



St. Patrick Center
Building Permanent, Positive, Change.

OUR mission

St. Patrick Center provides opportunities for self-sufficiency and dignity to persons who are homeless or at risk of becoming homeless. Individuals achieve permanent, positive changes in their lives through affordable housing, sound mental health, employment and financial stability.

CLIENT INTAKE, ASSESSMENT & TRACKING PROGRAM A St. Patrick Center Support Services Program

On a client's first visit to the Partnership Center, one of our Intake Specialists conducts an assessment interview to give program staff a comprehensive understanding of that client's needs. The Intake Specialist collects information that includes income sources, education levels, number of children, medical issues, current address (or location where client is staying), and duration of homelessness, along with client self-reported histories that may include substance abuse, mental illnesses or prison records. The Intake Specialist places client information in a computerized Client Tracking System (CTS) with sophisticated software that can be configured with any number of variable fields.

All recorded data is managed in compliance with privacy standards. Clients sign releases authorizing information to be used internally for treatment, as well as shared with ROSIE, St. Louis' centralized homeless shelter intake and referral database. Access to our tracking system is password-protected, allowing counselors and others to see only need-to-know information. Client emergency requirements (clothing, food, personal items, hot showers, etc.) are addressed immediately. Next, clients receive referrals to programs and services that will meet their needs in order of urgency.

In an emergency situation, the Intake Specialist may pick up clothing for the individual at the time of their intake. Additionally, clothing and some small household items are available through the St. Patrick Center Clothing Room. The General Clothing Room offers apparel, shoes, and small household items to clients as well as the general public. Many of the items are donated to St. Patrick Center. The Program Support Services team and volunteers meticulously sort through and assess each item to make sure that it is clean and wearable before distribution. Clients may visit the clothing room on Tuesdays and Thursdays from 1:00-2:30pm. Once under case management, case managers may escort clients to the clothing room for additional visits during non clothing give-away days.

Various food items are also available to clients once they are under case management. The Emergency Food Pantry is utilized daily by case managers to assist clients who have little or no food at home. In addition to non-perishable foods, the food pantry now offers frozen meat products to families. Meat products are also distributed to the Rosati group home. This is made possible through our partnership with Operation Food Search and Schnucks. St. Patrick Center is the only agency selected to have direct access to participating Schnucks stores. Through our partnership, St. Patrick Center now averages more than 12,000 supplemented meals for nearly 550 people every month.

Every time a client attends a St. Patrick Center program or counseling session, staff members access the client's computer file and note additional, new information. Many of St. Patrick Center's clients have multiple needs and must participate in several programs before they become self-sufficient. However, the Client Intake, Assessment & Tracking Program is an effective tool to remove barriers to client self-sufficiency.



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In fact, it benefits clients in five major ways. First, it increases the time that clients receive from the program staff to address their needs. Second, it ensures that clients receive optimum care by allowing staff to accurately evaluate client progress. Third, the program facilitates continuity of client care by enabling staff to access client history with ease and to identify gaps in client services and progress. Fourth, it reduces client frustrations that may be caused by extensive record keeping. Fifth, the program provides instantaneous reports that are used to evaluate program efficiency and agency effectiveness.

In Fiscal Year 2011, St. Patrick Center counselors completed 3,574 new, comprehensive assessments of clients' needs, capturing vital information regarding income, education, children, etc.

Other St. Patrick Center Support Service Programs: Child Drop-In Center and Healthcare Wing.

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