



Charles Anderson

Notes collected and presented by Cailen Gersch, Social Outreach Coordinator.

The following notes are a collection of most of the interaction with Mr. Charles Anderson from June 2019 to the present. In June Social Outreach began building a collective file of the interactions of those we found ourselves having almost daily encounters with. The encounters listed do not include the many times Ambassadors have walked by him and just said "hi" nor does it include every interaction, as there has been many more before Social Outreach keeping a log.

Charles Anderson is a white male adult at the age of 62. He has had multiple issues with his legs and feet making it difficult to walk without a walker, all though possible. Mr. Anderson is known to be an alcoholic but began a stretch of sobriety in September of 2019. Beyond popular belief, Charles does not want to continue to drink. He sees no point in it, it's just something he did because there was no hope. In October 2019, we have had several breakthroughs with Charles. Outreach was able to assist him in finding a motel room and coordinating with Fiduciary Services. Charles has been sober since September 18th as far as I have been able to tell. She has had many conversations with Charles about staying sober. He only replies "It's a choice because I like to see results, you see? Boozing isn't going to get me nowhere." He is happy to see the Ambassadors in his corner.

Ambassador called REMSA for Charles due to a hard time breathing. Spent 20 min.

6/4 Ahnica met a man this afternoon that said he wanted help with detoxing. She escorted him over to West-Hills hospital in a wheelchair. He was denied due to not meeting their criteria. She wheeled him over to the Shelter and helped him get a bed with overflow. His name was Charles Anderson.

6/27 Cailen called REMSA for Charles Anderson age 62 who requested an ambulance due to pain all over his body and shortness of breath.

7/8 Joy made contact with Charles Anderson today, he's chronically homeless and has many health issues. Looking for a good facility to place him. Until this is possible, I have referred him to overflow and the community cue, he has 783.00 \$ for monthly income.

7/10 Joy went to Community Court this morning and met with Officer Titterington, we assisted Charles Anderson with some clean sweat pants so he could sit through his hearing. Officer Titterington stayed with him through the hearing and then contacted me with the results. His Medicaid is being fixed and he will be getting a walker this evening.

7/17 Joy went to community court with Charles Anderson, he was sentenced to receive treatment at west hills and be handed off to Life changes with Lisa Moore. He was transported via REMSA to the ER and then to west hills. Care chest donated a 4-wheel walker to the Ambassadors. Got a business card from fiduciary services and gave them Grants' contact number. Spent 120 min.

7/17-8/14 HOSPITALIZED

8/15 Charlie was found highly intoxicated at Amtrak. He refused to leave. RPD was called to escort him off the property. 25 min were spent.

8/16 Ambassadors called REMSA after finding Charles face down on the ground. The paramedics said that they were just going to drop him off at the shelter. Spending 30 min.

8/23 Cailen approached Charles Anderson who was just robbed by two white females and a white male. Ahnica called RPD but Charles did not want to press charges so no further action was taken. Spending 45 min.

8/20 Ambassador took Charles to WellCare where he was denied service. Spent 20 min.

8/21 Cailen stopped to speak with Charlie. She was concerned that his belongings were gone, including medication. Charlie said that they were in a safe place but refused to tell her where. Spent 30 min.

8/22 Charles was provided with a cup of soup as he was hungry and had missed food service. Spent 20 min.

8/24 Ambassadors spent 30 min with Charles who spent from 7/17-8/14 in the hospital. He was still in hospital gowns and refused help obtaining new clothing. Spending 30 min.

8/28 Ambassador Chris approach Charles Anderson on the Virginia St. Amtrak bridge because he had an open container of vodka. He advised Charles that he could not have an open container in public. Charles proceeded to put the bottle of vodka in his sweater pocket. Chris called non-emergency and officer Stewart responded and cited Mr. Charles Anderson. Also, Charles had defecated himself and refused help getting clean clothing. 15 min spent.

8/29 Ambassador suggested showering. Spent 45 min.

8/30 Ambassador spoke to Charles encouraging him to bath and get new close with no results. Spent 45 min.

9/2 Ambassadors spoke to Charles about hygiene. Ambassador Ahnica provided him with a cup of soup. Charles stated that he'd shower the next day. Spending 52 min.

9/8 Cailen saw Charles struggling to change locating and was able to give him a walker that had been donated. Spending 5 min.

9/9 Ambassador found a blanket for Charlie and a jacket. Spent 10 min.

9/11 Ambassadors picked Charlie up off the ground. He was arrested for an FTA once again. 15 min spent.

9/16 Charles was picked up by RPD for FTA. Spent 10 min.

9/18 Charles was reported to be out of jail and sober.15 min spent.

9/19 Cailen gave Charles a sleeping bag, socks, and shoes after he showed proof of ordering his ID card. Charles was sober.15 min was spent.

9/20 Ambassadors found a belt to hold Charles's pants up. 5 min spent.

9/29 Ambassador safe walked Charles to the shelter to obtain a bed in overflow. Spending 20 min.

10/2 Cailen safe walked Charlies to Community Court after Grant and Chris lifted him into his wheelchair. Spending 45 min.

10/4 Cailen informed Donald during a briefing, that Charles was ready to receive help. Outreach safely escorted Charles to the Season INN on 495 West Street where He was denied due to his experience in the past, Outreach then safely escorted Charles to 490 Lake St. The Horseshoe Motel where He was denied because of His appearance and odor. Ambassador Shannon helped; Outreach find Charles a room at 520 N. Center St the Flamingo Motel Rm 202 for two nights. VOA supplied Ambassador Shannon with food and clothing for Charles. Spent 150 min.

10/5 Ambassador Supervisor Roderick brought lunch from Volunteers of America to Charles room and also helped Charles stay an extra night check out is now on Monday, October 7, 2019. Spent 31 min Outreach received dinner from Volunteer of America for Charles while performing a wellness check at the Flamingo INN room 202. Spent 38 min.

10/6 Donald preformed a wellness check at the Flamingo Inn Rm 202 brought snacks and water from the Mission Gospel for Charlie from 15:41- 16:23 or 18 min with him.

At 17:32 Dinner from the Gospel Mission was taken to Charlie. Leaving at 17:52 Donald spent 20 min.

10/07 Cailen safe walked Charles from The Flamingo to his Bank and The Cast Away where he was denied a room. She then took him to The Townhouse where she convinced the manager to waive the deposit. Spending 120 min.

10/08 Cailen called Fiduciary services and spoke with Joe on Charles's behalf. Spending 30 min.

10/10 Donald Spent from 17:05- 17:13 with Charlie obtaining some things from the store. Spending 8 min with him.

10/11 Donald took dinner from the VOA to Charlie at 17:08 leaving at 17:48 spending 40 min with him.

10/12 At 9:35 Ambassador Nan took Charlie a lunch bag. Spending 15 min.

At 15:46 Donald checked on Charlie and spent 30 min with him leaving at 15:51 only to return for an additional 25 min at 17:00 to deliver dinner.

10/13 at 10:40 Ambassador Nan performed a wellness check on Mr. Anderson finding him in good spirits. She left at 10:45 spending 5 min with him.

At 15:03 Donald took Charlie's pants and a sweater. He left at 15:34 spending 31 minutes with him.

At 17:00 Charlie was taken a VOA plate by Donald who left at 17:42. Spending 42 min with him.

10/14 At 09:00 Cailen attempted to call Joe at Fiduciary services who did not answer. She left a message regarding Charles Anderson. About 10:30 She received a call from the Townhouse asking if Charlie was planning on staying another week and asked that they be patient as from her understanding that Joe is supposed to pay the rent today. Checked in with Charlie at 13:00 and still no Joe. Cailen went to Joe's office and found out that the office is closed today as it is a Bank holiday. She went back to the Townhouse and was able to convince the manager to allow until tomorrow to find out more information. Spent 40 min.

10/15 At 09:50 Cailen called the fiduciary services office to speak with Joe about Charles Anderson's rent. She was made aware at that time that Joe was on vacation this week. She explained the impotency of the situation and was transferred to Brenda. Brenda printed a check for the Townhouses room 132 where Charles has resided the last week. Cailen picked up and delivered the check about 11:00 to ensure that Charlie did not become houseless again. As Cailen stopped to deliver the check she checked in with Mr. Anderson and informed him that she would be there at 7:30 on 10/16 to ensure he makes it to community court. Time spent dedicated to Charlie was 1hr.

10/16 At 7:30 Cailen performed a wellness check on Charlie Anderson. He was up, showered, dressed and in good spirits. She ensured that he arrived at Community Court on time. Cailen sat with him and was able to communicate with Judge Riggs that Charlie is a Fiduciary Client as of Thursday 10/10 and that he has been a resident at The Townhouse Mote lodge since 10/7. Furthermore, she was able to let the court know that there will be a gap between days Charlie can pay for and his next month's check. Judge Riggs will be looking into bridging the gap between the days. Cailen also was able to point Charlie in the direction of obtaining a new food stamp card which he happily reported still had 6\$ on it and that on the 6th of Nov he will receive 180ish. Charlie's next court appearance will be October 30th at 8 am. She left Charlie at 9:25 only to return at 9:45 to make sure he safely got home. Spent 150 min. Charlie was once again check up on at 16:20 and brought food at 17:00. Donald left him around 17:45 spending about 50 min.

10/17 Outreach took Charlie a meal from the VOA. Spent 26 min.

10/18 Cailen received a phone call from Joe at Fiduciary Services at 11:15. Joe confirmed that he has received Charles SSDI and will cut a check on 10/21 for another week at The Townhouse Motor Lodge room 132. Cailen made Charles and the management aware of the plan. The growing concern is locating a more affordable place to house Charles. Spent 30 min.

At 17:07 Donald took Charles dinner from the VOA, leaving at 17:42. Spending 41 min.

10/19 At 17:08 Donald performed a Safety and Wellness check on Charles Anderson while taking him dinner from the VOA. It was noted that Charles requires clothing. Large shirts and 34/30 pants. Donald left at 18:00. Spending 58 min.

10/20 At 17:00 Donald took Charles dinner from the VOA while performing a Wellness check. Spent 47min.

10/21 At 10:00 Cailen met with Joe, Charles payee, and Amanda, Charles caseworker, from Fiduciary Solutions to discuss options for Charles Anderson's future housing. We agree that The Townhouse was not a viable long-term plan for Charles although as a group we decided one more week would be beneficial. At that time, we made arrangements for Charles to apply at the Colony Inn, which is a dorm-style studio apartment at 1000 Harvard Way, Reno. Fiduciary Solutions granted a check for \$100.00 as a deposit to hold a downstairs apartment for him and a \$40.00 check to cover his credit/background check. At 10:30 Cailen delivered the check to the Townhouse manager. I obtained a change of clothes for Mr. Anderson from Good Sheppard. She asked Ambassador Nan to obtain the vacuum and encourage Charles to vacuum his room, as Cailen had an 11:00 appointment elsewhere. At 12:30 Charles toured the complex and agreed to continue the application process. He should here if he was accepted within 24-48 hours.

Charles expressed the need to obtain a grooming set so that he can clean up his beard. Cailen expressed this need to his payee who orders Charles grooming set to be delivered to Charles room 10/23. Charles also expressed that he felt the need for a prepaid cell phone and some cigarette and soda pop money, which She also expressed to Fiduciary Solutions. Spent 150 min.