



Homeless Services Dashboard Report January 2020



Outreach and Engagement Dashboard

	Outreach Contacts ¹	Outreach Line Calls	Client Engagement ²	Street Exits ³
Dec 2019	40	8	8	3
Jan 2020	97	2	10	1
TOTAL	137	10		4

Notes:

- 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)
1/2/20	Engagement, Outreach contact	North Beach (Ave Estacion & Camino Real)
1/7/20	Engagement, Outreach contact	San Mateo Campground (Cristianitos Rd & El Camino Real), Albertsons (Avenida Pico & Avenida Presidio), Walmart (Avenida Pico & Av. La Pata), FAM (Avenida Pico & Av La Pata), Hotel Miramar (Avenida San Pablo & El Camino Real), North Beach
1/9/20	Engagement, Outreach contact	North Beach (Ave Estacion & El Camino Real), San Mateo campground (Cristianitos Rd & El Camino Real)
1/14/20	Engagement, Outreach contact	El Camino Real and Avenida Magdalena, San Juan and El Camino Real, Avienda and San Gabriel, Barcelona and El Camino Real
1/15/20	Engagement, Outreach contact	Trade Winds Motel

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. Street exits may also reflect duplicated numbers as individuals may enter, then exit, then reenter shelter/housing multiple times during the reporting period, and HUD guidelines require that City Net count these as multiple street exits even when referring to a single individual.



Date	Client Activity(ies)	Location(s)
1/16/20	Engagement, Outreach contact	El Camino Real & Cadiz, El Camino Real & Avenida Mendocino
1/21/20	Engagement, Outreach contact	Starbucks (Main St & W Rincon St), FAM (Calle Negocio & Calle Trepadora), San Mateo Campground
1/22/20	Engagement, Outreach contact	San Mateo Campground
1/23/20	Engagement, Outreach contact	North Beach (Pico & Deshecha), Calle Amanecer & Calle Cordillera, Calle Negocio & Calle Trepadora, San Mateo Campground (Cristianitos & El Camino Real), San Clemente City Hall (Calle Negocio & Calle Amanecer), FAM (El Camino Real & Avenida Palizada), Ralphs (El Camino Real & Cadiz)
1/28/20	Engagement, Outreach contact	San Mateo Campground (Cristianitos & El Camino Real) FAM (Calle Negocio & Calle Trepadora), Suds & Duds Laundromat (El Camino Real and El Portal)
1/29/20	Engagement, Outreach contact	North Beach (El Camino Real & Avenida Estacion), North Beach (Avenida Pico & El Camino Real), Behind the gas station (Cadiz & El Camino Real)
1/30/20	Engagement, Outreach contact	North Beach (El Camino Real & Avenida Estacion), El Camino Real & Junipero, San Mateo Campground (Cristianitos & El Camino Real)

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

1/23/19: For the past few weeks City Net’s case managers have been actively working with homeless female client and her family. Several agencies are working collaboratively to connect client to resources, including FAM Gilchrist House Transitional Shelter, Casa Teresa, Mercy House, Families Forward and City Net. Client recently got hired at a local job and has been submitting applications for different departments in San Clemente. City Net bridged client on January 23 while working with client on long-term housing solutions in an apartment.

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’ 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 Community Engagement Activity Highlights

City Net staff regularly participate 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 contract, these activities benefit city efforts because they build relationships with stakeholders across the region and build capacity for current and future collaborative efforts.

In January, City Net was awarded the 2020 Platinum GuideStar Nonprofit Profile Seal of Transparency, the highest level of recognition offered by GuideStar, the world’s largest source of nonprofit information. The GuideStar database has 1.8 million non-profits registered, but only 10,254 organizations (0.5%) have earned the Platinum Level Seal of Transparency.



City Net

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This certification acknowledges City Net's enormous institutional efforts to create rock-solid operational, administrative, communications and financial systems and procedures.

The GuideStar database contains a profile for every tax-exempt nonprofit registered with the IRS, providing information to more than 8 million people who visit GuideStar each year. The organizational profiles, including metrics of evaluation, effectiveness and transparency, provide GuideStar's immense online audience-- which includes funders, grant-makers, government officials, collaborating nonprofit organizations and the media—with objective tools to research and evaluate nonprofit performance.

To reach the Platinum level, City Net provided extensive information to GuideStar: contact and organizational information, in-depth financial information, qualitative information about goals, strategies, and capabilities, and quantitative information about results and progress toward accomplishing our mission. By creating an excellent organizational infrastructure, and by publicly sharing extensive information about our goals, objectives and outcomes, City Net has demonstrated its commitment to transparency and to giving funders and community stakeholders meaningful data to evaluate our organization.

The GuideStar Platinum Seal, acknowledged as the highest seal of transparency in the nonprofit sector, will be linked to our profile in the GuideStar database, and will be proudly displayed on our website and communications.



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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	4
	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	4