



City Net



Anaheim Homeless Services Monthly Dashboard Report—February 2019

Street Outreach and Engagement Results¹

	Outreach Contacts ²	Client Engagement ³	Street Exit Goal	Street Exit Actual ⁴
Jan-Mar 2014			40	48
Apr-June 2014			40	104
July-Sept 2014			30	54
Oct-Dec 2014			30	48
Jan-Mar 2015			30	38
April-June 2015			30	73
July-Sept 2015			30	40
Oct-Dec 2015			30	45
Jan-Mar 2016			30	58
April-June 2016			30	47
July-Sept 2016			30	74
Oct-Dec 2016			30	59
Jan-Mar 2017			30	55
April-June 2017			30	32
July-Sept 2017			30	71
Oct-Dec 2017			30	88
Jan-Mar 2018			30	191
April-June 2018			30	210
July-Sept 2018			30	67
Oct-Dec 2018	1,478	318	30	159
January 2019	728	362	20	177
TOTAL	2,206		640	1,738

¹ This report reflects all City Net street outreach and engagement activities in Anaheim. City Net is funded in Anaheim by contracts from the North Orange County Public Safety Taskforce (NOC PST), the city of Anaheim, and ESG funds administered by the Anaheim Community and Economic Development Department.

² **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.

³ **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.

⁴ **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.



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Street Outreach and Engagement Notes

- 2018 street exits increased significantly in part because of county-funded resources assigned to City Net to address the sheltering of homeless neighbors previously living in the Santa Ana River Flood Control Channel (FCC). This includes an additional four (4) City Net street outreach/case management staff, bridge housing in a subcontract with Illumination Foundation, rapid rehousing in a subcontract with Mercy House, expansion of/exclusive referrals to Bridges at Kraemer Place, extension dates of the Fullerton Armory opening, and full-service partnership mental health housing through OCHCA/Telecare.
- December 2018-January 2019 street exits increased dramatically in part due to opening of the new Way emergency shelter, and the collaborate efforts of Illumination Foundation, OCHCA, APD and City Net to transition clients from Maxwell Park, La Palma Park and Schweitzer Park into the shelter. Results were also increased due to additional bridge housing funds committed by the city of Anaheim to supplement shelter efforts during this period
- January-February 2019 street exits were also aided by the opening of the Salvation Army temporary emergency shelter on Lewis.
- Of the 1,738 clients who have been exited from the streets, 187 have returned to homelessness; 91% retention rate.
- 349 (20%) of all exited clients were exited to destinations which HUD considers to be permanent.

Community Engagement Highlights

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:

- 2/7/19: Orange County's Homeless Provider Forum. County-wide meeting of homeless svc providers to network and share solutions strategies for homelessness. City Net provided an update on the 2019 Point In Time Count.
- 2/7/19: North Orange County Public Safety Taskforce (NOC PST) Capacity Building Workshop: Collaboration. As a grantee of the NOC PST, City Net participates in these capacity-building workshops. This one was on non-profit organization partnership and collective impact.
- 2/13/19: City of Anaheim Homeless Collaborative meeting. City Net participated in a meeting of 20+ service providers and faith community organizations in Anaheim to discuss homeless services in the city, including the City's partnership with Better Way Anaheim. Update on new Anaheim shelters and a summary of the Point In Time count provided by City Net.
- 2/21/19: NOC PST Chiefs' Meeting. City Net presented at monthly meeting of North SPA Police Chiefs on regional homeless activities.
- 2/26/19: Orange County Community Foundation 'Help Them Home' Giving Day planning meeting.
- 2/27/19: Orange County Continuum of Care Board 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 provided an update on the 2019 Point In Time Count.



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Recent Outreach and Engagement Highlights (most recent on top)

2/22/19: Homeless male client has been working with City Net since Feb 2018 when we referred him to Bridges at Kraemer. He had been homeless for two years at that point and was staying at the Fullerton Armory but working at Sam's Club. While at Bridges, he was able to obtain a job with Mo's Music in Fullerton. We also helped him to apply for Anaheim Housing Authority homeless set-aside voucher, which he received in December 2018. He conducted apartment search on his own and with City Net housing navigator. He found an apartment in Fullerton that accepted his voucher and was able to move in on 2/22/19. City Net also supplied a refrigerator and a bed with Hope funds! Client is so happy and is adjusting to life in his new apartment.

2/7/19: We met homeless male client after he called Outreach Line to make an appointment. He had been kicked out of his ex-girlfriend's house and was sleeping on streets behind it. He wanted to get back into Bridges at Kraemer after he was kicked out. He had to wait the specific time limit to see if he could be let back in. During this waiting period we determined that he was not current on his medications, so we were able to get him to the pharmacy where he was able to inquire about his refills. We then transported him to the grocery store to purchase food. He was discouraged, and we were pleased that he reached out when he was in need of assistance. The doctor determined that he needed surgery and needed a place to recover. Through City Net facilitation, he was transferred to recuperative care where he was able to heal and go back to his car. On 2/7/19 Cruz was able to move into his friend's house when a room became available where he will be paying rent

1/24/19: Homeless female client and her partner exited an Anaheim park and entered bridge housing funded by the city. Couple was interested in shelter at Bridges at Kraemer Place, but appropriate beds were unavailable, as she needed a bottom bunk due to health issues. We got male a bed quickly, but it took longer to get a bottom female bunk. As we continued to extend her stay in bridge housing, she entered the hospital due to her worsening health conditions. After being discharged from the hospital she was referred to a Nursing Facility so that she could fully recover with appropriate care. After speaking with her case manager at the facility he said she was too high functioning to stay in a permanent facility and we transitioned her back into our bridge program. Shortly after this transition our team was able to secure her a bottom bunk at Bridges and we assisted in transport to the shelter. The couple is together in Kraemer and they are happy to be on the right path to permanent housing.

1/11/19: City Net case managers met homeless mom and family at Boysen Park in Anaheim where they were living out of her car. She stated that she was staying there with her daughter and granddaughter in an effort to try and stay close to her daughter's school. We referred her to multiple family shelters in an effort to get them into shelter. We also completed an application for Anaheim Housing Authority and submitted all of her supportive documents as well. During the process of trying to obtain her voucher we were able to place her in bridge housing so family could get off the streets. During that time she was able to go to all of her housing appointments and doctor appointments and complete to process to get her voucher. We were also able to connect her and her family to Pathways of Hope and assisted in transiting her out of our bridge program. She is doing well in the program and working with a Housing Navigator to find her permanent housing.

12/20-12/22/18: Anaheim Park Clearing. In November 2018, at the city's direction, City Net case managers began intensive efforts to shelter individuals until the Anaheim Way Shelter was opened. We began a diligent outreach schedule that focused on building rapport with the residents of Maxwell Park, La Palma Park, John Marshall Park, and Schweitzer



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Park. We were able to learn the needs, barriers, fears, and personal stories of most of the residents. On December 20, the City of Anaheim opened The Anaheim Way Shelter, with Illumination Foundation contracted to run its day to day operations. That same day our outreach team went to Maxwell Park and La Palma Park to begin transporting clients to shelter. With the collaboration of the Anaheim Police Department we were able to transition at least 45 residents to shelter, transitional programs, or other housing opportunities over the span of three days.

11/21/18: Anaheim PD called City Net regarding a client sleeping in Maxwell Park. Male client was released from jail and had no place to sleep so he ended up at Maxwell Park in a tent. City Net met with client and through the intake process confirmed he was open to relocation back to his family in northern California. Officer Peterson of the Anaheim PD called the client's mom who confirmed that she wanted him back home and was willing to house him. City Net purchased an Amtrak ticket for the client that day. Officer Peterson along with the Anaheim night outreach team transported the client to the Amtrak that night.

11/20/18: Client is a young Latina living homeless, primarily in Anaheim. She is only 20 years old but she has been homeless off and on for approximately 8 years. She became homeless after being kicked out by her parents as a young child. She traveled up north to work under the table as a field worker picking fruit. Eventually she returned to Orange County and tried to reconnect with her family. Unfortunately, they turned her away and she entered an abusive relationship. She was able to break away from her abuser, but lost custody of her child. We met her after she was referred to us by a homeless shelter in Anaheim. We were able to place her into bridge housing. She works part-time and goes to school to study business. She expressed her eagerness to enter shelter and make use of any resources in order to get back on her feet. Her goal is to run her own business and regain custody of her child. From bridge housing, we referred and entered her into the Pathways of Hope transitional shelter program.

10/23/18: City Net outreach specialists met with homeless woman in May 2018 when she mentioned she was interested in going to the Courtyard. We arranged referral and entry, but she did not end up staying in the Courtyard and returned to homelessness in Anaheim. We met her again in August, enrolled her in case management, and discussed other short and long-term housing options. We lost contact with her briefly when she lost her phone, but we were able to reestablish contact in October. We were then able to reserve a bed for her at Bridges at Kraemer Place and transport her to enter her into the shelter.

10/8/18: Client was homeless in and around La Palma Park, then was incarcerated. While incarcerated, City Net was able to house his mother and girlfriend at Bridges at Kraemer Place; both were previously homeless in the Park. Knowing that he would be released soon, they began advocating in Kraemer for a bed to be set aside for him. After much collaborative advocacy, a bed was secured for client at Kraemer. Currently the whole family remains united in Kraemer and have been working closely with their Housing Navigator to take the next steps toward permanent housing.

9/11/18: City Net initially met client when she was living at the FCC, but we lost contact with client after the FCC was closed. City Net case managers reconnected with her through the partnership with Better Way Anaheim on 11/8/17. Client's goal was to get housing, so Case Manager redid VISPDAT with client and began process of becoming document ready. She was matched to PSH on 9/11/18.