



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

Quarterly Report: April - June 2022



HOME Program Overview

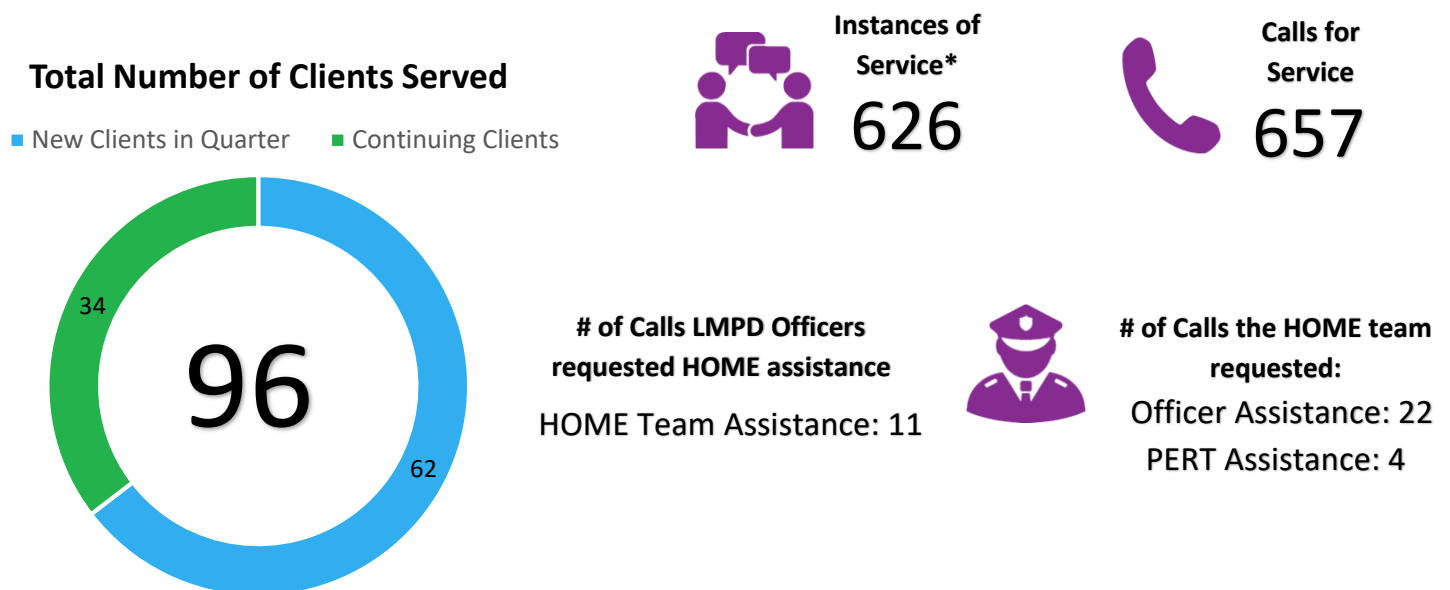
The Homeless Outreach and Mobile Engagement (HOME) Team is an initiative of the City of La Mesa and the La Mesa Police Department (LMPD). The HOME Team provides a **housing-first** and **trauma-informed** approach to addressing homelessness in La Mesa. The HOME Team utilizes **progressive engagement** and **harm reduction** to assist individuals who are unable to access homeless services on their own. This report breaks down the The HOME Team efforts and successes during the second quarter of 2022.

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

- Contacted 96 total individuals experiencing homelessness and newly enrolled 48 adults and 2 children. Many of these newly enrolled adults are one-time contacts that were provided short-term services as they passed through La Mesa. A total of 21 individuals contacted this quarter were connected to a temporary or permanent home.
- Responded to 657 service calls routed through LMPD dispatch, HOME hotline or city email, and as follow-ups to previous contacts. Historically, many of these calls would have been handled by city emergency response services and law enforcement.
- Prioritized the most vulnerable individuals in the City of La Mesa, including individuals living on the street with chronic physical and mental health conditions, households with children, and individuals facing chronic homelessness.

Clients Served

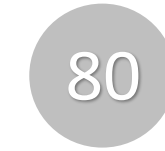
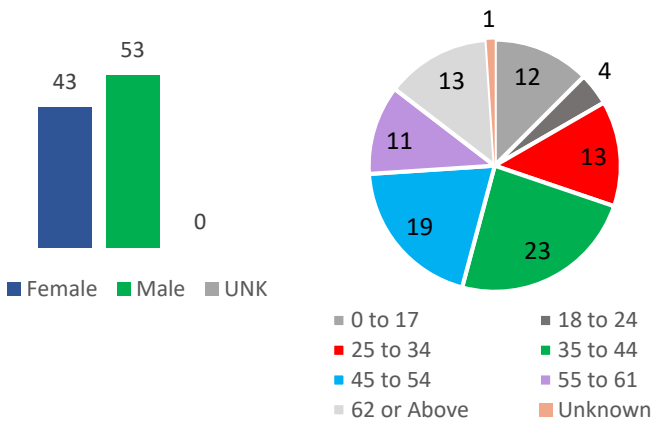
The HOME Team program staff operate out of LMPD headquarters in downtown La Mesa and respond to non-emergency calls for service related to homelessness that are generated through police dispatch, HOME email, and The HOME Hotline. Each of these calls is first attended by a HOME Team outreach specialist;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



*Instances of service are included in the total calls for service. This number represent interactions with clients that are enrolled in the county's case management system.

Client Demographics and Household Composition

Total Clients Served Demographics



Single Person Households



Adult Couple Households



Households with Children



Chronically Homeless

75%

Housing Outcomes



14 households (**twenty-one people**) people left the HOME program to a temporary or permanent placement during the quarter.



3 households (**five people**) exited to **temporary housing**, defined as an emergency shelter, transitional housing, or other location that provides housing/shelter without tenure.



11 households (**sixteen 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 helping clients navigate and connect with a variety of existing services within the community. Some of these services include ongoing nutritional, medical, and financial support through programs such as Cal-Fresh, Medical, and General Relief.






The HOME Team was able to connect 3 people with these services by transporting and supporting these clients and advocating for these services at the Family Resource Centers located in Lemon Grove and El Cajon.

The HOME Team also continues to assist with acquiring identifying documentation. Almost all of the clients who successfully exited the program during this quarter worked with the HOME Team to acquire identifying documents, and attaining these documents was an absolute necessity for their success.

East County Transitional Living Center continues to be a great partner for the HOME Team and individuals experiencing homelessness in East County.

The HOME Team having consistent access to a van continues to be an important resource for clients. During the quarter, the HOME Team utilized the van to view units for rent in El Cajon, Downtown San Diego, and San Diego County. Being able to go to units quickly and with little notice has resulted in clients being able to successfully exit our program into rental assistance programs. Most importantly, this van is accessible to people that have disabilities or are experiencing mobility issues.

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

	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.
	All clients received food, water, or other nutrition services, with approximately 50 prioritized for on-going meal support.
	HOME program staff distributed \$3,727.96 in direct financial assistance, including vehicle repair, and funds used to secure new rental units.
	2 Clients received accommodation in a motel, designed to provide short-term, bridge shelter for those with a concrete housing plan.
	HOME program staff arranged 96 rides to apartment viewings, shelter stays, program intake interviews, and other critical appointments via ridesharing service.

Calls for Service

The HOME Team responded to 657 calls for service during the quarter. This number includes service calls routed through LMPD dispatch, HOME hotline or city email, and follow-ups to previous contacts. Of these calls for service, 204 calls were new requests for assistance related to homelessness in the City. Historically, these calls would have been addressed by city emergency response services and law enforcement.

Of these calls, 183 were direct responses to calls to the HOME hotline and email requests made by community members regarding someone experiencing homelessness.

Additionally, 338 calls were service driven appointments with clients or proactive rapport-building contacts, in support of the HOME Team's mission.

During the entirety of this quarter, the HOME Team was connected to the La Mesa Police Department's dispatch center via police radio. Starting the 4th quarter of 2021, the HOME Team has been able to realize the benefits of the technology and partnerships with call-takers through decreased response times to current calls for service, improved support to police officers, enhanced understanding of the program workload and service provision through data tracking, and improved safety of The HOME Team members and the community.

Hotel Utilization

The HOME Team provided bridge housing (in the form of motel stays) to 2 individuals. One of these individuals was able to exit directly to a Permanent Supportive Housing program where they will have ongoing access to case management to assist with maintaining consistent connection to supportive services. The people who accessed this assistance worked with the HOME Team very closely over the course of many months and were able to secure an exit plan before entering the motel. The HOME Team was also able to make a special accommodation for a 2-night stay for an elderly and medically vulnerable individual while their vehicle was being repaired.

Client success stories

During this quarter, a woman and three of her children were forced to leave their living situation after continuously surviving bouts of severe domestic violence. This woman reached out to the HOME Team to see what options were available. The HOME Team completed an assessment for this woman and placed her on the Community Queue. After being matched to a rental assistance program, HOME continued to assist this person with transportation assistance, food, and clothes for her and her children. This woman worked diligently and closely with the housing specialist provided by Alpha Project, and was able to find a suitable unit for her and her children after about a month of searching. While connected to this program, the family will be able to receive, up-to, a year of rental assistance and case management.

Another HOME Team success story involves a client that the HOME Team had been working with since May of 2021. HOME became connected with this client through a police officer referral. HOME worked closely with this client for almost a year before they were approved for an Emergency Housing Voucher (EHV) which works similarly to a traditional Section 8 voucher. HOME worked closely with both this client and the San Diego Housing Commission workers to help the client utilize this voucher. While waiting for applications for rentals to be reviewed, the HOME Team assisted this client with getting

connected to free veterinarian resources, Cal-Fresh, and Medical. Once this client was approved to move into a unit, the HOME Team spent an entire day with the client to establish power, water, renter's insurance, and service letter for their pet which were all needed for their new unit. Additionally, the HOME Team paid the initial payment of the renter's insurance to ensure that the client would be able to move into the unit. Without this payment, the client would have lost this unit and started the housing search over again. This would have, in-turn, put them at risk to lose their EHV. Finally, the HOME Team made six trips from this person's campsite to their new unit to assist them with transporting themselves, their pet, and all of the belongings.

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.
- 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 in helping those facing hardship on the streets of La Mesa.
- Assisted Replacement Medication Therapy Medical Specialists
- The Lodge of La Mesa (Transition Age Youth)
- Borrego Health-Centro Medico El Cajon
- New Found Homes ILF



Camp client was living in



Camp interior



All packed up in the HOME van



New living space!