



DATE: January 20, 2021

TO: Greg Humora, City Manager

FROM: Ray Sweeney, Chief of Police

SUBJECT: HOME Program 2021 4th Quarter Report

The Homeless Outreach and Mobile Engagement (HOME) Team continues to interact with and serve those experiencing homelessness in La Mesa. As part of their continued efforts, the HOME team tracks interactions and services provided in a quarterly report. The report depicts the total number of clients served, the number of calls for service handled, demographics, and a narrative that shares recent successes, partnerships, and community engagement. Thank you for the continued support for this program as we continue to assist those experiencing homelessness.



**City of La Mesa
Homeless Outreach &
Mobile Engagement (HOME) Program**

Quarterly Report: October-December 2021

HOME Program Overview

The Homeless Outreach and Mobile Engagement (HOME) is an initiative of the City of La Mesa and the La Mesa Police Department (LMPD). The program was officially relaunched on November 1, 2021 and provides a **housing-first** and **trauma-informed** approach to addressing homelessness in La Mesa. HOME utilizes **progressive engagement** and **harm reduction** to assist individuals who are unable to access homeless services on their own. The relaunching of the program under city management has allowed the HOME Team to incorporate the lessons learned over the last year into the program and re-establish expectations and service parameters with clients. This report breaks down the HOME efforts and successes during the fourth quarter of fiscal year 2021.

Since the beginning of the quarter, the HOME program outreach specialists have:

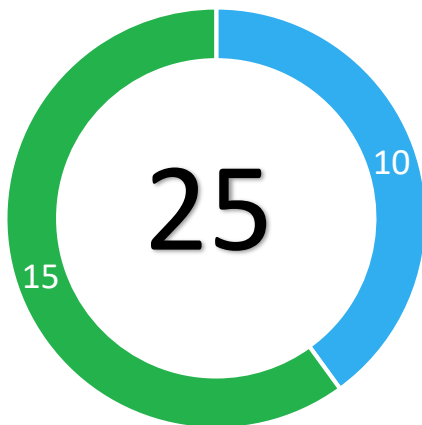
- Contacted 59 total individuals experiencing homelessness and newly enrolled 10 adults and 0 children. 15 of the individuals contacted this quarter were connected to a temporary or permanent home.
- Responded to 81 service calls routed through LMPD dispatch, through the hotline or the city email, most of which would have been addressed by city emergency response services and law enforcement.
- Prioritized the most vulnerable individuals in the City of La Mesa, including individuals with heightened risk of complications due to COVID-19, households with children, and individuals facing chronic homelessness.

Total Number of Clients Served from City of La Mesa

HOME program staff operate out of LMPD headquarters in downtown La Mesa and respond to non-emergency calls for service related to homelessness that are generated through police dispatch. Each of these calls is first attended by a HOME outreach specialist; PD or PERT officers are only requested for rare cases involving legal or safety concerns.

Total Number of Clients Served

■ New Clients in Quarter ■ Continuing Clients



Instances of
Service

237



Calls for
Service

81

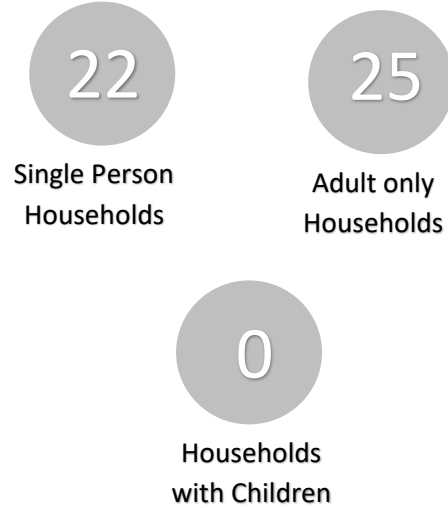
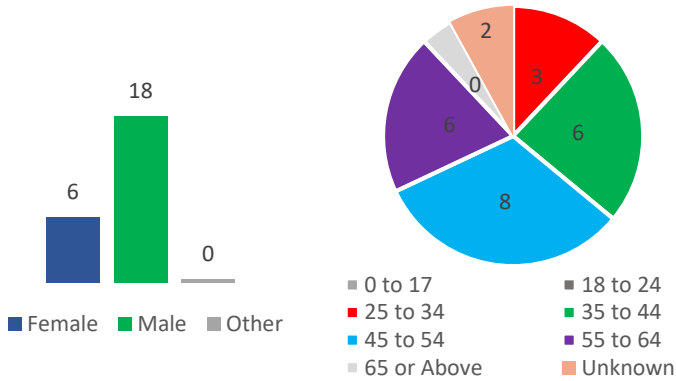


Calls with LMPD Assistance
or PERT Assistance

Officer Assistance: 0
PERT Assistance: 0

Client Demographics and Household Composition

Total Clients Served Demographics



Chronically Homeless

72%

Housing Outcomes



Sixteen people from **fourteen households** left the HOME program to a temporary or permanent placement during the previous quarter.



Four households exited to **temporary housing**, defined as an emergency shelter, transitional housing, or other location that provides housing/shelter without tenure.








Eleven households (twelve people) exited to **permanent housing**, defined as a leased unit meeting United States Department of Housing and Urban Development (HUD) occupancy standards with or without supportive services, such as mental health counseling.

Client Services

The HOME Team continues to excel in connecting people to a variety of existing services within the community. Some of these services include ongoing mental health treatment through East County Mental Health (ECMH) or Jane Westin Wellness & Recovery. The HOME Team was able to connect 3 people with ECMH for assessment and enrollment this quarter, and the possibility of enrolling and receiving mental health care is discussed with current and potential clients on a regular basis. Other services include assistance with acquiring identifying documentation. All long-term housing opportunities require identifying documents such as CA ID, Social Security Card, and/or Birth Certificate. The HOME Team is able to provide vouchers for free documents to individuals enrolled in the program. While short-term shelter and transitional housing options are scarce for individuals in La Mesa, East County Transitional Living Center and La Posada (for men only) continue to be great partners for the HOME Team and individuals experiencing homelessness in La Mesa. The Family Resource Center closest to La Mesa closed permanently during the month of December. However, the HOME Team has made connections with the staff at the Lemon Grove Family Resource Center where homeless individuals can receive assistance with obtaining medical insurance (Medi-Cal) and nutritional assistance (EBT). One of the most important services provided by HOME is transportation to necessary appointments and meetings related to housing and ongoing care.

During this quarter, HOME staff has provided some form of financial and/or basic-needs assistance to all enrolled clients with the dual objective of 1) moving them toward a housing outcome 2) keeping them safe during the COVID-19 pandemic. These objectives have not changed throughout this quarter.

	<p>All clients received COVID-19-related services, including updates related to local public-health guidelines, vaccine information, hygiene supplies, and personal protective equipment (PPE), such as face masks and hand sanitizer.</p>
	<p>All clients received food, water, or other nutrition services, with approximately 25 prioritized for on-going meal support.</p>
	<p>HOME program staff distributed \$1,071.40 in direct financial assistance, including vehicle repair, storage costs, and funds used to secure new rental units.</p>
	<p>Zero Clients received accommodation in a motel, designed to provide short-term, bridge shelter for those with a concrete housing plan.</p>
	<p>HOME program staff arranged 84 rides to apartment viewings, shelter stays, program intake interviews, and other critical appointments via ridesharing service.</p>

Narrative

Calls for Service:

- HOME Team responded to 81 calls for service during the quarter. This is a decrease from 134 during the last quarter. Some of this decrease is due to the program's transition from PATH to City of La Mesa. During this transition, the HOME Team was connected to the dispatch of the La Mesa Police Department via radio communication. With this connection in place, there has been an adjustment period regarding the amount and types of calls that HOME is responding to. Ultimately, the benefit can and will be seen in the increase in safety for the HOME Team and clients. This system will also ease the communication between the LMPD officers, dispatch personnel, and HOME Team members, which has already drastically decreased the response time for HOME Team arrival.

Hotel Utilization:

- The HOME Team has found that motel funding is most effectively and efficiently utilized in the form of bridge housing for clients who are willing to engage in program services and have an anticipated move-out date for permanent housing. This structure allows HOME to plan around a specific move-out date rather than putting someone in a motel room for an undisclosed amount of time. The HOME Team also utilizes bridge housing for clients who have been approved and matched to housing that cannot be accessed until a future date due to barriers including lease start dates, construction of housing units, and appointment requirements. By placing clients who fall into this category in a motel, the HOME team is better able to support clients in attending necessary appointments, collecting documentation, and communicating with their housing provider. Being in a motel also allows clients to have consistent access to communication and a level of safety that is just not possible for someone who is living on the street. The City of La Mesa is currently in the process of securing an ongoing contract with a local hotel.

Client success stories:

- One of the success stories for this quarter includes a person who the HOME Team met at Collier Park. This individual was a Senior Citizen who was living in their van. This person was living with a chronic health condition that made them especially susceptible to COVID-19 complications. Additionally, their physical health was deteriorating to the point that living in their van was becoming untenable. After being matched to a Permanent Supportive Housing unit, this person worked diligently with the HOME Team to collect all necessary medical and identifying documentation. The HOME Team then attended all necessary appointments with this client to provide support and advocacy on their behalf. This person was ultimately able to move into their brand-new studio apartment on 11/30/21. While at this studio, this person will have consistent on-site access to supportive services such as mental and physical health care. While living at this studio, the person will pay 30% of their fixed income towards rent, and they will sign a one-year lease that they will always have the option of renewing.
- The HOME Team's favorite success story for the quarter is the one where a perfect set of circumstances and conditions led to an individual being housed in a four-hour timespan. The person was spotted laying in the grass at the corner of Baltimore Dr. & Fletcher Pkwy. The HOME Team utilized the progressive engagement model to introduce themselves to the client and determine what their needs/ wishes were. During this process the client related they had been released the night before from the hospital, verified by the discharge documents in hand. This client then expressed the desire to enroll in a sober living facility as well as admitted that they possessed the funding necessary for this. The HOME Team then began leveraging all contacts at sober living facilities in the area. It soon was evident that the best fit for

the client was R&R Sober Living in Vista, CA. The HOME Team was able to provide immediate transportation. Once at R&R, the HOME Team was able to support the client in communicating their needs to R&R as well as advocate on the client's behalf. Ultimately, the client was able to sign onto a month to month lease with R&R Sober Living. This duration of turnaround time is rare, but when individuals are willing and able to engage in the housing process, outcomes such as this can occur.

Community Support Partnerships:

- Journey Community Church continues to provide any and all food items to the HOME Program, allowing HOME staff to feed up to 60 people per week
- La Mesa Village Association
- La Mesa Thrift Shop
- La Mesa First United Methodist Church
- Empire Thrift Store of El Cajon
- Eagle Scouts

Community Resource Partnerships:

- Home-Start, Inc.
- East County Mental Health
- Center Star ACT
- McAlister Inc.
- City of La Mesa's HOME program steering committee
- La Mesa – Spring Valley School District Social Workers
- East County Homeless Task Force
- San Diego County Mental Health
- In addition, HOME staff has developed a word-of-mouth network of donors and residents and regularly interface with anyone interested into helping those facing hardship on the streets of La Mesa.
- ARMT Medical Specialists
- The Lodge of La Mesa (Transition Age Youth)
- Borrego Health-Centro Medico El Cajon