



Street Outreach and Engagement Highlights:

	Outreach Contacts <sup>1</sup>	Outreach Line Calls	Client Engagement <sup>2</sup>	GOAL: Street Exits <sup>3</sup>	ACTUAL: Street Exits
April-June 2017	254		14	15	9
July-Sep 2017	98		33	15	21
Oct-Dec 2017	71		66	15	37
Jan-Mar 2018	59		67	15	18
April-June 2018	307		100	15	31
July-Sep 2018	116		109	15	9
Oct-Dec 2018	158		118	15	17
Jan-Mar 2019	149		124	15	8
April-June 2019	111	80	107	15	6
July 2019	39	29	102	5	2
Aug 2019	26	18	94	5	1
Sept 2019	72	36	81	5	5
Oct 2019	63	23	72	5	3
<b>TOTAL</b>	<b>1,460</b>	<b>163</b>		<b>155</b>	<b>167</b>

- Annual net societal cost savings for exiting 166 homeless neighbors from the streets: \$1,450,176.<sup>4</sup>
- 64 (38%) of the street exits were directly into placements that HUD classifies as “permanent” placements; the others are sheltered in more temporary arrangements with the hopes of transferring into permanent housing.
- 57 of the exited clients are children.

<sup>1</sup> **Outreach Contacts** reflect the number of interactions for the specific purpose of reaching out to unsheltered homeless neighbors in a process of building trust and offering support toward the long-term goal of connecting them with emergency shelter, housing, or critical services; and providing urgent, non-facility-based care. These activities are intended to help homeless neighbors to obtain appropriate supportive services, including assistance in obtaining permanent housing, medical health treatment, mental health treatment, counseling, supervision, and other services essential for achieving independent living; housing stability case management; and other Federal, State, local, or private assistance available to assist the program participant in obtaining housing stability.. This number can be duplicated in any given reporting period. This number refers to adults only and does not include any children if they were present.

<sup>2</sup> **Client Engagement** reflects the current number of homeless neighbors who are voluntarily engaged in a formal case management relationship with City Net. Case managers work with clients to achieve progress on a mutually-agreed upon plan to attain housing and supportive services. Case managers follow-up with housed clients for 6 months after housing to ensure a successful placement. Active cases are engaged once a week on average, and are considered inactive after 90 days of no contact.

<sup>3</sup> **Street Exits** are defined by HUD and enumerated in the HUD Systems Performance Report, and City Net uses these designations for all street exits achieved through the efforts of two or more agencies working together within the context of the homeless collaborative in the city. HUD designates some of these street exits as “temporary” and some as “permanent”, and City Net exercises discretion to count as exited those homeless neighbors who have a reasonable plan in place to move from temporary shelter to permanent housing.

<sup>4</sup> The average gross monthly cost for each homeless neighbor is \$1,446 per month, according to a landmark 2009 financial study of 9,186 homeless individuals in Los Angeles County (“Where We Sleep: Costs When Homeless and Housed in Los Angeles” Economic Roundtable, 2009, <http://www.economicrt.org/pub/>). The study derived this amount by examining the monthly cost burden shared by 16 public and private agencies and programs: Department of Public Health, Department of Mental Health, Probation Department, Homeless Services Authority services, Department of Health Services (DHS) hospital-inpatient, DHS outpatient clinic, DHS emergency room, Department of Public Social Services (DPSS) General Relief, DPSS Food Stamps, DPSS General Relief Housing Vouchers, Sheriff mental health jail facility, Sheriff general jail facility, Sheriff medical jail facility, private hospitals-emergency room, private hospitals-inpatient, and paramedics. There is still a cost burden when homeless neighbors are housed, because they continue to draw on these agencies, but the study found the costs were reduced by 50%, saving \$728 per month per person when a homeless neighbor is housed.



# City Net Homeless Services Dashboard Report October 2019



## Community Engagement

City Net staff participated in the following meetings to build relationships with key stakeholders in the region and to build capacity for future collaborative efforts:

- 10/1/19 (also 10/8, 10/15, 10/22, 10/29): Coordinated Entry System (CES) weekly match meeting. City Net participates in county-wide meeting to ensure that the most vulnerable homeless neighbors are “matched” to available permanent supportive housing opportunities as they arise. City Net advocates for its clients across the County who are eligible to be matched.
- 10/3/19: Orange County's Homeless Provider Forum. City Net participates in this monthly meeting of the Orange County Continuum of Care (CoC) to collaborate with homeless service providers across the county.
- 10/9/19: Homeless Management Information System (HMIS) Technical Administrators Meeting. City Net participated in HMIS meeting to review data quality monitoring, HEAP reporting data elements and an in-depth review of services in HMIS.
- 10/11/19: Homeless Veterans Housing Navigation Meeting. City Net met with County leadership to discuss countywide efforts to engage City Net in assisting homeless Veterans to attain permanent housing through housing navigation.
- 10/14/19: HDAP meeting. HDAP weekly case review meeting. The Homeless Disabilities Assistance Program (HDAP) provides homeless neighbors living in the central Service Planning Area (SPA) with housing as they pursue government assistance to which they are entitled and related to their disability which could permanently end their experience of homelessness. City Net’s HDAP team meets to match potential participants with housing opportunities.
- 10/14/19: HEAP meeting. HEAP weekly case review meeting. The Homeless Emergency Aid Program (HEAP) provides homeless neighbors living in the central Service Planning Area (SPA) with outreach and engagement services through City Net. Directed by the county, these funds connect homeless neighbors in this SPA with needed services.
- 10/15/19: United to End Homelessness Faith Council Meeting. City Net’s President holds a seat on this council, led by the United Way, whose purpose is to serve as a spiritual advisory board for the initiative and forge the strategy for engaging, educating and mobilizing the faith community to action.
- 10/15/19: Access Point Meeting with the Family Solutions Collaborative. City Net met with 15+ homeless services agencies that work with families experiencing homelessness to better connect them to services.
- 10/16/19: Homeless Management Information System (HMIS) training. City Net staff participated in HMIS training to prepare and qualify them to enter data into HMIS.
- 10/17/19: CoC Street Outreach Team Meeting. City Net co-chairs this subcommittee of the CoC, which gathers outreach teams from across the County to coordinate efforts and share best practices in street outreach.
- 10/21/19: Gartner/Orange County Data Integration Meeting. Meeting reviewed Countywide homeless data integration project with Gartner, a contracted consultant who is developing strategic plan for County to follow for better integration of homeless services. Gartner interviewed City Net as largest outreach agency in the County.
- 10/23/19: Orange County Continuum of Care (CoC) Meeting. City Net holds a Board seat on this commission which stewards the County’s \$23 million allocation from HUD for homeless services in the County.



# City Net Homeless Services Dashboard Report October 2019



- 10/28/19: Courtyard Operators Meeting. As the meal provider and social services coordinator for the County homeless shelter serving the Central Service Planning Area, City Net engages in regular meetings with the other operators to troubleshoot, share ideas and coordinate efforts.
- 10/31/19: Welcome Home Orange County Veterans Meeting. City Net holds a seat on this County-wide effort to end Veterans Homelessness in the County.

## **Recent Street Exit Highlights (most recent on top)**

10/11/19: Case managers first engaged with the client in January 2019. He was very interested in relocating out of state to live with family. Case managers called family, who were very glad to have him and said that they would love to do anything to help him. Case managers purchased a bus ticket, but we weren't able to find client. On October 10, client reached out to Officer Perez stating he was recently released from jail and that he was sober and ready to go back with his family. He said that he was serious and that he felt that he didn't deserve a second chance, but he wanted to try. When case managers met with the client, the city of Westminster was able to bridge him in a motel for the night. The next morning case managers were able to purchase some food for his travels, printed his bus ticket, and officer Perez transported him to the bus station. On October 14, 2019, the client's mom texted case managers to let them know of the client's safe arrival out of state and wanted to thank City Net and Westminster Police Department.

9/19/19: City Net case managers met male client during outreach; he was previously connected to City Net while living on the Riverbed in Anaheim. While discussing options, case manager asked about family. Client reported a friend out of state that would let him stay with her. That night we secured a bed for him at the Salvation Army Hospitality House in Santa Ana. We spoke with friend the next day and arranged a bus ticket paid by City Net. The next morning case managers picked him up at 6:30am and transported him to the ARTIC. Case managers also bought 3 snack bags for his trip and sent him on his way.

9/9/19: Case managers met homeless female client while on outreach and responding to a PD call. As we approached the client and her friends with our officer, client was reserved due to law enforcement presence. However, upon offering the client services such as shelter, detox, etc., she reported she was already on a waitlist for a local detox. We congratulated the client on making that step and let her know that if the waitlist was too long, we could get her somewhere that day. The client's face lit up, began packing her things, and said she was ready to go that afternoon. PD was willing to transport the client's belongings and her dog to a friend's house, so that she wouldn't be held back from getting this help. Client was transported to College Medical in Long Beach where she received detox and reconnected with family. Once clean, she stayed with a friend while working on staying clean and mending her relationship with family.

8/20/19: City Net case manager engaged homeless female client on 8/19/19. She was referred to us by a WPD officer who encountered her sleeping next to her storage unit. They asked us to meet with her because she was interested in shelter options. We met with her at the Police Department and she let us know she has been homeless for a short time and was willing to take any type of shelter we had available. We completed paperwork for the first day of meeting but there were no beds available that day. The following day she reached out to us and we called The Courtyard and secured her a bed that day.



# City Net Homeless Services Dashboard Report October 2019



7/15/19: Homeless male who has been a City Net client for 1.5 years. He has been struggling with substance abuse and living in his car during this time. He would often ask for help and we would see him sometimes once a week and other times once a month. He is a very giving and caring individual and he would get taken advantage of on the streets a lot. He always declined shelter options because he said he was not ready to change his life, and did not want to comply with drug-use rules. Recently, client reached out to City Net for a meeting where he told case manager about how he had recently made decisions to turn his life around. He was going to church more often, praying more and also setting boundaries against those who would take advantage of him. Given his income and desire for a faith-based transitional program, we made several recommendations, ultimately connecting him with faith-based program that would allow him to live there and work there (as a second job) as well. City Net was able to assist client with first month's rent.

6/17/19: City Net case managers met client during Westminster Outreach (referred by Westminster P.D.) and he let us know that he was interested in shelter. He was concerned about his girlfriend and abandoning her. Case manager let him know that City Net could help her if she was interested as well. He said that he would talk to her about it and would get back to us. He then called me about an hour after meeting and stated that him and his girlfriend spoke about it and that he was ready to go into shelter. Case manager was able to secure the last bed for him; City Net also provided transportation to the shelter. One of City Net's Courtyard case managers was at the Courtyard at the time and was able to give him a warm welcome. He got there just in time for lunch. Case managers were also able to assist him with getting an ID with an ID voucher.

6/5/19: Case managers met client back in March when he was referred to City Net through Westminster PD. The 23-year-old was found sleeping in an abandoned business building, very tucked away and kept to himself. As case managers learned more about the client, they realized that he was a very special person with a very unique case that would require tremendous amounts of patience and understanding. With a severe case of PTSD and Social Anxiety, it was clear that a typical shelter environment would not suit him well. After a failed attempt at connecting the client to the Orangewood Foundation, case managers lost touch for a little while. About one month later, the client reached out saying that his depression had been quite difficult to cope with, so case managers made a point to reconnect and meet with him. After carefully assessing the situation, case managers made the decision to call the CAT Team to have the client assessed. During this situation, case managers were fortunate enough to have the call responded to with particular care from the Healthcare Agency. While handling the situation and being especially careful of the client's needs, case managers were able to collaborate and find the client some help for his mental health needs through an organization called In Home Crisis Intervention. Through the organization, the client was connected to a therapist that understood his needs. After working with this program collaboratively for six weeks, case managers eventually were able to get this client out of crisis and into a transitional home through Telecare. The client is currently is living and now able to dream about his future, career, and a life where he can give back and help others as he disclosed to all of us working with him.

5/17/19: City Net case managers initially met elderly female client in Newport Beach and were able to refer her to Westminster case managers, after learning that she was primarily experiencing homelessness in Westminster. The client was kind, patient, and open to any sort of services and shelter. She heard about the Courtyard and let us know she wanted to give it a try. When hearing of the client's age, the case managers completing the intake at the Courtyard were a bit concerned about the circumstances. The client assured case managers that she would be able to take care of herself. Case managers transported the client in an Uber and provided a warm handoff. After the first weekend, case managers called the Courtyard to see how the client was holding up. She is still happily sheltered, making friends, and



# City Net Homeless Services Dashboard Report October 2019



sharing a sweet, positive energy to those at the Courtyard while she looks for and awaits an opening at a Senior Apartment Facility.

5/15/19: City Net case managers met homeless male client through a referral from the Westminster Family Resource Center. The resource center gave him our information in order to reach out to us for shelter resources. Case managers met the client in front of the Family Resource Center, and he stated that he was desperate for some type of shelter. He said that he could not sleep on the streets any longer and that he was very scared. Case managers let him know that they could try to get him a bed but that the availability was scarce lately. Case managers went ahead and called the Courtyard shelter in Santa Ana and they happened to have a bed available for him. Case managers were able to get him transported there within the hour. He was very excited about knowing that resources like Mental Health would be available there.

4/8/19: While conducting outreach on 4/8/19 City Net case managers noticed an individual sleeping on cardboard on the sidewalk. We stopped to see if he was interested in resources and shelter. He turned out to be Vietnamese speaking and let us know that he was recently released from jail. The City Net case manager is fluent in Vietnamese and was able to communicate clearly. Client was very open to getting into shelter because he had no idea that shelters even existed. He seemed scared and apprehensive at first but said that he would go anywhere because he had nowhere else to go. I immediately called the Courtyard shelter for bed availability and was able to secure him one out of very few beds. City Net staff and Officer Jimenez were able to transport client to the Courtyard shelter and helped him get settled while waiting for the intake coordinator. He had just a small bag and since he only spoke Vietnamese, City Net staff at the Courtyard was able to find a Courtyard resident who spoke Vietnamese to help translate for him and make him feel more comfortable. City Net case manager gave him a business card and let him know to call if he needed anything and let him know that City Net would be in touch about connecting him to re-entry services.

3/15/19: Client referred to City Net by Westminster Police Department after an encounter with them. At first, he was extremely skeptical and timid around the police and wasn't sure if City Net would be able to help him. Case Managers met with the client during outreach and completed an intake. Following the initial contact with the client, we were able to connect him to Orangewood. The client disclosed quite a bit of information about his past traumas and battles with mental health. City Net is currently on standby to see whether the client is accepted into a mental health program. So far he has made tremendous leaps by opening up to us and trusting our ability to help him.

2/4/19: City Net encountered male homeless client with Westminster PD during outreach on February 4<sup>th</sup>, 2019. Client suffers from schizophrenia. He reported that he has never been to shelter before and has been homeless since October, 2018. His family lives in Irvine, where his last permanent address was. However, due to reasons he did not want to disclose, he has not had contact with his family in over a year. When we approached him, he was sleeping on the ground right outside of a strip mall. Client woke up shortly after we arrived, and we were able to explain the services that City Net offers and ask him if he was interested in shelter. He was open to shelter and willing to go right away if there was any beds available. I completed the intake and HMIS forms with client and called Courtyard to see if there was a bed available. Fortunately, there was a bed available that day and we were able to transport him immediately with Westminster PD. We went with client into the Courtyard shelter and introduced him to several workers there. We waited until he got situated and let him know he could contact us if he had any question or if issues arose during his stay at Courtyard.