



Homeless Services Dashboard Report March 2020



Outreach and Engagement Dashboard

	Outreach Contacts ¹	Outreach Line Calls	Street Exits ²
Dec 2019	40	8	3
Jan 2020	97	2	1
Feb 2020	102	14	6
Mar 2020	226	6	1
TOTAL	239	30	11

Clients currently engaged in Case Management³: 30

Street Outreach Locations (partial list)

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	Location(s)
3/4/20	San Clemente Senior Center (117 Ave Victoria), Camino de Los Mares & 5 Freeway
3/5/20	North Beach (Calle Desecha & Avenida Estacion), 610 Camino de Los Mares, Ave Pico & Calle de los Molinos, Oceana Hotel (Avenida Algodon & El Camino Real), El Camino Real and Ave Cadiz
3/10/20	North Beach (Calle Deshecha & El Camino Real), Bloom Irish Pub (El Camino Real & Ave Mendocino), Jack in the box (2398 S El Camino Real)
3/11/20	Miramar Hotel (El Camino Real & Ave San Gabriel), Oceana Hotel (Avenida Algodon & El Camino Real)
3/12/20	Senior Center, Carl's Jr (El Camino Real & Cristianitos Rd)
3/17/20	Senior Center, Avenida Granada & El Camino Real, Tamarindo Restaurant (Del Mar & El Camino Real)
3/18/20	Senior Center, El Camino Real & Calle Cabrillo, Tamarindo Restaurant (Del Mar & El Camino Real)
3/19/20	Avenida Victoria & Avenida Del Mar, Avenida del Mar & Ola Vista, Calle Deshecha & Avenida Estacion, Mateo & El Camino Real, Tamarindo Restaurant (Avenida Del Mar & El Camino Real), Oceana Hotel (Avenida Algodon & El Camino Real)

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 **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.

³ **Client Engagement** reflects the current number of homeless neighbors who are voluntarily engaged in a formal, written case management relationship with City Net. Clients sign permission to allow City Net case managers to work with them 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.



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Date	Location(s)
3/24/20	Calle Deshecha & Avenida Pico, Avenida Palizada & El Camino Real, Avenida Barcelona & El Camino Real, Senior Center (Avenida Victoria & El Camino Real), El Camino Real and Ave San Gabriel
3/25/20	North Beach (El Camino Real), Senior Center, Avenida Pico & El Camino Real, El Camino Real & Avenida San Gabriel, Avenida Del Mar & Coronado,
3/26/20	The Inn at Calafia Beach (El Camino Real and Ave San Gabriel), Avenida Del Mar & Calle Seville, El Camino Real & Avenida Del Mar, FAM (Calle Negocio & Calle Trepadora)
3/31/20	El Camino Real & Avenida Estacion, Calle Deshecha & Avenida Estacion, Avenida Victoria & Coronado Lane, El Camino Real & Avenida Barcelona, Avenida Pico & Calle Deshecha, El Camino Real and Ave San Gabriel, Oceana Hotel (El Camino Real and Avenida Algodon), Senior Center, San Clemente Library (Ole Vista & Avenida Del Mar)

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

4/3/20: City Net case managers were referred by San Clemente Police Deputy to engage a homeless disabled male client on North Beach. Case managers found client and began discussion regarding what services they could provide. Case managers called FAM, and the agencies collaborated on a plan. Client mentioned that he had relatives out of state, and he was willing to relocate. City Net contacted his relatives to ensure he would have a place to stay and wasn't facing any legal issues, while FAM paid for bridge housing in a motel and started helping with some of his health issues. On 4/3/20, FAM purchased a Greyhound ticket for client to relocate out of state.

2/26/20: During outreach, case managers engaged client who was staying at North Beach. Client seemed hesitant at first when offered to explore resources but said he would think about it. Over the next few weeks, the case managers engaged the client at North Beach and completed his paperwork. After working together with City Net case managers for a few months, client found housing in Newport Beach with a friend.

2/17/20: FAM referred City Net case managers to two female clients who are wanting to relocate out of state with family. City Net met and transported the two clients to FAM so they can enroll in FAM's relocation program. FAM bridged them for a few days at a motel, while City Net case managers met with clients and completed their paperwork. City Net paid for the clients' motel for one night and transported clients to car dealership where the clients' car was being fixed and paid for by FAM. The mechanic advised that the car wouldn't be good for driving on a long trip. FAM and City Net collaborated on a plan. FAM purchased a Greyhound ticket out of state for the clients. City Net transported clients to FAM for food and FAM bridged them for another night at motel. City Net transported clients to Santa Ana so they could take the bus trip home. The two females were finally reunited with their family after a long time away from home.

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



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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.



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	1
	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	5
	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	1
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	3
	Staying or living with friends, permanent tenure	23	Permanent	1
Other	Deceased	24	Other	0
TOTAL				11