Project Recovery

Project Recovery serves individuals experiencing chronic homelessness and substance use disorders in Ramsey County through a drop-in day shelter and case management services, linking people to appropriate housing, treatment, and health care supports. Project Recovery provides trauma-informed and culturally-appropriate services to the increasingly diverse clientele who utilize the services.

The number of people Project Recovery serves has increased in the past 3 years.

In 2019-2020, 49% of case management clients were referred to substance use treatment.

46% accessed transitional or permanent housing.

At different times each service has been exactly what I needed. – PR client

I am eating better, my hygiene is better, I am now sober minded. – PR client

I can come in from the cold and get warm. It’s very nice to be social. – PR client

Project Recovery primarily serves:

- People who are not connected to emergency shelters or other services
- People who are living on the streets or in camps
- People with co-occurring mental and physical health issues

Project Recovery follows a harm reduction model, this means...

- Project Recovery case managers create a space where drug and alcohol use are not stigmatized. This enables staff to engage with an otherwise hard-to-reach subset of the homeless population, build trusting relationships, and create pathways to treatment and housing.
- Acknowledging that not all client success will look the same
- Celebrating incremental successes

In 2019-2020, 49% of case management clients were referred to substance use treatment.
Most commonly used services:

- Housing support
- Meals/food assistance
- Basic supplies

Since starting **case management** at Project Recovery*

- **84%** of clients have a better ability to manage hygiene and access water
- **76%** of clients have better access to nutritious food
- **65%** of clients have a better quality of life
- **59%** of clients are more hopeful about the future

*Responses are for 68 clients receiving Project Recovery case management in February 2020

People who use Project Recovery report high praise for staff. People agree that…

- Staff helps them get what they need: **100%**
- They can trust at least one staff member: **100%**
- They feel comfortable talking to staff if they need help with something: **94%**
- Staff respect their culture: **94%**

“Thanks to PR for everything they’ve tried, from the beginning to today, to help me.
– PR client”