

Stories from Operation Safer Ground: Oak Days (formerly Days Hotel), Oakland:

Since coming to Oak Days, representatives from Highland Hospital, the community methadone clinic (HAART), the Regional Center, hotel nurses and staff, patient advocates and a local Independent Living Skills provider have all been able to coordinate around the care of a homeless client in need of a variety of health care services. This client has a history of a developmental disability, traumatic brain injury and an opioid use disorder which together has significantly impacted his ability to sustain stability and manage his health. When providers first met this him, he was a “long stay” patient at Highland Hospital and had no services in place, including needed hemodialysis. Because this client is in a stable situation at Oak Days, service providers are now discussing establishing home hemodialysis and have connected the client with needed health care services including primary care and methadone treatment. The client will also soon be connected to a home aid for several hours each day. *The team was only able to leverage these services with the support and stability provided by the Oak Days program.*

A family with an infant was referred to our hotel through Project Roomkey. With help from our Housing Navigators the child’s mother was able to get a stable job, qualify for permanent supportive housing and receive help with a move-in deposit and furniture. The family now lives safely together in their very own sanctuary.

One of our Project Roomkey guests joined us after recently winning a battle with stage 4 cancer. When she first arrived, the guest was despondent and needed to find a stillness to be able to heal from all the trauma that she had experienced. She started to thrive in the hotel, creating workshops for the other guests here to teach them about her self care techniques and create safe spaces to discuss challenging topics. The guest is now getting ready to move in to her own housing unit complete with furniture and other needs from her wishlist.

One of our Project Roomkey guests was initially hesitant about completing the assessments that our programs require because of the trauma he has experienced in the past with various systems. One of our Housing Navigators was able to connect with this guest and work with him through the process. Once assessed, he was able to be matched to a permanent supportive housing opportunity which will also allow him to reunite with family.

The first client I was able to help was a wheelchair bound senior with severe health issues that required constant attention. His inability to ambulate was a major barrier to him getting to dialysis 3 days a week, and thus resulted in multiple visits to the ER at the cost of thousands of dollars, not to mention exacerbating his already tenuous health, both physically and mentally. With the help of our on-site medical team on site we were able to place this guest in an assisted living home which provides the level of care that he needs.

Stories from Project Roomkey’s Home Base Trailers:

A client that came to Project Roomkey in May had been living in his car since 2017. The client had suffered a major stroke, had undergone brain surgery and struggled with depression. Since coming to Project Roomkey this client has become more motivated and happy and has also formed new life-long friendships. In December he moved into a new apartment which he couldn't be happier about!

One of our Project Roomkey clients is from East Oakland and has a long history of homelessness. She is a domestic violence survivor and her painful experience has left her suffering mentally and physically.

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Since coming to Project Roomkey this client has been able to stabilize and live a healthier lifestyle. She became document-ready, supplemented her income, was able to reunite with her son, and in early December she moved into a new apartment.

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