



Homeless Services Dashboard Report December 2019



Outreach and Engagement Dashboard

	Outreach Contacts ¹	Outreach Line Calls	Client Engagement ²	Street Exits ³
DEC 2019	40	8	8	3
TOTAL	40	8	8	3

- Notes:
- Results for December 2019 reflect a partial outreach month given the beginning contract date
 - Two clients we engaged in December 2019 were existing clients we had engaged and connected to shelter in other Orange County cities. These street exits are not reflected in the numbers above.
 - Prior to December 2019, City Net engaged and sheltered 6 additional clients with San Clemente ties in other Orange County cities. These street exits are not reflected in the numbers above.
 - Prior to December 2019, City Net received 17 Outreach Line calls from San Clemente and referred those calls to local resources. These calls are not reflected in the numbers above.

Street Outreach Locations

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)	Location(s)
12/9/19	Engagement, Outreach contact	Boca de la Playa/Calle Deshecha, Agua Nueva/Avenida Pico
12/11/19	Engagement, Outreach contact	Avenida Pico/Avenida Vista Hermosa
12/12/19	Engagement, Outreach contact	Boca de la Playa/E. Avenida Pico, Hotel Miramar, Avenida Pico/Avenida Vista Hermosa
12/17/19	Engagement, Outreach contact	North Beach
12/19/19	Engagement, Outreach contact	Avenida Estacion/El Camino Real, Avenida Presidio, North Beach, Estacion/San Clemente, Avenida Pico/Avenida La Pata

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

12/17/19: City Net case managers engaged homeless male client in San Clemente. City Net provided transportation to client from the encampment to a hotel nearby, along with all his belongings. After unloading all of the clients'

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.

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.



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belongings, City Net scheduled an appointment to transport him to San Clemente DMV. Upon our arrival at San Clemente DMV, City Net provided an ID voucher and transported the client back to his hotel. Within the following days, during San Clemente outreach, the San Clemente case managers followed up with the client and completed the housing assessment and gave the client a homeless disability form. We continue to work with the client on more permanent housing options.

Non-Contract Related Community Engagement Activities

City Net staff regularly participates in non-contract related community engagement activities as well as leadership appointments to collaborative homeless services task forces, policy boards and implementation councils. While not directly funded by the contract, these activities benefit city efforts because they help build relationships with stakeholders across the region and to build capacity for future collaborative efforts. Key activities in the past month include:

- 12/3/19: OC Care Coordination South Service Planning Area (SPA) Meeting. Quarterly meeting where OC Office of Care Coordination provided updates on homeless initiatives and programs affecting the central SPA.
- 12/5/19: Clarity/Bit Focus/OC Care Coordination Meeting. Orange County Office of Care Coordination arranged this meeting as part of the county's data integration initiative, which would consolidate all data regarding homelessness across stakeholders across the county. City Net participated because the county is considering us to pilot street outreach and engagement data collection, shelter referrals, and integration with the Continuum of Care (CoC).
- 12/3/19 (also 12/10, 12/17): Coordinated Entry System (CES) weekly Housing Placement Match Meetings— individuals and families. City Net participates in a pair of county-wide meetings (back to back; one for individuals and one for families) 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 across the County who are eligible to be matched.
- 12/5/19: Orange County's Homeless Provider Forum. City Net participates in this monthly meeting of the Orange County CoC to collaborate with homeless service providers across the county.
- 12/5/19: HUD VASH Housing Navigation meeting with OCHCA. City Net staff meet with Health Care Agency to assist homeless Veterans to attain permanent housing through housing navigation.
- 12/11/19: CoC Executive Directors' Meeting. Orange County Office of Care Coordination convened this periodic meeting of the Executive Directors of homeless service nonprofit organizations in the county. Meetings cover collaboration, best practices, common challenges and linkages with county agencies to improve service delivery across the region.
- 12/17/19: Case Manager Training: Resolving Concerns. City Net case managers participated in an in-service training regarding resolving client concerns in effective and productive manners. This training is one in a series of ongoing trainings to build skills and knowledge to increase effectiveness of service provision.
- 12/18/19: City Net meeting with Jamboree Housing. City Net staff met with Jamboree leadership to network and discuss ideas about how City Net can support current and future permanent supportive housing developments in the county.
- 12/19/19: Clarity/Bit Focus demo. City Net participated in product demo to explore data solutions for street outreach and engagement data collection, shelter referrals, and integration with HMIS/the CoC. The OC Office of Care Coordination also participated in this meeting as part of the county's data integration initiative.
- 12/19/19: Director of Care Coordination Farewell Reception. City Net staff attended reception for outgoing Director of Care Coordination Susan Price to network with key stakeholders and express gratitude for Director Price's leadership of the CoC.



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- 12/20/19: FCES Training. City Net participated in a training with Families Forward for the revised policies to enter homeless families into the county-wide Family Coordinated Entry System (FCES).
- 12/21/19: Homeless Persons Interfaith Memorial Service. City Net staff participated in services to remember and honor the homeless neighbors who passed away unsheltered on the streets of Orange County in 2019.

City Net Data Policy

The information City Net collects about individuals and families who access our services is confidentially stored in a local electronic database called the Homeless Management Information System (HMIS). HMIS securely records information (data) about people accessing housing and homeless services, which may include but is not limited to names and contact information, birthdates, demographic information, self-reported medical information, veteran status, disability status, etc. Under the HMIS Data-Sharing Agreement, the individual client data of those who consent to have their information stored in HMIS is only viewable by qualified staff at each participating agency. In order to participate in HMIS, leaders at each agency must sign an Agency Agreement that includes a commitment to protecting client data and maintaining confidentiality, and agency staff must pass multiple trainings that each go over the importance of client privacy.

City Net is accountable to our HMIS Data-Sharing partners, to the local County, to our local Continuum of Care, and to the Department of Housing and Urban Development (HUD) to maintain the privacy and security of the confidential personal information we collect about our clients and their families. Aside from these legal and funding-related obligations, we also believe we have an ethical responsibility to our clients to not share their personal data in ways to which they've not agreed. To ensure City Net's commitment to excellent data collection, privacy and security, analysis and reporting practices, City Net does not authorize external agencies to complete these functions on our behalf except in very limited circumstances and only with prior written approval and with City Net's full participation in all data reporting and analysis. This is so that City Net can responsibly provide context and analysis for the data City Net collects within collaborative efforts to coordinate the most effective services for our homeless neighbors, better understand homelessness in our community, assess the types of resources needed in our local area, and participate in generating aggregate statistical reports to HUD, which help to improve policy and bring adequate funding of services for the most vulnerable populations in our community, and so City Net can assure its ethical and legal responsibilities to homeless neighbors to not share their data in ways to which they have not agreed.



Street Exit Destination Report

	HUD HMIS Exit	HMIS Code	Type	Exits
Homeless Shelters	Place not meant for habitation	16	Temporary	0
	Emergency shelter, including hotel or motel paid for with emergency shelter voucher	1	Temporary	0
	Safe Haven	18	Temporary	0
	Transitional Housing for homeless persons (including homeless youth)	2	Temporary	0
Sheltered Temporary Situations	Hotel or motel paid for without emergency shelter voucher	14	Temporary	3
	Residential project or halfway house with no homeless criteria	29	Temporary	0
	Staying or living with family, temporary tenure (room, apartment, or house)	12	Temporary	0
	Staying or living with friends, temporary tenure (room, apartment, or house)	13	Temporary	0
Institutional Situations	Psychiatric hospital or other psychiatric facility	4	Temporary	0
	Substance abuse treatment facility or detox center	5	Temporary	0
	Hospital or other residential non-psychiatric medical facility	6	Temporary	0
	Jail, prison, or juvenile detention facility	7	Temporary	0
	Foster care home or foster care group home	15	Temporary	0
	Long-term care facility or nursing home	25	Permanent	0
Continuum PH	Rental by client, with RRH or equivalent subsidy	31	Permanent	0
	Permanent housing (other than RRH) for formerly homeless persons	3	Permanent	0
Rent/Own with Subsidy	Rental by client, with GPD TIP housing subsidy	28	Permanent	0
	Rental by client, with VASH housing subsidy	19	Permanent	0
	Rental by client, with other ongoing housing subsidy	20	Permanent	0
	Owned by client, with ongoing housing subsidy	21	Permanent	0
Rent/Own no Subsidy	Rental by client, no ongoing housing subsidy	10	Permanent	0
	Owned by client, no ongoing housing subsidy	11	Permanent	0
Other Perm	Staying or living with family, permanent tenure	22	Permanent	0
	Staying or living with friends, permanent tenure	23	Permanent	0
Other	Deceased	24	Other	0
			TOTAL	3