

---

You Should Have Maybe, Metro Giveaways; Bus Pass or Metro Card

---

## **6. If you could change something about today, what would it be?**

---

A Section Easier to Find Veteran Services

---

Able to Have Kids Come (4)

---

Add More Children's Stuff

---

Afternoon Harder to Get Clothes, Extend Additional Programs

---

A lot Of Stuff Was Finished Early, And Some People Working at The Booth Were Not Nice

---

Another Person's Life

---

Answer for Number 3# It Seemed That I Had to Do Things in A Particular Order and Could Not Choose What I Wanted To Do First

---

Apply for Programs on The Spot

---

Being Homeless

---

Better Directions to Get Here

---

Bigger Bags

---

Bigger Location

---

Bigger Space

---

Bigger Venue- Too Much Noise and Too Many People

---

Birth Certificate (2)

---

Can't Think of Anything, Despite Getting Anxiety in Crowed. I Survived Due to The Kindness of People.

---

Cash Giveaways

---

Cell Phone Service

---

Childcare Services/ Youth Services

---

Children's Things

---

Clothes Size, Thermals

---

Coats

---

Everyone Should Have Enough Goodies for Everyone, Don't Leave Until the End

---

Everything Is Perfect! Just Maintain the Way It Is

---

Everything Was Good | Great | Blessing | Amazing (6)

---

Fix Bus Information Online Vs Hand Outs in Silver Spring

---

For It to Happen Everyday

---

Get Boots (2)

---

Get Information Out to Children's School

---

Get Photo Id

---

Getting to The Event Earlier

---

Give Directions to The Event

---

Giveaways Items; Available for Clients at All Times Of The Day And Better Advertisement For This Event In The Community.

---

Gotten Here Earlier

---

Greater Availabilities Re: Services and More Giveaway Items

---

Hard to Find

---

Healthy Snacks

---

Help People More

---

HOC

---

HOC Needs To Be Present

---

Homeless

Hope

I Did Not Know What Transportation to Take and Walked an Hour

I Would Add More Stations

I Would Have Liked to Get All the Services I Needed in Order To Get My Life Together

I Would Like to Volunteer Too

I Would Not Change Anything (2)

It Took Too Long To Sign In For A Hair Cut And A Very Disorganized Process To Sign Up.

It's All Great.

Less Crowds

Less Long Lines

Less People

Less People and Shorter Wait

Less Traffic/Crowded Places to Speak to Someone from Shelters/Case Workers That Work with Homeless Families

Living

Longer Parking Periods

Low Income Phone Services

Maybe More Stuff to Try to Get Through the Holidays

Me Not Receiving Clothe Because That is What I Really Came For, But I'm So Grateful for The Information and Nails Getting Done.

Men's Clothes; Larger Sizes

Men's Clothes and Shoes

Mental Health

Metro Cards, More Hats, Clothes for The Cold

More Children's Coats and Gloves

More Children's Items

More Choices

More Clothes

More Clothes and More Choices

More Clothes for Men

More Coats That Would Fit Me in XI Size

More Coats, Cell Phone, Less Wait Time

More Coats, Tee Shirts, Thermals

More Dental Program

More Events Every Year

More Giveaway Items

More Giveaway Items, Such as Winter Coats, Gloves, Hats and Scarves

More Hair Cut Providers

More Hands On: Clinical and Dental Services

More Housing Options

More Long Underwear

More Opportunities for People Who Don't Qualify For Immediate Housing/Jobs Due To Being On The List And Other People Being Moved Up Due To Illnesses

More Resources for People In Need

More Small Sizes

More Space (2)

More Supplies

More Thermal Sizes for Men and Women and Thermal Pants for Men

More Things/ Liked Least One Jacket Policy

More Time (2)

More Winter Clothing | Coats (2)

My Housing and Addiction

My Living and Housing Situation; I Need Housing

My Living Situation

NCCF Not Being Here

Need A Coat for Myself and Child

No Changes

No Homeless

No, I Liked Everything

No Jobs

None (12)

Not A Thing

Not Being Late

Not Really. I Don't Know, Ok

Nothing | Would not change anything (76)

Nothing-More Coats-Ran Out

Nothing This Was A Blessing

Nothing Very Helpful

Nothing, Everything Was Perfect

Nothing, Everything Was Good | Great | Helpful (9)

Nothing, I Liked Everything. The Volunteers Who Helped Me and The Resources That Were Provided

Nothing, Other Than the Long Lines

Nothing, The Whole Thing Is Just Wonderful

Notify Me About Transportation

Out of Clothes, Everything's Gone.

Paperwork

People to Stop Being Ungrateful

Projects for The Disabilities

Provide Free Phones

Ran Out of Clothes Fast

Ran Out of Items Such as Jackets and Children's Supplies

Ran Out of Items: Have More Items and Bigger Supplies

Ride on Schedule

Running Out of Items

Sad That I Didn't Go to It Last Year

Screening Audio

Shoe Service

Signs on The Bags

Supplies Should Last as Long as The Event

Supply of Resources/ Lack Of

Thanks God. Everything Is Wonderful.  
The Attitude of the MVA Customer Service Rep- Negative  
The event was well planned. I enjoyed having the guide  
The Forms; Long Johns  
The Hoc Attention  
The Line to The Hair Salon; Disorganized  
The Service Provider Detailing More About the Services  
The Weather  
Thermal Underwear Giveaway  
To Arrive Earlier  
To Be More Organized and People Are Grouped As They Are Coming To The Event  
To Come in Earlier for Coats  
To Have an Id  
To Not Treat Customers as If They Were Not Montgomery County Residents  
Today Was Beneficial/Informative  
Transportation (3)  
Try to Get More People  
Underwear and Pjs  
Very Crowded  
Very Thankful for All The Volunteers And Business That Came Out Today. God Bless You All.  
Waiting Around  
Weather  
Work  
Would Have Come Earlier And Less Of A Wait Time

**Comments:**

All Nice  
Also, Had Fun Everyone Here Is Nice  
Appreciate All The Volunteers Who Assisted Us, They Did A Great Job.  
Appreciate The Business. Thank You  
Awesome  
Diapers And Pull Ups For Babies/Toddlers, Phone Companies Option For Low Income  
Did I Waste My Time?  
Did Not Get The size Of Jacket That I Wanted; Sch F/U Apt For Jacket  
Enjoyed All  
Everything Was Good, Liked The Dental And Medical Services  
Everybody Was Very Friendly.  
Everything Flowed Nicely  
Everything Good | Great (8)  
Excellent Attention And Volunteers Are Good  
Excellent Operation  
Eye Exam Made Me Feel Unwelcome, Due To Asking Me Questions About Where I Slept Last Night  
Food Should Be Provided Before Surveys  
Getting Here Was A Bit Confusing  
Good Information. Great Volunteers And Helpers

Good To See Familiar Faces / Getting Services

Great Job! | Great or Good Service/Event (7)

Great Services From Volunteers

Had A Place To Stay, Just Wanted Clothe

Had A Wonderful Time

Haircut -Long Wait

Have More Items, Came Around Noon

Have This Day Twice A Year

Have Venders Outside Where Guest Can Access On The Way Out

He Really Wanted Shoes/Needed Shoes

HOC Was Not Present

Housing Is The Hardest To Get Into As I Am A Returning Citizen

I Accomplished My Goals

I Am Really Impressed

I Am Very Satisfied

I Appreciate All The Services

I Appreciate The Volunteers For Taking The Time To Assist Me And Others. Thank You For Your Time And Effort.

I Didn't Like Or Understand The MVA Answer. When Asked A Simple Easy Question.

I Feel Blessed To Have The Opportunity To Experience Today And All The Networking

I Liked Everything God Bless

I Liked The Hair Cut And Nail Services; Assist With Enrolling Child In School

I Liked The Program It Helps Lots Of People

I Liked The Volunteers

I Love My Volunteer

I Love My Volunteer

I Love What Happened Here Today.

I Loved Everything, Everything Was Good And Volunteers Were Nice

I Loved It!

I Loved The People And Volunteers; Nice And Helpful, But I Liked my guide

I Really Enjoyed The Venders. This Was A Blessing.

I Was Happy With The Turn Out Of Support And Services

I Will Be Here Next Year

Ice Cream; People Left Early

Indicate Where The Transportation Was Picking Up From On The Brochure

It Was A Great Day

It Was Very Helpful

It Was Very Nice To See And Be Part Of This Experience

Kathie Was Great. She Did Her Job A+, Never Left Me Alone; Patient

Least Liked; Wait Time

Less Wait Time

Like Least: Not Getting Any Clothes

Long Wait Time

Looking For Boots

Looking Forward To 2020



Love The Guide And Everyone's Pretty Helpful.

Marlene Was Nice

Melissa Was Awesome

Might Try To Volunteer Myself Next Year

More Housing Options

More Small Sizes

Mrs. Isabella Was Very Sweet And Understanding And Useful

Ms. Ally Was Excellent & Very Helpful

My Volunteer Abbie Was Helpful With Everything I Needed

My Volunteer Was Excellent. Thank You

My Volunteer Victoria, Was Awesome. She Helped Me With Things For My Son And Myself. I Could Not Ask For A Better Volunteer.

My Volunteer Was Awesome

My Volunteer Was Great Today. It Was A Delight Having Her With Me.

My Volunteer Was Very Nice, Good Bless. I Pray That They Help This County In Providing Housing For People Who Don't Have Housing At All.

N/A, Great

Need A Job

Need Housing For Mother And Child

Next Time Have Electronics

Nice

Not Enough Coats And Shoes

Not Enough To Go Around

Out Of Giveaways

Programs Are Not Immediate

Provide Low Income Phone Services

Provide More Children's Clothing; Winter Essentials, More Bedding, Linens, Pillows, And Sleeping Bags

So Many Tables. Had To Keep Track

Spoke To People About Being Homeless

Team Member Was Rude

Thank You (28)

Thank You Very Much For HRD For Everything. Continue Your Good Work.

Thanks Montgomery County For All You Do

The Housing People Recognized Me And It Made Me Feel Welcomed

The Location Was Far From My Home

The People Were Perfect And Very Helpful. As A 66 Year Old Widower This Is Hard To Come By. I Lost Everything In A Fire. I Am A Bishop Who Moved Here From Chicago.

The Volunteer Working With Me Was Nice And Friendly

They Should Provide Greater Attention To Housing And Employment

This Event Was Well Organized And I Would Like More Information To Join This Entire Coalition!  
Thank You

This Is A Good Service Keep It Up,

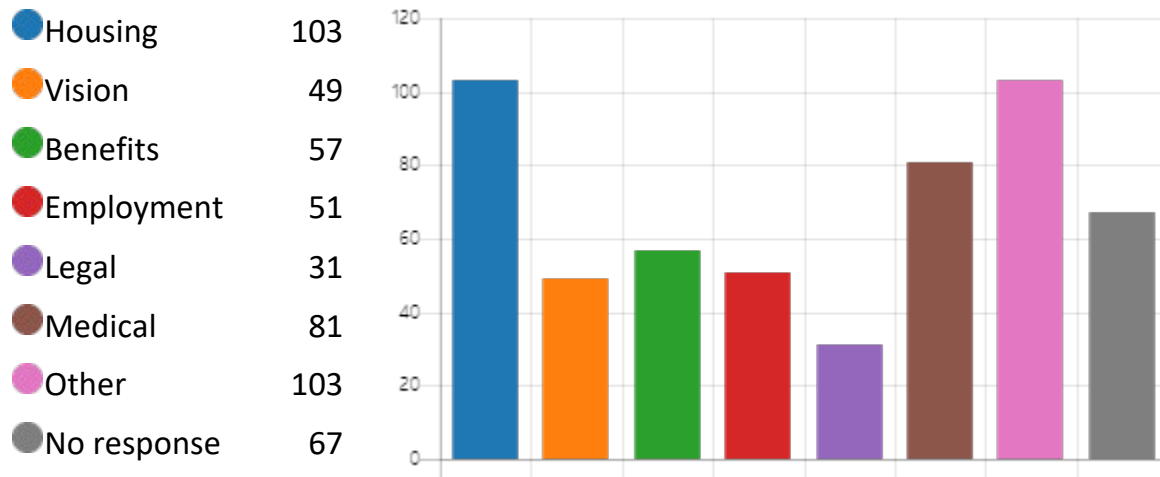
This Was A Great Event

This Was A Nice And Good Thing To Do For Homeless People. Thank You. I Am Thankful For Being Here.

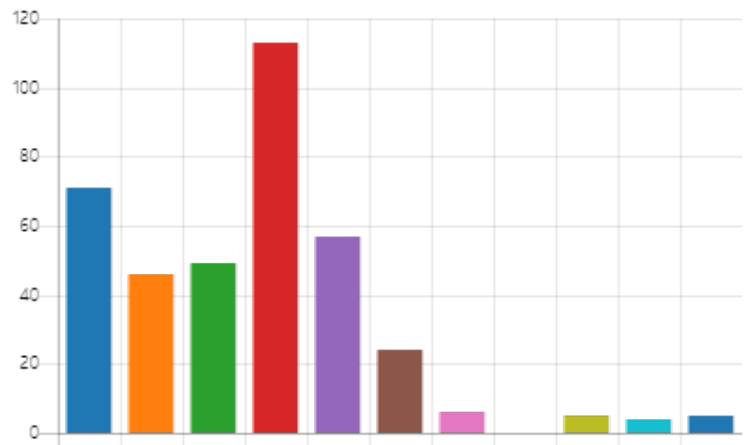
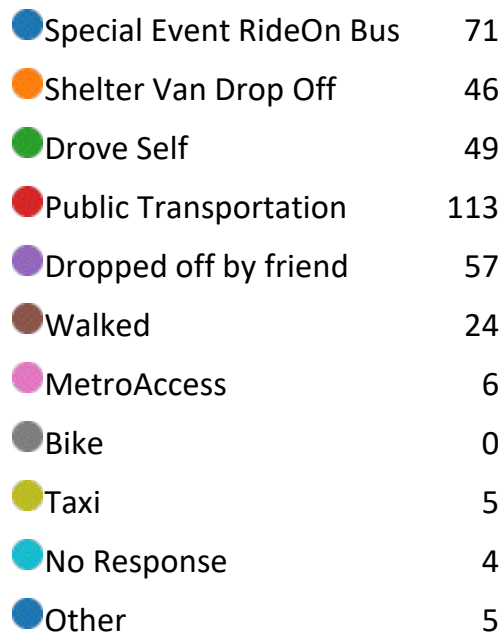
This Was Better than Last Year

Thanks Everyone And Thank God For A Wonderful Day. Great Experience!  
To Have The Program More Often  
Very Good  
Very Good Day  
Very Good Volunteers  
Very Helpful And Everyone Was Professional  
Very Helpful And Generous Event And Nice People And Vendors  
Very Helpful With Seniors  
Very Helpful, Very Useful , Very Efficient In A Timely Manner  
Very Informative And Friendly Service  
Very Nice  
Very Nice Event  
Very Pleased With The Services. I Got Moved Through Very Quickly And Much More Organized This Time.  
Volunteer Service Was Excellent; Good Listening Skills; Resources Were Very Helpful  
Volunteer Was Great  
Volunteers Are Very Helpful In Guiding The Event  
Volunteers Great  
Waiting For Services Liked The Least  
Waiting On Housing  
We Loved The Services  
Well Done  
Wonderful  
Wonderful /Need To Thank God  
Wonderful Experience

**7. Please check the box that describes the type of follow up appointment you have.**



**8. How did you get here?**



# Volunteer Survey Results

Volunteers Attending	Walk-ins	No Show
332	16	66
<b>51 Volunteers responded to the survey</b>		

## 1. How did you learn about the Homeless Resource Day (HRD) volunteer opportunity?

An email from the HRD Planning Committee	15 (31%)
HRD Flyer	0
HRD Website	1 (2%)
School	7 (15%)
Work	12 (25%)
Another volunteer	12 (25%)
Volunteer Center Website	1 (2%)

## 2. How was the registration process?

Easy	41 (80%)
Moderately Easy	10 (20%)
Not at all easy	0
Did not register in advance. I walked in.	0

## 3. How useful was the on-line training?

Very useful	29 (58%)
Moderately useful	10 (20%)
Not at all useful	0
Did not take the on-line training	5 (10%)
I attended the in-person training on November 6	1 (2%)
I was trained in-class at my college	2 (4%)
I have volunteered in the past, so I did not take the training	3 (6%)
I walked in and volunteered on November 21	0

## 4. How can the training(s) be improved? (On-line, In-Person or In-class)

<ul style="list-style-type: none"> <li>Everything was ok</li> </ul>
<ul style="list-style-type: none"> <li>I took the online training and there was a lot of information that was not relevant to volunteering.</li> </ul>
<ul style="list-style-type: none"> <li>I did not realize that I needed to stand next to the customer when handing in the survey - volunteers could be instructed about this; I was waved over by the volunteer at the survey desk. I was seated a table behind him.</li> </ul>
<ul style="list-style-type: none"> <li>On-line was ok</li> </ul>
<ul style="list-style-type: none"> <li>Keep it as it is.</li> </ul>
<ul style="list-style-type: none"> <li>Provide more in-depth prior detail about each role</li> </ul>
<ul style="list-style-type: none"> <li>It was very informative. The online training was helpful to complete it at any time.</li> </ul>

• Both is good
• it's just perfect
• Being trained a day before the HRD occurred would have been helpful to do
• Explain what service each vendor is providing
• Provide a directory handout of event
• I liked seeing the training (or refresher) on the very day right before the participants arrive. I think a short training can be done next time in smaller groups, and highlighting important do's and don'ts
• Just a little copy editing maybe. (Only did online version.)
• I was very impressed with online
• For me it was very clear on-Line. I did Volunteer several times at The Nadim Khan Memorial Homeless Resource Day
• Training was very useful and helpful On-Line
• In person training is better.
• Walking through process before that day especially where vendors are. It was confusing, at times,

**5. Did you feel prepared to participate? Did the instructional emails help? (Check all that apply)**

Yes, I felt prepared	43 (86%)
No, I felt unprepared	3 (6%)
Emails were helpful	15 (30%)
Emails were not helpful	0
There were too many emails	0
I did not receive the emails	0

**6. What did you like about the day?**

• The clients were very appreciative
• Helping people in need
• Being of service to individuals in need of community resources.
• All the people who came out to support the event.
• Well organized made it easy to guide guests
• Help my community
• I enjoyed helping people to get the services they needed
• Talking to the customers about their needs.
• I think it is a program that makes some difference in the lives of people.
• Stayed busy!!
• I liked meeting volunteers from other agencies of the county govt
• Getting to help so many people
• The one on one opportunity to help others
• Good experience
• we were helping so many people, very powerful
• I liked how people were happy with smiles on their faces.
• Getting to talk to the people and listening to their stories

<ul style="list-style-type: none"> <li>• The entire experience of being a service provider and interacting with clients and other participants</li> </ul>
<ul style="list-style-type: none"> <li>• Services provided</li> </ul>
<ul style="list-style-type: none"> <li>• The vendors and all the services available to the guests</li> </ul>
<ul style="list-style-type: none"> <li>• Very well-organized program to serve the homeless in Montgomery County.</li> </ul>
<ul style="list-style-type: none"> <li>• great program</li> </ul>
<ul style="list-style-type: none"> <li>• All the different services available such as manicures, the giveaways, different agencies</li> </ul>
<ul style="list-style-type: none"> <li>• I enjoyed walking my guess through the 4 steps that were setup.</li> </ul>
<ul style="list-style-type: none"> <li>• Everything</li> </ul>
<ul style="list-style-type: none"> <li>• Getting the chance to help others and link individuals with services</li> </ul>
<ul style="list-style-type: none"> <li>• I though over all it went well, clients seemed happy and despite the chaos of setting up in the morning, somehow it always gets done!</li> </ul>
<ul style="list-style-type: none"> <li>• interaction with the people I guided appeared grateful; it was fun</li> </ul>
<ul style="list-style-type: none"> <li>• the whole idea of helping others</li> </ul>
<ul style="list-style-type: none"> <li>• All went smooth. It was awesome to have many volunteers. All participants were happy while all being served.</li> </ul>
<ul style="list-style-type: none"> <li>• I enjoyed the upbeat energy and the organization of the volunteers and participants</li> </ul>
<ul style="list-style-type: none"> <li>• Clients receiving needed things and, in a sense, being honored.</li> </ul>
<ul style="list-style-type: none"> <li>• The purpose, the teamwork.</li> </ul>
<ul style="list-style-type: none"> <li>• I thought it was well run. Quite a lot of moving parts but well planned. So nice to have breakfast from Corner Bakery for volunteers, especially coffee! And so nice to offer lunch. The on-site training for guides was excellent. Staff had great projection amid the noise. I liked the color-coded T shirts to easily identify the Captains (Big Brains!). T shirts very high quality (appreciated by someone who runs events with limited budgets!) Good system for ensuring evaluations turned in (again, from POV of someone involved in big events where that is not always successful).</li> </ul>
<ul style="list-style-type: none"> <li>• I loved seeing so many people on board to volunteer and provide services.</li> </ul>
<ul style="list-style-type: none"> <li>• I like coming very early and setting up, then I love to greet all the people with a smile and do giveaways and make all people feel welcome for coming.</li> </ul>
<ul style="list-style-type: none"> <li>• Friendly</li> </ul>
<ul style="list-style-type: none"> <li>• Volunteers was ready and able to help and assist in any area that was needed</li> </ul>
<ul style="list-style-type: none"> <li>• It was great to help clients get connected to services.</li> </ul>
<ul style="list-style-type: none"> <li>• a lot of people were happy.</li> </ul>
<ul style="list-style-type: none"> <li>• I enjoy the smiles, and the gratefulness from the customers that enter the building and by my task was to work at the exiting table, I had the pleasure to feeling the love, see the smiles and the positive responses which was ( This was the best one yet.) There was only one ongoing negative response. They were only allow to get a coat for the person that enter the building but their kids needed coats also but because the child or kids wasn't present due to they was in school the parent or the guardian wasn't able to get a coat for their child. Overall, I left feeling grateful and that I was a part of a team that help the people which was in need.</li> </ul>
<ul style="list-style-type: none"> <li>• It was great to see such an impressive operation - so many services provided in a one-stop shopping environment.</li> </ul>
<ul style="list-style-type: none"> <li>• The approach of Montgomery County and officials to serve the less advantaged members of the society.</li> </ul>
<ul style="list-style-type: none"> <li>• The opportunity to serve</li> </ul>

## 7. What did you dislike about the day?

<ul style="list-style-type: none"><li>• A young woman arrived at 12:30 and had limited choices of giveaways. Unable to find a coat for a 5th grade girl at 11:15 AM</li></ul>
<ul style="list-style-type: none"><li>• That we didn't have a map to know where the services were. A lot of volunteers lost time asking where things were such as the dental and vision screening.</li></ul>
<ul style="list-style-type: none"><li>• Seeing consumers and individuals whom I know were no longer homeless or living in the community accepting and receiving the free give away provided by our charitable partners. A better screening of participants is needed at the entrance of the resource fair.</li></ul>
<ul style="list-style-type: none"><li>• Wait time and clothing went so fast.</li></ul>
<ul style="list-style-type: none"><li>• No first aid table. Medicare and Medicaid assistance were listed under the "income" category on the back of the customer questionnaire - making it confusing to locate that table.</li></ul>
<ul style="list-style-type: none"><li>• My own confusion (which is not too uncommon).</li></ul>
<ul style="list-style-type: none"><li>• Our group ran out of items by 12:15pm</li></ul>
<ul style="list-style-type: none"><li>• I was assigned to serve lunch, but did not get clear directions where to go or who would assist me</li></ul>
<ul style="list-style-type: none"><li>• One provider was cancelled, and this was not voiced to the guides, so I spent a long time looking for this provider for one of my guests.</li></ul>
<ul style="list-style-type: none"><li>• I wished I could have had the opportunity to serve more guests. I learned much from them.</li></ul>
<ul style="list-style-type: none"><li>• Not well organized</li></ul>
<ul style="list-style-type: none"><li>• A lot of people didn't get phones. Or men didn't approve of the over high shelter fear of drug Use, or fights.</li></ul>
<ul style="list-style-type: none"><li>• It was a little bit crowded at times</li></ul>
<ul style="list-style-type: none"><li>• Serve fruit with lunch.</li></ul>
<ul style="list-style-type: none"><li>• Total chaos in quad 4.</li></ul>
<ul style="list-style-type: none"><li>• The questions on the forms were too long for the guess to fill out.</li></ul>
<ul style="list-style-type: none"><li>• There was nothing to dislike.</li></ul>
<ul style="list-style-type: none"><li>• I was in shock when I took my assigned person to get their food &amp; a volunteer refused to give my assigned person a meal because the green survey was not completed. I had to remind the volunteer that my assigned person was homeless and that we were there to help and not refuse services to individuals. That situation truly upset my assigned person and I spent several minutes trying to discuss the incorrect behavior by the volunteer.</li></ul>
<ul style="list-style-type: none"><li>• Vendor's registration - the name vendors registered did not always match the map - not consistent. Gave each vendor a number but didn't put it on their place card - would have been soooooo much easier to find their table. Also, brief description of what service the provider was offering - not always clear.</li></ul>
<ul style="list-style-type: none"><li>• Shops closed around 1:45PM this upset person I guided</li></ul>
<ul style="list-style-type: none"><li>• Only that we can't help everyone</li></ul>
<ul style="list-style-type: none"><li>• I cannot think on anything, I think all was good</li></ul>
<ul style="list-style-type: none"><li>• The orientation was a little rushed. It was difficult to hear instructions.</li></ul>
<ul style="list-style-type: none"><li>• Nothing</li></ul>
<ul style="list-style-type: none"><li>• I felt underused. I was assigned to register volunteers but was not given a computer (or shown how to use it until the very end of the day), so all I could do was sort name tags and hand them to participants. A child could have done that. At the end of the day, I learned that they really could have used more Spanish speakers as guides or to provided information. Bilingual, I would have been happy to serve in that capacity at least some of the time. Because my shift started at 11:30, there were very few volunteers coming to sign in from that point on. And, apparently</li></ul>

many people didn't sign out, because there were also few in need of help with that. If I'd had a computer, I could've helped with that as well.
<ul style="list-style-type: none"> <li>For some of the service providers, not clear what they were providing. Bottleneck at the manicure waiting area. We had a family of pregnant mom and 4 kids living at Helping Hands Shelter. She did not know about any transportation to the event (maybe not applicable to Helping Hands?). But we were able to get them all a ride home, particularly appreciated since they had so much to carry by the end of the day. Getting that set was a little confused (had to talk to a few Captains to get it set) but so glad that was an option for them.</li> </ul>
<ul style="list-style-type: none"> <li>We ran out of supplies before 2pm. I am hoping that next time 2021 we can tell each person that they can only have 1 item and have a way to show them that they already have 1 item from this area. All of these items more Coats, Thermal underwear, socks, hats, and gloves. Some people were asking for men and women underwear.</li> </ul>
<ul style="list-style-type: none"> <li>Some guest wanted more items than one item and when other guest arrived no items for them.</li> </ul>
<ul style="list-style-type: none"> <li>It was sad to see that so many people still needed help.</li> </ul>
<ul style="list-style-type: none"> <li>Men needed boots; some did not approve of going into the shelter afraid of drugs.</li> </ul>
<ul style="list-style-type: none"> <li>There was no dislike. I would volunteer again.</li> </ul>
<ul style="list-style-type: none"> <li>The back up at the grooming services (particularly nails) meant I couldn't finish with my guest and had to hand her off to someone else.</li> </ul>
<ul style="list-style-type: none"> <li>Confusion with some staff on sign ups especially for hair and nail care</li> </ul>

**8. Overall, how would you rate HRD 2019.**

Excellent	43 (84%)
Good	6 (12%)
Fair	1 (2%)
Poor	1 (2%)
No impression	

**9. Would you volunteer again for HRD?**

I would participate again	50 (98%)
I am undecided – may or may not participate again	1 (2%)
I would not participate again	0

**10. Please share your thoughts on how we can improve future HRDs.**

Perfect
Would like a map for volunteers
It was helpful to know where quads were, but it would have been better if we knew exactly where each service was located. For example: the vision and dental screening said that they were in the parking lot, but registration was inside.
See my above answer for this question. Thank You!
Looking forward to volunteering again!!
There was a long wait for some of the services (dental, vision, beauty) but there was not an easy way to notify people when the provider was available to provide the service.



More coat racks for volunteers.
Add childcare services
Between Quads 3 and 4 the traffic jam was a problem. The small print on the map is hard to read. Consider putting maps for 2 Quads on each side of the paper.
Continue to Have the event once a year, so many people in need.
Only suggestion maybe better signage on doors where volunteers and vendors enter for meals. HRD is doing a great job bringing attention and resources to assist those experiencing this situation.
In terms of personal care. Perhaps the county could invite more beauty consultants to serve. This was one of the longest waiting periods for my guests. It was overall, a very positive experience and I was very glad to have come.
Give volunteers (specifically guides) more information about what is expected from us and the setup of the quadrants before the day of.
Have the guides carry a card of their duties to help remember what to do.
I may need help with a job. Because my boss was not happy, I helped. With this event.
I do not have any recommendations
Process well done
Improve on the process and location for orientation for the navigators. Improve on crowd control of the guests. Reception should know in advance where the guests should line up. Remove children's chairs and tables from the entry way and add chairs for adults. Place a wheelchair at reception. Make a sign for vendor's entrance and place on front door (this is especially important when guests start to line up and block the entry way. Make arrangements for the bathrooms to get cleaned during the event
No recommendations.
Quad 4 should have a set number of participants allowed in at the same time and a set time to get thru the quad. I had a person taking more items than were allowed and I couldn't tell until it was too late. They also should be given a ticket for a coat like they get for lunch. I saw many people taking more than 1 coat.
The most important thing that was missing was rental assistance. HOC should have been a provider. Most of the guess needed rental assistance more than food assistance. Housing was one of the biggest challenges for our guess.
we need more volunteers
No thoughts. I think everything went exceptional
HOC should be there with a table to allow clients to register for housing, had a lot of questions regarding that - or maybe have computers available w/our staff to make sure clients are on all the HOC wait list. Also, would have had a small one-page flyer telling clients where/how to access winter overflow, not all staff knew how to direct clients to shelter.
Request all vendors do not begin packing up until 2PM to serve the clients
Just a thought, maybe we could have some volunteers coming around 12 noon when it seems we have a shortage of them. But after all, the participants can wait for them to be freed.
Other than the walk though orientation, I was very impressed with the logistics and planning involved in the event. This was an eye-opening experience for me, and I will participate in the future. Thank you
Have it each year.

I don't know enough since I was isolated in the volunteers' lunchroom and only had one interaction with a client as I was leaving, when I gave her a pair of gloves I'd found in the restroom. (She was very happy to have that.)
There did seem to be an issue with the last shuttle to Silver Spring scheduled to leave mid-day. I don't know specifics but a client (?) volunteer (?) was registering their complaint with the information desk. Last SS shuttle left Bohrer Park at 11:40 am? Last Gaithersburg shuttle left at 2:50 pm. However, overall an amazing event well planned and executed. Very rewarding to see so many clients being helped. Congratulations to all involved! Great location -- thanks City of Gaithersburg.
It was difficult to ration the giveaways and many guests were unable to receive something from the coat giveaway.
If possible, on the flyer states items are for Women and Men? Lots of people was asking for items for their Children and Grandchildren and then when other people came, we don't have items to give them. I am hoping that there is a way to show people that you already received 1 item from this giveaway area and you can't come back to get another item. I just love when the other people that we have giveaways to give them.
Loving
If possible, can we get a sticker in different colors and give the stickers to the Guide and then we will know that the guest already come to this giveaway already or will have more items when the other guest arrives. For 2021 have more Thermal Underwear for Men and Women, Socks, Gloves, Coats. For 2021 If you can ask Montgomery County workers and other Volunteers to Volunteer for 1 to 2 hours on that Wednesday night to make it easier for the Thursday. Ms. Gloria Huggins did an Awesome, Wonderful, Outstanding Job. Ms. Huggins make the day Outstanding for the Volunteers to help.
Have someone from HHS be there to be able to print birth certificates, which could help someone get a same day ID. Social Security would have to be there too and able to print cards out for clients.
making sure people needs are better served.
I only recommend maybe allowing one coat issue for a child to the parent present with proof of a child.
Need to bring each and every person who is homeless.
It is an awesome experience and because there is so much going on it is hard to pin point this action, next year it would be different this year some of the vendors seemed a little confused although there were new ones there. Great day, thank you for the opportunity!

# Service Providers Survey Results

<b>Providers Attended</b>	<b>No Shows</b>
77	2
<b>11 Providers responded to the Survey</b>	

## 1. How did you learn about Homeless Resource Day?

An email from the HRD Planning Committee	5 (46%)
HRD Flyer	1 (9%)
HRD Website	2 (18%)
Another Service Provider	3 (27%)

## 2. Please rate the registration process.

Very easy	9 (82%)
Moderately easy	2 (18%)
Slightly easy	0
Not easy at all	0

## 3. Did you feel informed by the Planning Committee? Were the instructional emails helpful?

Yes, I felt informed	9 (82%)
No, I did not know what to do	0
Emails were helpful	4 (36%)
Emails were not helpful	0
There were too many emails	0
I did not receive any information	0

## 4. How organized was the event?

Extremely organized	9 (82%)
Very organized	1 (9%)
Moderately organized	1 (9%)
Not organized at all	0

## 5. Was your space or location adequate to provide your services and display your information.

Yes	11 (100%)
No	0

## 6. What did you like about the event?

<ul style="list-style-type: none"> <li>The amount of resources and the navigators help</li> <li>A lot of helpful resources</li> </ul>
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<ul style="list-style-type: none"> <li>• It provided a great deal of resources for the homeless population</li> </ul>
<ul style="list-style-type: none"> <li>• I really enjoyed how organized it was and that there were enough volunteers for each person to have someone show them around.</li> </ul>
<ul style="list-style-type: none"> <li>• I appreciate that you provide navigators to attendees and the personal care.</li> </ul>
<ul style="list-style-type: none"> <li>• The kindness that I saw from the volunteers and the service providers was astounding.</li> </ul>
<ul style="list-style-type: none"> <li>• Very organized</li> </ul>
<ul style="list-style-type: none"> <li>• The organization was great.</li> </ul>
<ul style="list-style-type: none"> <li>• The event provided us with an excellent opportunity to provide one on one smoking cessation counseling to many homeless individuals. This group has a very high smoking rate, and to be able to reach so many folks in one day was amazing. We were providing important information regarding resources, some of which required follow up on the part of the homeless individuals. We were so pleased that everyone had a person assisting them and helping take notes and managing information. This may make it more likely that they received and held onto our contact information.</li> </ul>
<ul style="list-style-type: none"> <li>• Seeing the many support organizations and the breadth of information and services the attendees had at their disposal. It seemed that the attendees were entering from more than one door, which was good. In the past there was a jam in Quad 1 where everyone came in. This event has always been great and is a valuable service to the community. Thank you for allowing us to participate.</li> </ul>

**7. What did you dislike about the event?**

<ul style="list-style-type: none"> <li>• Cold inside</li> </ul>
<ul style="list-style-type: none"> <li>• The lunch selection was not friendly to dietary restrictions</li> </ul>
<ul style="list-style-type: none"> <li>• Nothing really</li> </ul>
<ul style="list-style-type: none"> <li>• The food area was difficult to navigate for the guests, as well as the surveys at the end. My table was next to them and I watched how difficult it was for the guests.</li> </ul>
<ul style="list-style-type: none"> <li>• The room was freezing</li> </ul>

**8. Overall, how would you rate the HRD.**

Excellent	9 (82%)
Good	2 (18%)
Fair	0
Poor	0
No impression	

**9. How likely would you participate as a service provider again?**

I would participate again	10 (91%)
I am undecided – may or may not participate again	1 (9%)
I would not participate again	0

**10. Please share your thoughts on how we can improve future HRDs.**

If lunch is offered, a lunch survey for providers to provide for dietary restrictions.
More guidelines on donations, background information on statistics ahead of time so we know the population better (our organization serves the homeless, but we may never interact with them or we

interact with them daily). More information out in the public libraries. I saw few folks I know are homeless from libraries I have worked in

There was no ceiling signage giving direction to Quad 1. The only signs pointing in that direction was for Vendor Registration. If time permits, include a chart listing of vendors by type: insurance, government agencies, jobs, personal care with the vendor and quad. You have so many wonderful vendors, but it takes time to get through them to pick out which ones you want to find.

I heard there were going to be people available to help move supplies and exhibit materials into the building. Nobody offered to help me, and I had to make several trips to the car. I was surprised there wasn't anyone staffing the front table when I arrived.

I would suggest 2 things. Have big wall signs for things like "Flu Shots", "Eye Exams", "SNAP Enrollment", etc. The small table signs get blocked by people standing in front of them and folks walk right past things they want to stop at. Both attendees and volunteers struggled to find some important tables. Also, to help with that, a map on each vendor table of where all other vendors are would assist us to point the attendees and volunteers in the right direction. I know the volunteers take a quick run around each quad just prior to 9am, but those in the back of the packs really couldn't, or don't, hear the info the captains are pointing out. Being in Quad 1, I got numerous questions about where certain tables were. The guide tells the Quad a vendor is in, but not a more specific table location. A map could help with that. The good news for me was that I was next to the entry table to Quad 1 where a 'red shirted' captain was almost always there to help me direct people.

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Montgomery County Maryland Bar Foundation  
Pro Bono Program  
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**Montgomery County Muslim Foundation**  
Montgomery County Public Schools (MCPS)  
Mount Calvary Baptist Church of Rockville  
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## Acknowledgements

**Marc Elrich**, Montgomery County Executive

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**Evan Glass**, Montgomery County Councilmember

**Raymond L. Crowel**, PsyD., Director

Montgomery County Department of Health and Human Services

**The Interagency Commission on Homelessness**

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## For more information, contact:

### Homeless Resource Day Planning Committee

Montgomery County Department of Health and Health and Human Services

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