



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

Quarterly Report: January – March 2023



HOME Program Overview

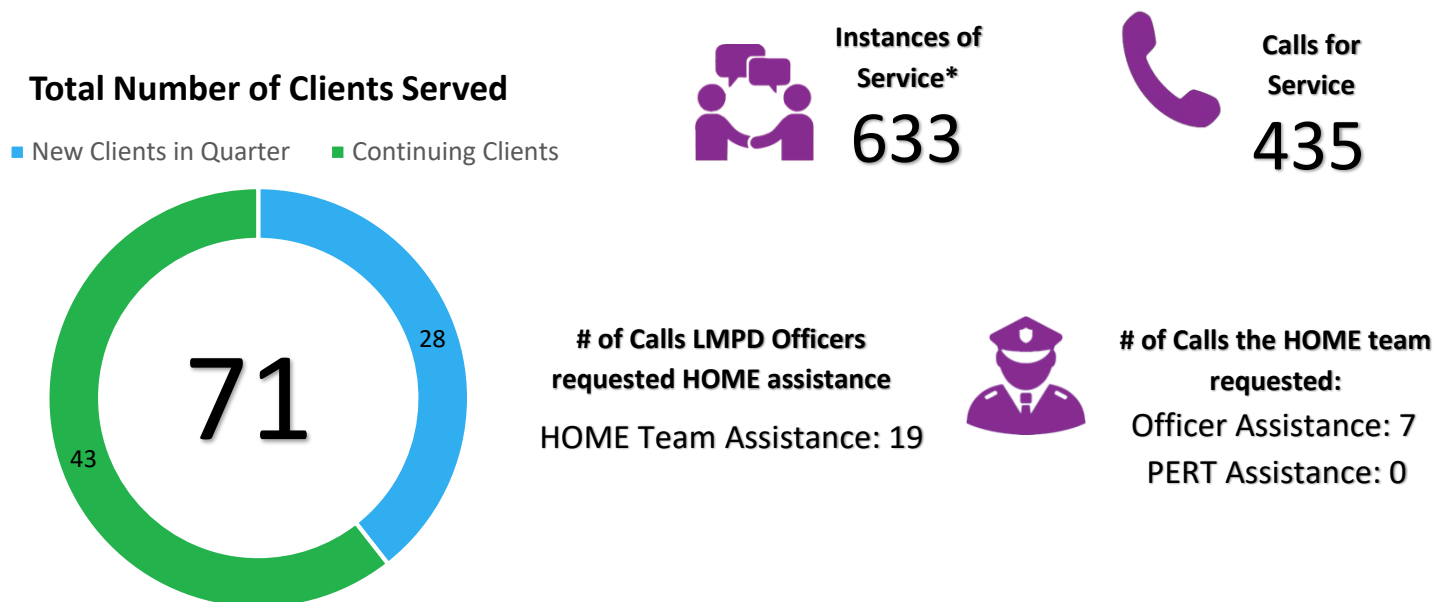
The Homeless Outreach and Mobile Engagement (HOME) Team is an initiative of the City of La Mesa and the La Mesa Police Department (LMPD). The HOME Team provides a **housing-first** and **trauma-informed** approach to addressing homelessness in La Mesa. The HOME Team utilizes **progressive engagement** 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 first quarter of 2023.

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

- Contacted 71 total individuals experiencing homelessness and newly enrolled 19 adults and 9 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 19 individuals contacted this quarter were connected to a temporary or permanent home.
- Responded to 435 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

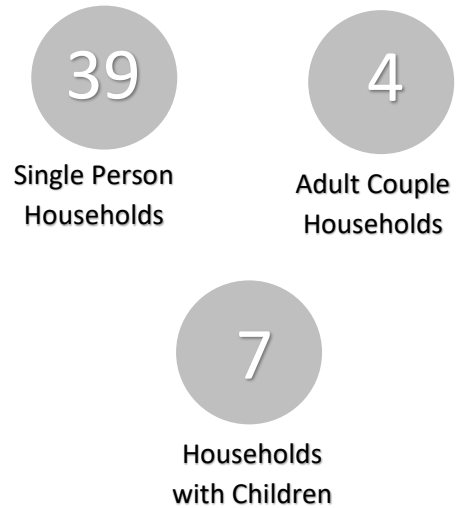
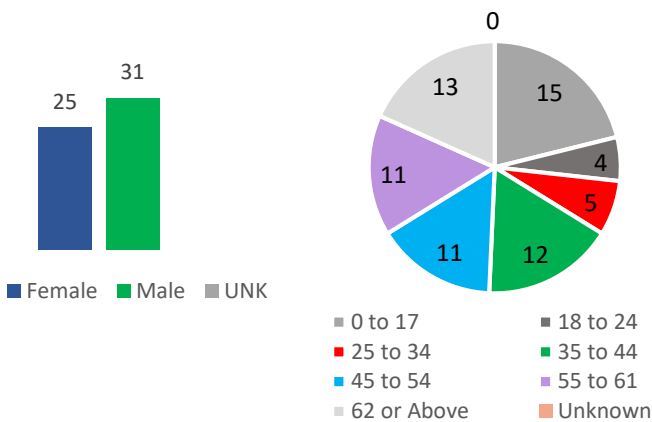
The HOME Team operates out of LMPD headquarters in downtown La Mesa and responds to non-emergency calls for service related to homelessness that are generated through police dispatch, HOME email, and The HOME Hotline. Each of these calls is first attended by a HOME Team outreach specialist; PD or PERT 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. More than one client may be present during a single call for service.

Client Demographics and Household Composition

Total Clients Served Demographics



Chronically Homeless

46%

Housing Outcomes



9 households (**Nineteen people**) people left the HOME program to a temporary or permanent placement during the quarter.



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



7 households (**Seventeen 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.



4 housing matches were provided through the Coordinated Entry System.

Housing Matches

Housing matches provided through the Coordinated Entry System (CES) are an essential part for people attempting to access permanent housing. In short, a housing match is when a person is connected to a housing provider for assistance in the form of a subsidized room or ongoing rental assistance. Once a person has been matched through CES, the HOME Team does their best to help a client connect with the housing provider to complete the housing process. Despite only receiving four housing matches this quarter, the HOME Team was able to connect seventeen people to permanent housing.

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 multiple people with these services by transporting and supporting these clients in navigating 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 both State Identification cards and/ or Social Security Cards; attaining these documents was an absolute necessity for their housing placements.






East County Transitional Living Center continues to be a great partner for the HOME Team and individuals experiencing homelessness in East County. HOME has also begun partnering with the Mission Academy located on Elm Street in San Diego to provide other transitional housing opportunities for La Mesa residents.

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. The HOME Team has also utilized this van to clear encampments by taking clients and their belongings to storage, housing opportunities, or alternative camping locations. 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.

	<p>All clients received food, water, or other nutrition services, with approximately 71 prioritized for on-going meal support.</p>
	<p>HOME program staff distributed \$2,210.47 in direct financial assistance, including vehicle repair, and funds used to secure new rental units.</p>
	<p>2 households 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 56 rides to apartment viewings, shelter stays, program intake interviews, and other critical appointments via ridesharing service.</p>
	<p>1 client was connected to ongoing physical, mental, and/or behavioral healthcare.</p>

Ongoing Care

Throughout the life of the program, HOME has noticed that the majority of calls related to someone experiencing homelessness were generated because of another community members concern for a person's mental, physical, or behavioral health. Because of this, the HOME Team has prioritized connecting people to ongoing healthcare through organizations such as Family Health Centers, East County Behavioral Health, and Jane Westin. All of these organizations provide low to no-cost services to people experiencing homelessness. Connecting people to ongoing and preventative care such as what is being offered at these organizations is essential to addressing issues that invariably result in emergent health situations for people experiencing homelessness. These situations result in over-burdened emergency rooms, ambulances, and other emergency services. Additionally, due to the limited nature of HOME services provided to a person after they are housed, having connections to ongoing community support is an important part of someone maintaining housing stability.

Calls for Service

The HOME Team responded to 435 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, 74 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, 225 were direct responses to calls to the HOME hotline and email requests made by community members regarding someone experiencing homelessness.

Additionally, 203 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. 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. Specifically, The HOME Team was able to utilize a hotel to assist a veteran with bridge housing before enrolling in the West Los Angeles Domiciliary program.

Client success stories

One of the success stories this quarter involves a veteran that the HOME Team has been working with since November of 2020. This veteran had been experiencing homelessness in the San Diego/ La Mesa area since 1999. The HOME Team and this veteran explored and attempted to connect with a variety of different short- & long-term housing programs. However, due to a variety of barriers, these options were not a good fit for this veteran. After being hospitalized with serious hernia problem, the veteran decided to access inpatient substance use treatment through the VA. Accessing this treatment took a tremendous amount of collaboration between the HOME Team and VA social workers. This veteran was finally able to access inpatient treatment through the West Los Angeles VA Domiciliary on 2/24/23. The HOME Team was able to provide bridge housing before this veteran's intake, and the HOME Team also provided transportation to the Domiciliary to ensure a warm hand-off. This veteran will be able to access inpatient substance use treatment at the VA, and after this veteran finishes their treatment they will be connected to a HUD – VASH voucher that will enable this veteran to rent a unit for 30% of their income.

The HOME Team was also able to collaborate with the Security Manager at Grossmont Mall to connect a young woman to housing. This woman was referred to the HOME Team in November of 2022. The HOME Team and this client had a couple of missed connections that occurred at the mall, but the Security Manager at Grossmont Mall displayed a considerable amount of patience with this process by calling the HOME Team every-time this person came onsite. Eventually, the HOME Team was able to connect with the young woman and get them enrolled with long-term mental health treatment through Jane Westin Clinic. This client also disclosed that they had bench warrant for a shop lifting charge from years ago, and they were unsure on how to get this issue addressed. The HOME Team and this client made multiple trips to the court house to get the client a new court date and attend their court date. Clearing this client's warrant and connecting them with long-term mental health treatment were the precipitating factors in connecting this client to a Permanent Supportive Housing Unit for Transitional Age Youth. This client will be able to rent this unit for 30% of any income that they receive.

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 Behavioral 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
- Mission Academy

HOME Program Historical Statistics

Client Enrollment

Quarter	Total Clients Served	New Clients	Continuing Clients
Q4 2020	56	n/a	n/a
Q1 2021	108	61	47
Q2 2021	75	44	31
Q3 2021	86	44	31
Q4 2021	25	10	15
Q1 2022	69	48	21
Q2 2022	96	62	34
Q3 2022	73	38	35
Q4 2022	108	65	43
Q1 2023	71	28	43
Grand Total	767	400	300

Calls for Service

Quarter	Instances of Service ¹	Calls for Service	Calls Officers requested HOME Assistance	Calls HOME requested Officer Assistance	Calls HOME requested PERT assistance
Q4 2020	191	110	---	1	1
Q1 2021	397	187	---	0	1
Q2 2021	349	355	---	0	0
Q3 2021	393	134	---	0	0
Q4 2021	237	81	---	0	0
Q1 2022	373	617	24	10	0
Q2 2022	626	657	11	22	4
Q3 2022	584	549	26	5	1
Q4 2022	744	417	16	3	0
Q1 2023	633	435	19	7	0
Grand Total	4527	3542	96	48	7

¹ 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. More than one client may be present during a single call for service.

Services and Housing

Quarter	HOME Rides	Direct Financial Assistance	Clients who Received Motel Vouchers	Clients Permanently Housed	Households Permanently Housed	Clients Temporarily Housed	Households Temporarily Housed
Q4 2020	18	\$ 3,357.00	7	5	---	3	---
Q1 2021	16	\$ 10,506.00	7	---	4	---	19
Q2 2021	7	\$ 4,967.00	9	8	7	---	5
Q3 2021	144	\$ 16,623.42	7	8	3	---	5
Q4 2021	84	\$ 1,071.40	0	12	11	---	4
Q1 2022	92	\$ 6,579.56	5	10	9	6	6
Q2 2022	96	\$ 3,727.96	2	16	11	5	3
Q3 2022	68	\$ 3,445.75	3	8	6	4	4
Q4 2022	69	\$ 3,411.55	3	15	6	2	2
Q1 2023	56	\$ 2,210.47	2	17	7	2	2
Grand Total	650	\$ 55,900.11	45	99	64	22	50

Total People Housed to Date: 121