

REQUEST FOR COUNCIL ACTION



CITY COUNCIL MEETING DATE:

NOVEMBER 20, 2018

TITLE:

HOMELESS SERVICES QUARTERLY
REPORT FOR JULY 2018
THROUGH SEPTEMBER 2018
{STRATEGIC PLAN NOS. 1,6; 5,4; 5,6}

CLERK OF COUNCIL USE ONLY:

APPROVED

- As Recommended
- As Amended
- Ordinance on 1st Reading
- Ordinance on 2nd Reading
- Implementing Resolution
- Set Public Hearing For _____

CITY MANAGER

CONTINUED TO _____

FILE NUMBER _____

RECOMMENDED ACTION

Receive and file Quarterly Report for Homeless Services for the period of July 2018 through September 2018.

DISCUSSION

This Homeless Services Quarterly report ending on September 30, 2018 provides updates and statistics for many of the homeless initiatives implemented throughout the City during third Quarter of 2018. The report is divided into three sections:

- Law Enforcement
- Affordable Housing and Case Management
- Other Services and Initiatives

The report also highlights the following 12 major initiatives that took place this quarter and that are further explained under the timeline of highlights and successes:

- Santa Ana Legislative Advocacy in Washington D.C.
- Santa Ana response to Orange County Grand Jury Report on Homelessness
- Santa Ana acknowledged in Federal Hearing on Homeless Update with Judge Carter
- Santa Ana represented at Federal Outreach & Engagement Policy Academy
- Santa Ana Adoption of Shelter Crisis and Santa Ana agreement with Mercy House to operate an Interim Homeless Shelter
- Santa Ana receives Housing Urban Development (HUD) award for Housing Assistance for the Homeless- 50 mainstream Vouchers and 100 HUD VASH Vouchers
- Santa Ana appointed to Commission to End Homelessness

- Santa Ana successful submission of Homeless Emergency Aid Program Application for State funding (submission for Large City Grant and Continuum of Care Grant)
- Santa Ana and County of Orange transition the Courtyard Emergency Shelter to a new location and expand homeless shelter beds for Santa Ana
- Santa Ana featured panelist for the Community Safety Forum hosted by Urban Peace Institute
- Passage of AB448, creation of the first-ever Orange County Housing Finance Trust, that creates regional joint powers bringing together County and 34 cities to develop permanent supportive housing
- Addressing Downtown Homelessness Safety and Security

In addition, the report concludes with ongoing timeline that highlights the successes and accomplishments in the area of homeless services by City staff and community partners. The City's new Homeless Services Manager, Hafsa Kaka, joined the City in February 2018 to enhance the coordination of the City's efforts to address homeless services and has identified four guiding principles as the foundation in delivery of homeless services:

<ul style="list-style-type: none">• Goal of bringing best practices of homeless service delivery to the City of Santa Ana, such as Housing First and Harm Reduction.
<ul style="list-style-type: none">• Strengthened collaboration with County and Cities in coordination of homeless services and programs.
<ul style="list-style-type: none">• Increased assistance to individuals experiencing homelessness and addressing areas of housing, employment, mental health, and other basic needs.
<ul style="list-style-type: none">• Coordinated services with law enforcement, affordable housing, homeless outreach, housing navigation and case management.

Law Enforcement

The Santa Ana Police Department (SAPD) has been instrumental in addressing homelessness. The SAPD tracks the calls for service received on an on-going basis. In 2017, SAPD received a total of 8,554 calls for service related to transient disturbances, trespassing, drunk in public, battery and Santa Ana Municipal Code Violations. With the recent removal of individuals experiencing homelessness in the Civic Center Plaza, the SAPD has continued to dedicate two teams to provide the ongoing outreach.

- Two Homeless Evaluation Assessment Response Team (HEART) officers, two Orange County Health Care Agency outreach workers and the SAPD Civic Center Patrol Team, continue to address homeless related issues. Specific outreach has been conducted at Birch Park, Angeles Park, Sasser Park and the Old Orange County Courthouse.
- The Quality of Life Team (QOLT) was formed in January 2018 to address concerns and requests related to municipal code violations, property storage and improper use of public/private property. This multidisciplinary team is comprised of staff from the

SAPD, Parks and Recreation, Public Works, Code Enforcement and Orange County Healthcare Outreach workers.

The most recent activities associated with the QOLT are displayed in the table below:

Quality of Life Team (QOLT) Statistics	40 WEEK TOTAL 1/23/18 through 10/26/18	Average Per Week	Average Per Day
Description			
No. of Locations Responded	1272	32	8
No. of Individuals Contacted	2307	58	14
No. of Encampments	1383	35	9
(can be multiple per location)			
No. of Service Pick Ups	1002	25	6
(can be multiple per location - Rubbish/Trash/Debris)			
No. of Locations Posted	146	4	1
No. of Property Stored	99	2	1
(@ City Yard/Facility - personal property & items of value)			
No. of Needles Disposed of	285	71	18
No. of Tons of Trash & Debris Disposed of	350	9	2
No. of Private Property Assistance with Courtesy Clean-up and Removal of Transients	240	6	2

Affordable Housing, Outreach and Case Management

As an entitlement city, Santa Ana receives an Emergency Solutions Grant (ESG) to fund non-profit homeless service providers in the areas of street outreach, emergency shelter, homeless prevention and rapid rehousing. Following is an update on ESG ongoing efforts:

ESG	Q1	Total Fiscal Year 2018/2019
Individuals Served	372	372
Funding Disbursed	\$ 0*	\$ 0*

**Reflects HUD IDIS system as of 8/6/2018*

**Does not reflect all of Quarter 4*

Other Services and Initiatives

STRATEGY	ACTION	OUTCOMES/TIME-FRAME
Improve the internal coordination and communication between City agencies providing services and enforcement	Create an Interdepartmental Team on Homelessness to coordinate all City agencies and activities.	Completed – Team meets weekly & the addition of subcommittee meetings to move action items forward
	Consider opportunities to improve conditions in the Civic Center.	Completed- April 2018
	Develop a webpage regarding how Santa Ana is addressing homelessness.	Completed- January 2018 Ongoing Addition have been implemented
Utilize the Santa Ana City Charter and Municipal Code to make improvements	Draft a new section to the Santa Ana Municipal Code related to storage or property and services in the Civic Center area.	Completed- December 2017
Coordinate with courts, other cities and County of Orange	Participate in regional bodies and discussions to achieve the greatest impact on homelessness in the City.	Ongoing
	Creation of Central Service Planning Area Cities Collaborative on Housing Resources	Ongoing
Coordinate with Non-Profits and Faith Based Organizations	Enlist non-profit and faith-based organizations serving homeless individuals to agree on a strategy to help move individuals off of the streets and into housing.	Ongoing
	Continue to fund non-profit Emergency Solutions Grant homeless service providers to provide street outreach, shelter, homeless prevention and rapid-rehousing services.	Ongoing
Develop and implement specific legislation related to housing and homelessness	Initiate and participate in lobbying for legislation and resources; solicit State and Federal assistance to respond to the needs for housing, enforcement and social services for the growing homeless population.	On-going – Staff is participating on the County's Advisory Committee for No Place Like Home funds and are following relevant legislation
	Participation in the Big 11 Cities Initiative to secure one-time state homeless block grant in support of AB3171	Completed

Twelve Major Initiatives

1. Santa Ana Legislative Advocacy in Washington D.C

From July 23 to July 25 2018, Deputy City Manager Robert Cortez and Homeless Services Manager, Hafsa Kaka attended the National Alliance to End Homelessness Crisis in Washington DC. The conference convened over 2,000 individuals and stakeholders across the United States represented agencies and entities that are invested in ending homelessness. The conference covered best practices on utilization of Housing Urban Development funds to administer homeless and housing programs, evidence based practices in establishing emergency shelters, utilization of data driven successful performance outcomes, toolkits for non-profits, Cities and Counties on Coordinated Entry System and collaborative approaches to ending homelessness through political will. The Conference also covered Capitol Hill Day, for which Homeless Services Manager, Hafsa Kaka, represented Santa Ana as a State Captain for the California Delegation leading 5 Congressional Office visits including; Representative Lou Correa, Maxine Waters and Senator Kamala Harris. Robert Cortez represented Santa Ana meeting with Representative Lou Correa's office and representatives from Senator Diane Feinstein. The successful congressional office visits encouraged federal investments to support local investments in addressing homelessness and educating congress on the progress Santa Ana has accomplished along with a package of Santa Ana success, priorities, policy and legislative work. In addition, Federal legislative policy priorities were also advocated for, such as support for United States Interagency Council on Homelessness, federal support for McKinney Vinto Act in addition to Affordable Housing. Lastly, the conference guest speakers included Senator Kamala Harris and Senator Cory Booker.

2. Response to Orange County Grand Jury Report on Homelessness

On May 22, 2018, the Orange County Grand Jury released the 2017-18 Orange County Grand Jury report, "Where There's Will, There's a Way: Housing Orange County's Chronically Homeless". The purpose of the report was to examine the growing homeless population within Orange County, the debilitating effects of homelessness including mental health trauma and physical illness associated with chronically homeless populations, the overarching costs to Orange County in responding to homelessness, and the need of permanent supportive housing and regional leadership across the county and cities to address homelessness. The City of Santa Ana was required to respond to eight findings and seven recommendations in the Grand Jury report and to be in compliance with Penal Code 933.05(a) and (b). City staff worked in collaboration with the Central Services Planning Area cities required to response. The City successfully completed a six-page comprehensive response and submitted to the Grand Jury and presiding Judge Honorable Charles Margines on August 29th, 2018. The report is available at http://www.ocgrandjury.org/pdfs/2017_2018_GJreport/2018-08-28-City_of_Santa-Ana.pdf

3. Federal Hearing on Homeless Update with Judge Carter

On August 3rd 2018, the Honorable Federal District Judge David Carter, convened the County of Orange, the cities of Santa Ana and Anaheim, the Santa Ana and Anaheim Police Chiefs, and Mayors, City Managers and elected officials to attend a hearing regarding a status update on the

Homeless Emergency Shelters in light of the Fullerton and Santa Ana Armory's closing, resulting in homeless individuals seeking shelter in surrounding communities. The City of Santa Ana was represented by Mayor Miguel Pulido, Mayor Pro Tem Martinez, Deputy City Manager Robert Cortez, Deputy Chief Gominsky from SAPD, City Attorney Sandra Schwarzmann, and Homeless Services Manager Hafsa Kaka. The Judge required the County and Cities to speak on significant progress for new Emergency Shelter plans for the homeless or face a possible court ruling or temporary injunction stopping the enforcement of anti-camping laws. The City of Santa Ana presented the Court on progress made in meeting with the County to finalize partnership agreement for the construction, financing and operations of the 700 emergency shelter that would replace the Courtyard and would add additionally bed for the unsheltered population. Judge Carter and the County agreed they need at least 1,550 new shelter beds, 60 percent of the estimated 2,584 unsheltered homeless people countywide, according to a 2017 count. Specifically, Judge Carter called for at least 450 new beds in North Orange County, 300 beds in Central Orange County and another 300 in South Orange County.

4. Santa Ana Represented at Federal Outreach & Engagement Policy Academy

On August 14, and 15, 2018, the City of Santa Ana was represented at the Federal Academy on Outreach and Engagement on Homelessness hosted by Substance Abuse and Mental Health Service Administration (SMHSA), the Department of Housing and Urban Development (HUD), and the United States Interagency Council on Homelessness (USICH) in Los Angeles. The City of Santa Ana was the only City selected to attend among the 17 County Continuum of Care (CoC) agencies throughout the nation including Puerto Rico. The City of Santa Ana was represented by the Homeless Services Manager, Hafsa Kaka, who presented on the Quality of Life Team (QOLT) as a national best practice in addressing homelessness from successful multidisciplinary approach that increases efficiency in addressing quality of life issues and increased response times.

5. Santa Ana Adoption of Shelter Crisis Resolution and Interim Emergency Shelter Plan

On August 21st, 2018 the City of Santa Ana adopted a Shelter Crisis Resolution due to the overwhelming homeless population in the City and the County. As the City continues to collaborate with the County on the transition of the Courtyard Emergency Homeless Shelter to a more suitable location, the City recognizes the need for an Interim Emergency Homeless Shelter to ensure individuals experiencing homelessness from the City of Santa Ana, have a safe and stable place to stay, while mitigating the impact of homelessness in the Santa Ana community. City Department staff are working collaboratively in the development of an Interim Emergency Homeless Shelter Plan that will operate for no more than two years. On Tuesday, September 18th, 2018 the City Council approved the agreement with Mercy House to operate the Interim Homeless Shelter in November 2018. Mercy House will provide an array of services for individuals and families experiencing homelessness including; mental health, medical health, housing navigation and employment services among many more. The Interim Emergency Shelter will service only Santa Ana referrals and no walk-ins will be allowed.

6. Santa Ana to receive 150 Additional HUD Vouchers

The Housing Division and the Homeless Division are pleased to announce that on August 21st, 2018 the Housing Authority of the City of Santa Ana was informed award notice of a total of 100 HUD VASH vouchers for homeless veterans. Over the last three years the Housing Authority has been awarded 275 HUD VASH vouchers. In addition, on September 5th, 2018, the Housing Authority of the City of Santa Ana was informed award notice of a total of 50 HUD Mainstream Vouchers for non-elderly disabled homeless individuals. These vouchers will be administered in partnership with the Illumination Foundation who will be providing supportive services to the homeless population.

7. Santa Ana Appointment to the Orange County Commission to End Homelessness

On August 28, 2018, the Orange County Board of Supervisors appointed members of the Commission to End Homelessness. This includes representatives from the Central Service Planning Area (SPA). City of Santa Ana Deputy City Manager, Robert Cortez, was appointed to represent the Central SPA. The Commission is expected to convene in November 2018. The Commission to End Homelessness, provides oversight and accountability for the implementation of the goals and strategies as defined in the County's Ten-Year Plan to End Homelessness. This appointment will bring a total of three City of Santa Ana employees (Robert Cortez, Judson Brown, and Hafsa Kaka) serving on County boards and commissions to help address homelessness in Santa Ana and the Orange County region.

8. Homeless Emergency Aid Program Funds

On August 22, 2018, the Orange County Continuum of Care Board (CoC) approved a motion to designate the County of Orange as the Fiscal Agent for the Homeless Emergency Aid Program (HEAP) on behalf of the CoC for the amount of \$15,568,715.65. The CoC Board also approved the proportional distribution of HEAP funds by 2017 Point-In-Time count for the unsheltered count established by regional Service Planning Areas (SPA). As such, the available allocation would be the following amounts available for each region:

- North SPA with 36% of the unsheltered population: \$5,044,263.87
- Central SPA with 53% of the unsheltered population: \$7,426,277.37
- South SPA with 11% of the unsheltered population: \$1,541,302.85

In addition, the CoC Board approved to create a diverse and equitable Ad Hoc Committee to facilitate the proposal process. The CoC will establish a transparent and competitive process for the project selection. The Ad Hoc Committee will review and recommend proposed projects submitted for funding to the CoC Board and to the Commission to End Homelessness. The City of Santa Ana is represented on both the CoC Board and the Commission: Judson Brown, Housing Division Manager, serves as the Chair of the Continuum of Care Board, and Robert Cortez, Deputy City Manager, serves on the Commission to End Homelessness. The City of Santa Ana has participated in the competitive process for the CoC HEAP funds in addition to applying for the Notice of Available Funding (NOFA) for the Large City grant allocation of \$3,690,885.84.

9. Santa Ana Approves City/County Partnership for Courtyard Transition

On September 4th, 2018 the City Council of Santa Ana approved the Memorandum of Understanding with the County of Orange to transition the Courtyard Emergency Homeless Shelter to a more suitable location and to expand homeless shelter beds for the City of Santa Ana. This agreement will mitigate the negative impacts of homelessness in Santa Ana, will provide Santa Ana unsheltered homeless with shelter and supportive services, establish a long-term collaborative effort between the City and County, minimize the migration of homeless individuals into Santa Ana, ensure available bed capacity for Santa Ana's use, and discontinue the Santa Ana Armory program.

10. Santa Ana Presents on Community Safety Hosted by Urban Peace Institute

On September 25th, 2018 the Urban Peace Institute hosted a Community Safety Forum highlighting topics on Homelessness, Immigration Enforcement, Youth and Gang Crime, Police and Community Relations. An audience of adult and youth residents, local organizations, City Staff, and other stakeholders gathered to listen to panelist. The panelist included Santa Ana Police Chief David Valentin and Santa Ana Unified School District Police Chief Anastasia Smith, Hafsa Kaka, Homeless Services Manager, Juan Plascencia Youth Resident, Steven Kim from Project Kinship and representation from Neutral Ground. The event highlighted the several efforts within different City departments that impact community safety and improve Quality of Life.

11. Santa Ana and Housing the Homeless

On Tuesday, September 11th, Governor Brown signed AB 448 to create the first-ever Orange County Housing Finance Trust, a regional joint powers authority that would allow the County and its 34 cities to collectively compete for public and private funding to develop permanent supportive housing. The Housing Trust will be able to issue bonds and leverage private dollars; it will be governed by a Board of Directors to include City and County representatives and community members. The legislation grew out of the simultaneous efforts of former Santa Ana Mayor and former Irvine Company Vice-President Dan Young to secure \$100 million in private funding to create 2,700 units of permanent supportive housing.

To date, the City of Santa Ana has developed 82 units of permanent supportive housing (PSH), including 71 PSH units at the Orchard and 11 PSH units at the Depot at Santiago. We also have 131 additional PSH units in the pipeline which include 75 units for homeless veterans at the Santa Ana Veterans Village project and 56 units for chronically homeless individuals at Aqua Housing. Both developments are expected to break ground early next year. In total, Santa Ana has 213 PSH units developed or in the pipeline. In February 2018, a regional goal was established for each City and the County to develop a proportional amount of PSH units based on their population size. Santa Ana was allocated 289 PSH units based on our population size (relatively Anaheim was allocated 303 and Irvine was allocated 226 PSH units to develop). Santa Ana is well on its way to achieving this goal of 289 before every other City in Orange County.

12. Addressing Downtown Homelessness/Safety and Security

Throughout this quarter, Downtown Inc. and Santa Ana Business Council reached out to City staff regarding homeless concerns and the safety and security of the Downtown community and businesses. City Staff have been diligently responding to these concerns and have met with both Downtown Associations to mitigate concerns. As such, the City has taken several measures to increase safety and security of Downtown Santa Ana which includes securing locks on DT trash cans, installation of fence at bench area along Broadway between 4th and 5th Streets, providing DT Clean and Safe Team access to 3rd Street promenade electrical box, enhancing homeless outreach efforts, and informing both associations of the City's short term and long term solutions to address homelessness.

STRATEGIC PLAN ALIGNMENT

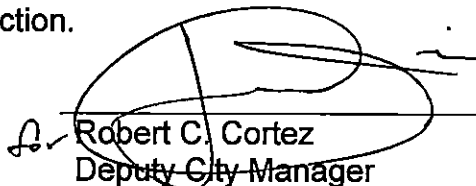
The activities covered by this report allow the City to meet Goal #1 – Community Safety, Objective #6 (Enhance Public Safety integration, communications and community outreach); Goal #5 - Community Health, Livability, Engagement & Sustainability, Objective #4 (Support neighborhood vitality and livability) and Objective #6 (Focus projects and programs on improving the health and wellness of all residents).

FISCAL IMPACT

There is no fiscal impact associated with this action.



Steven A. Mendoza
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