



City Net



Anaheim Homeless Services Monthly Dashboard Report—June 2019

Street Outreach and Engagement Results¹

	Outreach Contacts ²	Outreach Line Calls	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
Jan-Mar 2019	959		410	30	258
April-June 2019	1,139	1,926	472	30	165
July 2019	284	855	461	10	79
TOTAL	3,860	2,781		690	2,063

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-May 2019 street exits increased dramatically in part due to opening of the new Way emergency shelter, the La Mesa 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 these shelters. Results were also increased due to additional bridge housing funds committed by the city of Anaheim to supplement shelter efforts during this period
- January-May 2019 street exits were also aided by the opening of the Salvation Army emergency shelter on Lewis.
- Of the 2,063 clients who have been exited from the streets, 182 have returned to homelessness; 88% retention rate.
- 362 (18%) 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:

- 7/2/19: 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 who are eligible to be matched.
- 7/2/19: North Orange County Public Safety Taskforce (NOC PST) Year 3 meeting. City Net met with NOC PST leadership to discuss the Year 3 award and make initial plans for coverage of the NOC cities.
- 7/9/19: CalOptima Program Meeting. City Net is a referral agency into this program which provides CalOptima mobile medical care. Upon our referral a medical team will meet us in the field within 90 minutes to provide medical treatment to homeless neighbors in need.
- 7/9/19: United Way Faith Leaders Meeting. City Net’s President serves on the Faith Leaders Council of United Way’s United to End Homelessness initiative and participated in this quarterly meeting.
- 7/10/19: Anaheim Homeless Collaborative. Three City Net representatives attended the Collaborative meeting where updates were shared regarding vouchers opening up in Anaheim for those who work in the city. Additionally, the collaborative discussed finding housing for those with vouchers and how to overcome discrimination in housing.
- 7/11/19: Anaheim Regional Hospital meeting. City Net met with hospital staff to discuss discharge planning and ways to better provide for the medical needs of homeless neighbors in a more efficient manner.
- 7/11/19: Continuum of Care (CoC) Street Outreach committee meeting. City Net co-chairs this CoC committee to coordinate homeless street outreach efforts across the county. This meeting reviewed data collection and sharing for street outreach programs across the county.
- 7/11/19: Covenant House meeting. City Net met with Covenant House leadership about regional services for homeless youth, as Covenant House was recently awarded state HEAP funding to provide shelter in the region.



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- 7/17/19: Commission to End Homelessness Meeting. City Net holds an appointment to this county-wide policy body which convenes to make recommendations to county leadership about ending homelessness. Orange County Sheriff Barnes made a presentation on programmatic developments within the county jail system to assist in homelessness efforts.
- 7/18/19: United Way Connect Home Meeting. City Net staff met with Sue Parks and Becks Heyhoe to coordinate efforts and resources.
- 7/19/19: Anaheim Global Hospital meeting. City Net met with hospital staff to discuss discharge planning and ways to better provide for the medical needs of homeless neighbors in a more efficient manner.
- 7/22/19: City Net met with city staff and APD to discuss intervention strategies to connect homeless neighbors in the resort district with care.

Recent Outreach and Engagement Highlights (most recent on top)

7/17/19: Former client recently reconnected with City Net with newfound hopes to get into shelter. He was very excited to get in when he came to the Knott Ave Inreach, but there were no beds available. With no good way to get in contact with him on the streets, case managers went to look for him at Modjeska Park during night outreach with APD. Case managers went around the park and asked a group of homeless individuals if they'd seen him and they told us he was sleeping by the church nearby. When we arrived, we found the client laying on the ground behind the Church. As soon as case managers approached, he stated he needed an ambulance because his blood sugar was high and he had not eaten anything to help control it. APD called the ambulance. He wanted to get food to help his blood sugar and then go to the shelter, but case managers informed him the ambulance was already on the way. When they arrived, they gathered information and informed case managers that his blood pressure was way too high and they had to take him into the hospital to stabilize. They were able to take his belongings as well. Case managers left a number with the paramedics so that the client and hospital could coordinate. Case managers found out that the client was transported to Anaheim Global Hospital. The following morning, the hospital called and asked that the client be picked up. Case managers were able to reserve a bed for the client and transported him to Salvation Army Lewis Shelter. He was extremely grateful to finally be in a stable place with a bed, meals, and a shower.

7/16/19: Anaheim case manager met with client and her dog on an APD call during the day. The client had her car towed with her belongings and was very distraught. Case managers calmed her and told her about what City Net can do for her and she decided to do an intake. During the intake she disclosed that before her car was towed, she was planning on reuniting with her husband and son in Joshua Tree. Case managers told her about relocation services. She told us she has a job lined up there as well as wanting to receive mental health and health services in Joshua Tree. She was very excited to be going but also very anxious about leaving her daughter. Her daughter thanked us for changing her mom's life. It was a tearful but happy goodbye. After her trip, she called case managers to assure that she made it to Joshua Tree and she was so appreciative and her dog is extremely happy there.

6/25/19: City Net case managers met seventy-five-year-old female homeless client at the Knott Ave. Church Inreach. Client reported sleeping in her son's car with her son, who was also homeless. She was employed with Walmart, but due to medical issues, her doctor did not clear her to work and she hadn't worked in 2 years. With only \$600 monthly in social security, client was unable to afford monthly rent and became homeless. Due to age and physical impairments, she expressed significant and persistent pain and discomfort from sleeping in the car, and she was interested in housing options. Case managers began working on a housing plan and scheduled a VI-SPDAT assessment. Simultaneously case



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managers began to explore options specific to her physical needs. When case managers were completing the VI-SPDAT, she stated that her son was moving to San Diego and leaving her on the streets without his car. She was panicked and worried that she would have to sleep on the streets but also was nervous about going into a shelter and the rules that came with it. However, case managers helped her understand that shelter was a better option than sleeping on the streets in her conditions. With her approval, case managers began searching for a shelter option and explored the options of Oasis, Safe Place, Bridges at Kraemer, La Mesa, and Salvation Army. She had previously lived in Anaheim and was cleared for ties through Anaheim Police Department. The day her son was scheduled to leave for San Diego, case managers were able to confirm a bed for her at La Mesa Shelter. Her son and her met at the shelter and case managers talked to staff about the client's needs and gave a warm hand-off. She was so grateful to not be sleeping on the streets and thanked us endlessly. Case managers continue to check in on the client and get updates on how she is adjusting to living in the shelter. She tells case managers that she has made friends and that the staff takes care of her. Case managers continue to work towards more permanent and stable living situations and will be assisting her in applying for the Anaheim Homeless Set Aside Voucher Program.

5/29/19: Client has been working with City Net case managers since April of 2019. She and her 4-year-old son were homeless and utilizing the motel voucher through the County when City Net first met them. The client was having a really hard time navigating her situation. Case Managers were able to come alongside her and assist in navigating her experience. Case Managers referred client to multiple family shelter programs, provided transportation for program interviews, and bridged her family in a motel. On 5/29 the client and her son were accepted and transported to One Step Ministries transitional program for families. At this facility, the client will also be able to have her teenage daughter, who normally lives with her father, accompany her on the weekends.

5/24/19: Client has been homeless for multiple years and was working with City Net on and off since 2017. She has been living in her van with her 3 pets in the city of Anaheim. City Net Case Managers filled out a voucher with client for the Anaheim Housing Authority. While working with the client she was able to find a room for rent to temporarily stay while awaiting the possibility of receiving a housing voucher. She was able to move in on 5/18/19. She is also working with Oasis, which is able to assist her with the rent. On 5/24/19 the client received her housing voucher and is actively working with City Net Housing Navigator to find an apartment.

5/8/19: Client came to Knott Ave Church inreach on Thursday 5/2 and met with City Net case managers. He was very interested in shelter. He had been living with his elderly mom to take care of her, until she moved to be with the client's sister in October 2018. He has been homeless and living in an abandoned building since. There were no beds available the first day case managers met him, but on 5/8 they were able to reserve the client a bed and transport him to Bridges. The client was incredibly appreciative.

4/18/19: Case Managers met a female client on 4/16/19 during the train track clearing between Cerritos and Ball. She wanted to go to a shelter with her boyfriend and asked to be notified when there were beds available at the same shelter. On 4/18/19 case managers were able to reserve beds for the couple at the La Mesa shelter. The client's boyfriend decided that he did not want to go to shelter, however this did not change the client's decision. Case Managers were able to transport her to La Mesa.



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4/11/19: Case Managers met homeless male client at the Knott Ave Christian Church inreach location. Client has been homeless for 4 months and had a desire to get into shelter so he could obtain a stable job. Case Managers performed an intake and were able to transport him to Salvation Army Lewis shelter directly after.

4/9/19: Female client has been living in her godmother's yard since August 2018. She contacted City Net and was interested in going to shelter. Case Managers met with the client on 4/9/19, performed an intake and were able to transport her to Salvation Army Lewis shelter that same evening. Before transporting the client, we were able to provide her with an ID Voucher because she lost her ID.

3/28/19: Client was initially engaged homeless in Anaheim in March 2018 during the NOC PST Census. City Net Case Managers met client in March 2019 during in-reach at Knott Ave Church. Client was there to access the food pantry. Client approached Case Managers and asked about services City Net offers and if shelter was available. Client was homeless for a month and was staying on the railroad tracks. Client was ready and excited to be able to get connected to shelter that day. Anaheim Police Department confirmed he had Anaheim ties and was able to get into Salvation Army shelter. He had what he needed with him and was transported that same day.

3/27/19: Anaheim outreach team met two parents and their two beautiful kids during night outreach. They were previously staying with family in Anaheim. Their family gave them a month to find work, but they were unable to find a job in time and their family kicked them out. The family ended up sleeping in their car outside of John Marshall Park since January. When City Net showed up the family was excited and hopeful to see staff. With the help of Anaheim Police Department, staff was able to confirm that the family had Anaheim ties. There was an opening for a family at the La Mesa shelter. After confirming with the shelter, the family would be able to go in at 7:30pm. The family was told they would be entering shelter, they would not be sleep in their car that night. The parents had tears in their eyes, happy and excited to get themselves and the children out of the car. Thanks to United Way, City Net was able to fuel the car for the family so they could drive to the shelter and have gas to do their job hunting the next day.

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



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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 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.