



City Net



Anaheim Homeless Services Monthly Dashboard Report—August 2020

Street Outreach and Engagement Results¹

	Outreach Contacts ²	Outreach Line Calls	Street Exit Goal	Street Exit Actual ³
2014			140	254
2015			120	196
2016			120	238
2017			120	246
2018	1,478		120	627
Jan-Mar 2019	959		30	258
April-June 2019	1,139	1,926	30	165
July-Sep 2019	1,121	2,249	30	303
Oct-Dec 2019	1,159	2,101	30	306
Jan-Mar 2020	1,160	2,108	30	212
April-June 2020	1,302	1,393	30	237
July 2020	417	404	30	142
Aug 2020	504	431	30	89
TOTAL	9,239	10,612	860	3,273

Clients currently engaged in Case Management⁴: 164

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.

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 **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.

⁴ **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.



City Net



Anaheim Homeless Services Monthly Dashboard Report—August 2020

- 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 collaborative 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.
- 2019 street exits were also aided by the opening of the Salvation Army emergency shelter on Lewis.
- Winter/Spring 2020 street exits were increased through the city's implementation of 100 additional shelter bed at the Salvation Army emergency shelter as well as additional beds added in response to the COVID-19 pandemic.

Recent Outreach and Engagement Highlights (most recent on top)

8/28/20: Homeless male client referred to City Net by Magnolia Baptist Church. Client had been referred to the church by Congressman Lou Correa. Client was facing homelessness after job loss, so we engaged client and began to work through shelter/housing options. He was interested in shared living, so we recommended a few rooms for rent and by the end of the following week client and a friend moved into shared housing.

8/28/20: City Net engaged homeless male in January 2017. He signed up for services shortly after and has been in and out of shelter since. The last time he exited shelter we decided to really focus on getting him off the streets and into housing. Even though he had been staying in parks, he was always on time to meetings and great with completing the paperwork we needed. He mentioned wanting to live at Tyrol Plaza, so once they were accepting applications, I helped him apply. He was contacted by Tyrol Plaza shortly after applying and was asked to fill out a few more forms. The whole process took a few months but on 8/28 the client moved into his own unit at Tyrol Plaza.

7/15/20: City Net outreach team engaged homeless male client during outreach in Stanton. He is elderly and has been homeless for more than 5 years on the Santa Ana River Trail, the streets of Anaheim and Stanton. On July 15, he decided to accept shelter and go to Salvation Army in Anaheim after spending the last four months in a tent. He was transported by the CCMs with his belongings to the shelter.

7/8/20: City Net engaged homeless male client originally in December 2014 at the Fullerton Armory during street outreach. Client is chronically homeless, and over the years we would engage him with offers for services both in Anaheim and in other surrounding cities. At one time he was living homeless in Santa Ana, and our Santa Ana team was able to enter him into the Santa Ana Armory for a time. We reengaged client in Anaheim in July 2020 in Anaheim and he was eager for shelter. We made referral and arranged transport into Salvation Army AES shelter.

6/19/20: City Net responded to APD call to engage homeless female who has been homeless for over 8 years, some of that time on the riverbed, La Palma Park, the Civic Center in Santa Ana and the Courtyard, among other shelter placements. We engaged client and her adult son. He asked for no services, but she was interested in services. She really wanted to change her situation. We talked about her options. She said she really wished she could relocate to live with family out of state. We called family and they were eager to receive client. We put her in a hotel for the night so she can clean up and be ready for the long trip. We arranged transport to bus station and arranged for bus fare for the trip.

6/17/20: City Net first met homeless male a year ago when he was living in his car. At that time, City Net referred him into shelter but client did not think the shelter life was best suited for him, so he decided to work things out on his own. About



City Net



Anaheim Homeless Services Monthly Dashboard Report—August 2020

a year later, client reached out to City Net again for assistance. This time he was ready for housing but just needed a little assistance with finding and securing a place. He was hoping to get his own place soon so that his daughter can start living with him. City Net case managers connected client with the housing team and from there we found him an apartment a month later. Client is now housed and all moved into his new apartment! He is excited to start his new journey and welcome his daughter into their new home.

5/27/20: Male client has been homeless for about 5 years. He had surgery and was in recuperative care because of it. After recovery, he needed a shelter bed. We reviewed his options and referred him into La Mesa. He is so excited to have the opportunity to work with an employment counselor, and housing navigator. He said he is ready to work and get back on his feet.

5/26/20: City Net case managers had been working with homeless male since March 2018. He has reached out many times in the past for help and City Net case managers have assisted him into shelter. After being in and out of multiple shelters like Bridges, La Mesa and Salvation Army, City Net staff began to investigate alternatives as shelter placements were not working for client long-term. Case managers engaged about his barriers to housing, including addiction. Client expressed frustration that his addictions led to significant losses in his life and desire for change. Case managers encouraged client and reserved a bed for him at the Roque Center Detox where he stayed for 10 days. After his 10 days, he was placed into La Mesa shelter where he will wait until he finds housing.

4/21/20: City Net met homeless female during our Knott Ave Inreach. She was homeless due to family breakdown and was unable to get on her feet. We referred and entered her into the Salvation Army AES and she is extremely grateful for the opportunity to grow and save money so she can pursue housing and work opportunities.

4/10/20: City Net has engaged homeless male client for a few months but lost contact with him when he changed phone numbers. The client reached out to City Net again and was hoping to get into shelter to be safe during COVID 19. City Net reconnected with him and arranged a bed at the La Mesa shelter. The client is now in a safer and healthier environment during quarantine.

3/31/20: The client has worked with City Net for a couple of years and has been homeless on and off for 20+ years. City Net case manager was able to get to know the client, who is a very thoughtful individual under his tough exterior; he shared lots of very sad and funny stories. He expressed to case managers at our inreach that he also wanted help with his addiction problem. Case managers were able to get him into the Roque Detox facility for 8 days and when he was released secured a bed at La Mesa shelter where he will stay and start his sober journey to housing and a new life.

3/25/20: City Net met the client during inreach. The client expressed that he is looking for shelter and has been homeless for about 2 years after losing his job. The client disclosed that he used to own a company and at one point was very successful but eventually his business failed, he lost everything and became homeless. The client originally come from out of the country and lived in Fullerton when he had his business. City Net was able to reserve him a bed at Bridges and he is now adjusting and hoping to stabilize himself so he can get into a more permanent housing situation.

2/24/20: City Net has been working with male client since July of 2019 after meeting him in Walnut Grove Park for an Inreach. After losing contact with him despite attempts to reach out, he happened to show up to the same Walnut Grove



City Net



Anaheim Homeless Services Monthly Dashboard Report—August 2020

Inreach just in time to grab the last male bed available for the day. We successfully transported him to a shelter where he can get back on his feet. He was extremely grateful for City Net's assistance and looks forward to keeping up with his medical and mental health needs.

2/17/20: City Net met the client back in September and we've been working with client and child ever since. City Net was able to do a housing assessment with her and after many months, she and her son were matched to a housing voucher. She was matched to a Rapid Re Housing voucher and is now waiting for her next steps for long-term placement.

1/30/20: Our team met the client and her family on the week of January 27th. The family had just become homeless after being evicted from the room they were subletting in Anaheim. The client and her husband were in an extremely tricky situation because of the client's declining health conditions and her bed-ridden state. The collaborating agencies involved were able to assist the family by placing the client into a recuperative care facility through the Illumination Foundation. The family was sad to separate, but with their six-year old daughter to consider, they made the sacrifice and had the client's husband and daughter go to Murphy House, also run by Illumination Foundation. This home is close to the daughter's school and will offer stability for her, while allowing the client's husband to visit her while she gets better and look for work to support his family.

1/14/20: Our team met the client back in December before the holidays. The client, at 60 years old, was experiencing a significant amount of pain from being out on the streets for several years. After trying for several weeks to get a lower female bed for the client, case managers got ahold of her friend up in Sacramento. After speaking with the client's friend, case managers learned that he would be happy to take his friend in and support her. Our team, with the help of others, were able to provide the client with a bus ticket from Anaheim to Sacramento and see her on her way. A few days after arriving, the client informed us that she got to her destination safely, and is enjoying staying with her friend, especially because her son lives in a nearby town as well. She is still doing well and working on reconnecting with her family now that she is stable.

12/30/19: Responded to a call from the Anaheim Police Department and encountered the gentleman outside of Starbucks. The Anaheim case managers transported the client to La Mesa along with his belongings and street exited the client.

12/3/19: Client has been connected to City Net since the Riverbed, where he lived alongside his brother. He is a long-time homeless resident that has always had trouble with drugs and the law. At one point back in 2018 we placed him in a sober living home for a few months while he was working on his sobriety and taking care of some legal issues. Unfortunately, his legal issues ended up becoming something he had to take care of with jail time, but when he was released recently he called me right away to let me know he was sober and ready to embark on a journey to a new start. I set him up an appointment to meet with me at our Walnut Grove inreach. He met me the following Monday to do his intake and get a bed at the Salvation Army shelter, where he was reconnected with his brother once again. He recently contacted me to say thank you very much for not giving up on him, for the opportunity to get back on his feet, and also to let me know he is still sober and currently working full time for a private construction company.