



City Net



Homeless Services Dashboard Report--September 2018

Street Exit and Engagement Highlights

| | Outreach Contacts ¹ | Client engagement ² | Goal: Street Exits | Actual: Street Exits ³ |
|-----------------|--------------------------------|--------------------------------|--------------------|-----------------------------------|
| May-June 2016 | 28 | 21 | 6 | 4 |
| July-Sept 2016 | 43 | 17 | 6 | 8 |
| Oct – Dec 2016 | 51 | 33 | 6 | 7 |
| Jan-March 2017 | 25 | 37 | 6 | 7 |
| April-June 2017 | 37 | 24 | 6 | 16 |
| July-Sept 2017 | 33 | 28 | 6 | 10 |
| Oct-Dec 2017 | 42 | 30 | 6 | 6 |
| Jan-March 2018 | 51 | 49 | 6 | 11 |
| April-June 2018 | 76 | 61 | 6 | 11 |
| July-Sept 2018 | 157 | 81 | 6 | 17 |
| TOTAL | 543 | | 60 | 97 |

Notes

- Annual net societal cost savings for exiting 97 homeless neighbors from the streets: \$847,392⁴
- Of the 97 clients who have been exited from the streets, 11 have returned to homelessness; 89% retention rate.
- 2 clients were exited to the Courtyard in Santa Ana (prior to SPA referral restrictions).
- 14 clients have been exited to Bridges at Kraemer Place in Anaheim.

¹ **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.

² **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. Numbers given are not cumulative but represent active cases in that period.

³ **HUD 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.

⁴ 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.



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La Habra Street Outreach Schedule (subject to change)

| Type | Case Manager1 | Case Manager2 | Engagement Specialist | Staff Supervisor | Day | Time | Location | Notes |
|----------|---------------|-----------------|-----------------------|------------------|-----|-------------|-------------------|---|
| Outreach | David Aguirre | Jocelyn Guevara | Lauren Justice | Tyler Ahtonen | T | 9:30-12:30 | Citywide outreach | Also on-call to serve homeless families at the Family Resource Center (FRC). FRC inreach hours are pending. |
| Inreach | David Aguirre | Jocelyn Guevara | | Tyler Ahtonen | W | 10:00-13:00 | LA Habra CRCC | |

City Net La Habra Contact List

| Name | Title | Role | Phone | Email |
|-----------------|-------------------------------------|-----------------------------|--------------|---------------------|
| Brad Fieldhouse | President | Contracts | 714.904.0167 | brad@citynet.org |
| Matt Bates | Vice President | Data reporting | 323.485.8881 | matt@citynet.org |
| Jessica Bruce | Director of Outreach and Engagement | Staffing; emergency contact | 714.719.1075 | Jessica@citynet.org |
| Tyler Ahtonen | Program Supervisor | Staff supervision | 949.413.5473 | tyler@citynet.org |
| David Aguirre | Collaborative Case Manager | Outreach/case management | 714.944.8194 | david@citynet.org |
| Jocelyn Guevara | Collaborative Case Manager | Outreach/case management | 714.745.1677 | jocelyn@citynet.org |
| Lauren Justice | Engagement Specialist | Outreach and engagement | 714.944.0527 | lauren@citynet.org |

Community Engagement

City Net staff participated in the following meetings to build relationships with key stakeholders in the city:

- 9/6/18: Orange County's Homeless Provider Forum. Monthly continuum of care meeting to build and strengthen partnerships with other community stakeholders across the county.
- 9/12/18: ACC-OC Homeless Task Force Meeting. The Association of California Cities, Orange County is a countywide coalition of Orange County cities, the County of Orange, service providers, advocates, civic organizations, businesses, nonprofits, and individuals working to end homelessness.
- 9/19/18: La Habra Collaborative. 30+ service providers, educators, faith-based organizations and community leaders gathered to discuss improvements in the school district and collaborating to support our underserved neighbors.
- 9/26/18: Orange County Continuum of Care Board Meeting. City Net has a member on this board, which determines priorities and allocations for the \$23 million annually distributed to the county by HUD for homeless services, shelter and programs.
- 9/27/18: Continuum of Care Street Outreach Network meeting. City Net chairs this county meeting of 15+ street outreach agencies to coordinate efforts and share best practices.



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Street Outreach Highlights (Most recent at top)

9/18/18: City Net engaged homeless male client during outreach with La Habra PD at the local Vons. He stated that he had been homeless for a few months after being kicked out of his parent's house. He is currently enrolled as a part-time student at Fullerton College and works part-time at a construction company. We actively provided case management and completed an intake and VISPDAT with client. We were able to reserve him a bed at Bridges at Kraemer Place emergency shelter in Anaheim and entered him into the facility. We continue to follow-up, and he has been doing well saving money to move into permanent housing.

8/20/18: Homeless couple living on the streets for 22 years. Male is a Veteran and suffers from medical conditions. They were engaged at a bus stop in La Habra. La Habra PD mentioned that they are priority clients and they would love to see them get into a shelter. We worked with clients and referred and entered them into the Bridges at Kraemer Place shelter in Anaheim. We are continuing to work with clients to connect them to long-term Veteran's housing.

8/18/18: Male homeless client was living in Phoenix when he initially became homeless. He arrived in La Habra a few years ago to live with a friend and there was a fallout between them and he became homeless again here. He was living from his car and using a health club to shower and charge his phone. He has disabling medical conditions. We started working with him in April 21018; got client document ready and referred him to Kraemer but left shortly after because he didn't feel safe there. He refused the Hospitality House because of the location and we referred him to Grandpa's House of Hope but their program was full. He recently found a room for rent in Long Beach within his budget and we were able to cover his first month rent after we confirmed the leasing agreement and we talked to the landlord.

7/18/18: Client became homeless in 2007 after his parents died. He suffered from chronic substance abuse but is currently clean and is looking to maintain his sobriety. He receives SSI. We completed an intake with the client during LHA PD Outreach. We followed up with him during our inreach at the CRCC. We were able to get him into Salvation Army's Hospitality House in Santa Ana. We have an upcoming appointment to complete client's VISPDAT.

6/13/18: Homeless male who has been sleeping behind the Kohl's in imperial Blvd. He has been working with City Net for over a year and is in a lot of pain because of his hernia. City Net arranged on 6/13 to refer him to entry into Bridges at Kraemer Place in Anaheim.

5/23/18: Single mother with 3 young children was referred to City Net for housing assistance by the La Habra CRCC. She is a La Habra resident and has extended family in the area but became homeless due to an issue with domestic violence. We were able to refer her to social services so she can make use of their Emergency Family Voucher program to gain bridge housing for a month while we work on a long-term housing plan.

5/16/18: City Net case manager received a phone call about this client recently became homeless in La Habra. He informed us that he had a friend who was helping him and reported that he usually sleeps in El Centro Park. After a City Net intake, we referred him to the Bridges at Kraemer Place shelter in Anaheim, and arranged for transportation and entry into the shelter.

4/4/18: Referral to City Net of woman who had been homeless and camping on the train tracks in the city for 3 years. She came to meet a City Net case manager at the La Habra CRCC, requesting assistance to look for rooms for rent.

October 6, 2018
matt@citynet.org



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She had been able to obtain employment, and had some income but needed assistance navigating the housing system. City Net provided assistance with searching for rooms for rent as well as assisting with the deposit, and the client moved into her own room on April 4..

3/27/18: Homeless woman came into the La Habra CRCC with her husband and two kids. She has been homeless since last year when they had to vacate an apartment they were sharing with other family members. They slept in their vehicle for a time until it got repossessed, and they were put out on the streets. City Net Ubered the family to Illumination Foundation to do an in person interview. We also connected them with Pathways of Hope in anticipation of an emergency shelter unit opening next week that could accommodate the family. On 3/26 the family had an appointment with Pathways of Hope and on 3/27 the family was accepted into the program!

1/29/18: Homeless man entered into Rapid Rehousing (RRH) program with City Net/Mercy House. In July 2017, City Net encountered a homeless man whose last permanent address was in La Habra on the Flood Control Channel (FCC) in Anaheim/Orange. After many months of case management, we entered him into bridge housing as part of our RRH project with Mercy House. Mercy House and City Net will continue to work with this client with the goal of providing enough financial assistance so he can enter into an apartment.

12/20/17: Family of four diversion/prevention from homelessness. Single mother with three children referred to City Net from community member. In November 2018, she was laid off of work. A community member heard her story and wanted to help, so contacted City Net. City Net provided her with strategic donations of gas cards, grocery cards, an Amazon card for other items needed to prevent family from lapsing into homelessness. We also suggested a few community classes to support her education and improve her computer literacy in addition to linking her to local church resources for ongoing support.

12/15/17: City Net and community partners from the La Habra faith community collaborated to assist three formerly homeless families with Christmas gifts. 12 children total received gifts through the generosity of community members.

11/6/17: City Net partnered with the La Habra Youth Center to do focused outreach on transitional age youth in La Habra.

10/1/17: In the month of October and continuing through November, City Net started weekly outreach at the Community Care Resource Center on Hillcrest. We were previously there twice a month, but increased to weekly due to the high volume of homeless walk-ins at the center. It's been a great partnership!