

Tracking coronavirus: homeless resources

- **What:**
 - Launch team of skilled professionals, Community Care Response Team, to bring added resources to sheltered and unsheltered homeless
 - Provide trailers and motel space for homeless individuals who are at-risk or sick with COVID-19, the illness caused by coronavirus
 - Add additional bed space to get homeless off the streets and into shelters
 - Ensure shelters are following best practices for possible cases of COVID-19
 - Work with county health for testing and vaccinations at shelters
- **Why:**
 - Slow the spread of coronavirus in the community and among homeless population
 - Prepare for and address cases among homeless or at shelters
 - Ensure those who are homeless on the streets or in Anaheim shelters have protective equipment and a safe place to go whether healthy or sick
 - Vaccinate low-income, at-risk individuals to move toward recovery
- **Cost:** estimated \$4 million, depending on changes to need and timeframe
- **Funding:** state homeless funding, federal aid

Homeless resources: ongoing efforts

Community Care Response Team

- **What:** pilot program to expand and enhance daily homeless outreach efforts in Anaheim and increase available COVID-19 information and resources
- **Operator:** City Net
- **Who:** teams of outreach workers, mental health clinicians, nurse practitioners and plain-clothes, private security; three teams working 14-hours, seven days a week
- **How:** distribute COVID-19 resources on testing, vaccines and prevention, as well as provide supplies such as hand sanitizer, face masks and face shields to protect homeless during pandemic; provide mental and physical health care services in the field, as well as transportation to shelters

Best practices

- **What:** Anaheim's two homeless shelters, the Anaheim Emergency Shelter operated by The Salvation Army, and the La Mesa Emergency Shelter operated by Illumination Foundation, have both taken measures to help reduce risk of coronavirus and provide testing and vaccinations onsite
- **How:** increased cleaning of doorknobs, railings, bathrooms and other frequently touched surfaces in the shelters; prohibiting nonessential visitors; limiting travel by shelter residents; adding sanitation stations and space for isolation and quarantine
- **Unsheltered homeless:** Anaheim's nonprofit partner City Net continues regular and coronavirus-related outreach to those not in our shelters; City Net is following best practices for sanitation and physical distancing for employees and clients, including testing and vaccinations
- **Cases:** as cases of COVID-19 increased in the general population, there were some cases among staff and residents at our shelters; there have been no major issues and shelter operators continue to work with OC Health to monitor, contact trace, increase access to testing and vaccines, and follow public health best practices

Homeless resources: past efforts

Trailers

- Trailers: 39 camper trailers provided by state of California
- When: first trailers arrived April 7, 2020, final trailers arrived April 10, 2020
- Original locations:
 - 28 at Anaheim Emergency Shelter for isolation or quarantine if needed
 - 5 at motel identified for use by city of Anaheim for additional isolation or quarantine if needed
 - 3 at Anaheim Convention Center for staging, to be moved where needed for isolation or quarantine
 - 2 at La Mesa Emergency Shelter for isolation or quarantine if needed
 - 1 at Anaheim Emergency Operations Center
- Current locations:
 - 28 at Anaheim Emergency Shelter for isolation or quarantine
 - 5 for use by city of Anaheim for additional isolation or quarantine
 - 1 at Anaheim Super POD vaccination center near Disneyland Resort
 - 1 at Anaheim Emergency Operations Center
 - 4 donated to northern California city for emergency use related to wildfires
- Trailers value: more than \$1 million, provided to city at no cost
- Trailer operation cost: estimated \$1 million for services provided, utilities and added security, could vary based on use
- Operators: Salvation Army, Illumination Foundation, City Net
- Future use: As of early 2021, city has decommissioned some trailers, sent others to different cities, and will keep remaining to use for future needs, even beyond addressing homelessness



Motel

- **What:** city rented out 60-room Anaheim motel to be used for sick or at-risk homeless from shelters who need to be isolated or quarantined
- **First residents:** April 3, 2020
- **Closed:** June 2020
- **Motel cost:** estimated \$555,000 for motel rooms plus operator/service provider contract
- **Service provider/operator:** City Net
- **Onsite security:** provided by City Net, plus onsite manager
- **Time frame:** city rented entire motel April and May, reduced to only renting occupied rooms in June
- **Additional space:** both Anaheim Emergency Shelter and La Mesa Emergency Shelter have identified other spaces on site and off site for quarantine or isolation if needed beyond trailers and motel space

Salvation Army Interim Shelter

- **Temporary shelter beds:** 49 temporary shelter beds for homeless women
- **Opened:** April 15, 2020
- **Closed:** June 1, 2020
- **Where:** The Salvation Army Thrift Store Anaheim, 1100 N. La Palma Parkway



- **Why:** to offer additional shelter beds before opening of Anaheim Emergency Shelter 101-bed expansion
- **Operator:** The Salvation Army
- **How:**
 - Cots placed in now-empty store warehouse, at least six feet apart
 - Temporary restroom and shower trailers added onsite
- **Cost:** \$400,000 for operation contract, shower/bathroom rental, security and utilities
- **Security:** city contract with Lyons Security Services for onsite security