



# Homeless Services Dashboard Report March 2019



## Street Outreach and Engagement

	Outreach Contacts <sup>1</sup>	Client Engagement <sup>2</sup>	Street Exits <sup>3</sup>
Dec 2018	25	8	5
Jan-Mar 2019	222	42	9
<b>TOTAL</b>	<b>247</b>		<b>14</b>

- Annual net societal cost savings for exiting **14** homeless neighbors from the streets: **\$122,304<sup>4</sup>**

City Net staff initiated the following homeless activities in the previous month. See footnotes for descriptions of activities that comprise outreach contacts, and client engagements:

Date	Client Activity(ies)	Notes	Location(s)
3/1/19	Engagement, outreach contact, street exit	Client follow-ups, new client intake, street exit	Ontario/Magnolia
3/4/19	Outreach contact, engagement, street exit	Client follow-ups, new client intakes, street exit	Main/Parkridge, City Park, 6 <sup>th</sup> /Sherman, social services
3/6/19	Engagement, outreach contact	Street outreach event	Parkridge/Main, 6 <sup>th</sup> /Main
3/7/19	Street exit	Street outreach event	Path of Life
3/11/19	Engagement, outreach contact, street exit	Client follow-ups, street exit, street outreach	Corona City Park, McKinley shopping center, Railroad/Lincoln, Settlement House, Set Free
3/13/19	Engagement, outreach contact	Client follow-ups, new client intakes	El Cerrito park, Palisades
3/15/19	Engagement, outreach contact	Client follow-ups	Corona City Park, Corona Library, 2 <sup>nd</sup> /Lincoln

<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.

<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> **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.

<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.economicrct.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.



# Homeless Services Dashboard Report March 2019



Date	Client Activity(ies)	Notes	Location(s)
3/18/19	Outreach contact	Street Outreach Event	Main/6 <sup>th</sup> , Main/3 <sup>rd</sup> , 6 <sup>th</sup> /Buena Vista
3/25/19	Outreach contact	Street Outreach Event	Corona City Park, 2 <sup>nd</sup> /Lincoln
3/27/19	Engagement, outreach contact	Client follow-ups, new client intakes	Crossroads Church
3/29/19	Engagement, outreach contact	Client follow-ups, new client intakes	Corona City Park, DMV

### Client Expenses

Date	Merchant	Amount	Client ID	Category
3/1/19	Uber	24.29		Client Outreach Services – client’s uber
3/1/19	Uber	10.49		Client Outreach Services – client’s uber
3/12/19	Circle K	36.07		Basic Project Expenses--transportation
3/15/19	Overnight Prints	50.74		Project Supplies—outreach cards
3/17/19	Del Taco, McDonald's, Taco Bell, Carl's Jr	930.00		Client Outreach Services – Incentives for Census
3/18/19	99¢ Only Stores	5.49		Project Supplies for Census teams
3/19/19	Starbucks	16.95		Project Supplies for Census
3/24/19	Texaco	26.24		Basic Project Expenses-- transportation
3/24/19	McDonald's	4.51		Volunteers – appreciation
3/26/19	ESRI	100		Project Supplies for Census
	<b>TOTAL</b>	<b>\$1,313.68</b>		

### Community Engagement

City Net participated in the following community engagement events to begin the initial phases of the project:

- 3/2/19: Arise Conference. City Net attended and presented at the annual conference.
- 3/5/19: Corona Cops & Clergy Meeting. The Corona Police Chief provided updates to the faith leaders in the community. The City Manager introduced City Net and City Net's Executive Director provided an organization overview.
- 3/19/19: Corona Census Day 1. City Net worked with law enforcement and city staff to engage a city-wide census to determine the scale and scope of homelessness in the city.
- 3/20/19: Corona Homeless Committee
- 3/26/19: Corona Census Day 2. We revisited the maps from Day 1 of the census at night to engage individuals who may not typically be present during the morning/day.

### Street Outreach/ Case Management Successes (most recent at top)

3/11/19: Client reached out to City Net via the outreach line and inquired about City Net services. She was previously staying in a church home but was unable to stay due to a conflict with other housemates. Client has experienced homelessness off and on over the years and is accustomed to going from one home to another. She reached out to New Beginnings, a church that she recently connected with. From there, she was referred to City Net and made an



appointment to meet with Case Managers later that week. Client was in desperate need of shelter and was willing to go anywhere where she felt comfortable. City Net then recommended the client to Set Free - a transitional program for men and women in Lake Elsinore. After speaking with the staff at Set Free and a moment of prayer, the client decided to go to Set Free and was transported to Lake Elsinore with City Net staff. Client was welcomed with open arms to a household of women who said to her at her arrival that they "never turn anyone away."

3/7/19: Client was approached by City Net at Rinpau Park. Client expressed a strong desire to be sober and to get off the streets due to the dangers of her environment and cold weather. Client is a well-known homeless neighbor who has been approached by Corona Police Department numerous times and has often shown signs of significant disabilities. With the help of City Net, client was able to obtain new, warm clothes and a sack lunch from the Settlement House. Client was later transported by City Net to the Social Services office to apply for benefits. Client completed her day as City Net funded transportation to Path of Life. Staff connected with client again a week later when she was in Corona visiting her son. Client reported that she had a positive experience at the shelter and that she was only visiting Corona.

3/6/19: Client reached out to City Net via the outreach line. He sometimes lives in a house owned by a relative, but she cannot always accommodate client. Client was looking to stay away from Corona and be somewhere safe and warm. After presenting client with multiple options, he agreed to go to Path of Life Homeless Shelter in Riverside. After completing an intake with City Net, client was given a bus pass and directions on how to reach the shelter. Client later contacted staff and reported that he made it safely to the shelter and shared his gratitude. Client recently contacted staff earlier this week and reported that he is still at the shelter and thanked City Net for the assistance.

2/8/19: Client is a high-profile local resident of Corona who was recently imprisoned for the past 5 years. He has been homeless for 6 months and is struggling with addiction to heroin. Client has been approached by Corona PD on a regular basis regarding his behavior and is also currently on parole. We have worked with client since the start of this project and he has had a difficult time staying sober and being proactive. However, with the guidance of City Net staff, client decided to enroll himself into the Salvation Army in Perris. He was transported to the facility by City Net staff and we assisted him with his intake process. After recently following up with the client, we have learned that client's stay at the Salvation Army was short lived. However, client continues to express a strong interest in recovery and continues to work with City Net to find an alternative solution.

2/6/19: Client is an elderly homeless female who has struggled with years of alcoholism. She was referred by Corona Police Officer Hartman, Officer Walker and was also working with a volunteer advocate. We met with client at a Motel 6 with Corona PD and found her heavily intoxicated and barely coherent. With the assistance of the advocate, she was able to sober up and worked with City Net by completing an intake packet. She was also assisted with completing an "on the phone" intake with the CARES hotline to start the process of getting her detox services with Riverside County. In attempt to fast track client to a detox facility on that day, she was escorted via Uber to Menifee Medical Center to enter their detox facility. Unfortunately, due to over capacity, she was unable to receive their services. However, with client still in the process of getting a county bed, she needed to complete a psychiatric assessment and get cleared by a physician prior to detox. City Net was then able to find a mental health urgent care in Perris that will not only provide her with the assessment, but will also allow client to stay overnight at the facility until she completes her assessment. Client was transported to the Perris Mental Health Urgent Care, met with their clinical staff and agreed to do an intake.

1/31/19: City Net case managers initially met this male client living homeless in Orange County in Cypress on 6/29/18. At the time the client was living on the street outside a laundromat and was accompanied by his brother, who was ill with



cancer. On 1/28/19 City Net encountered the client in Corona during outreach. Client stated that his brother has since passed away and he came to Corona to reunite with family. Unfortunately, the arrangement was only temporary, and he returned to the streets, this time in Corona. Client informed City Net he was eager to get back to Orange County where he could be closer to his weekend part-time job. We verified his ties to Orange county and arranged a referral and transport to the Bridges at Kraemer Place emergency homeless shelter in Anaheim.

1/25/19: Homeless woman who has been chronically homeless for several years and struggles with mental disabilities as well as substance abuse disorder. Client spends the majority of her time at City Park in Corona. On 1/25/2019 we engaged client during an outreach and spoke about helping to get her to a detox facility. She appeared optimistic and motivated and we proceeded to take the steps necessary to get her into a county bed, beginning with getting her a medical clearance note from her doctor. We took client to a local community clinic where she was given medical clearance by her primary physician as well as prescriptions for her psych medications. We had client call the CARES line where she was told that a detox bed may be available within the next week. City Net was able to transport client to a nearby motel where we arranged payment for bridge housing so she can stay sheltered until a detox bed becomes available for her.