

REQUEST FOR COUNCIL ACTION



CITY COUNCIL MEETING DATE:

FEBRUARY 6, 2018

TITLE:

HOMELESS SERVICES QUARTERLY REPORT FOR OCTOBER 2017 – DECEMBER 2017 {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 report and verbal update of the Quarterly Report for Homeless Services for the period of October 2017 – December 2017.

COMMUNITY REDEVELOPMENT AND HOUSING COMMISSION ACTION

At its regular meeting on January 24, 2018, by a vote of 7:0 (Frazier absent), the Community Redevelopment and Housing Commission approved the recommended action.

DISCUSSION

On September 19, 2017, City Council approved the Homelessness Prevention, Intervention and Mitigation Plan to address the concerns of an escalating number of individuals experiencing homelessness in the City. Many of these individuals are concentrated in the Civic Center and the Santa Ana riverbed and affect adjacent neighborhoods and business districts. Since the approval of the Mitigation Plan, City staff has undertaken a variety of actions to address the impact of homelessness on Santa Ana residents. These various actions and investments by the City are summarized in this Quarterly Report and will be updated going forward.

This report is for the quarter ending on December 31, 2017 and provides statistics for many of the homeless services implemented throughout the City. The report is divided into four sections: 1) Law Enforcement; 2) Affordable Housing, Outreach, and Case Management; 3) Total Funds Committed to Address Homelessness; and 4) Other Services and Initiatives.

Law Enforcement

The Santa Ana Police Department tracks the number of calls for service that are received by the City on an on-going basis in relation to homelessness. Table 1 provides an update on transient related calls for service in 2017:

Table 1

Type	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Disturbance	350	347	426	414	426	411	419	449	442	413	422	434	4953
Trespassing	214	182	210	169	160	208	227	186	241	252	282	206	2537
SAMC	65	49	79	71	84	110	118	74	77	61	72	56	916
Drunk in Public	6	9	10	10	12	17	21	23	13	13	8	2	144
Battery						1	1					1	3
Grand Total	635	587	725	664	682	747	787	732	773	739	784	699	8554

Affordable Housing, Outreach, and Case Management:

Emergency Solutions Grant Program	Q1	Total FY
Individuals Served	414	N/A
Funding Disbursed	\$65,190	N/A

- Q2 numbers are not available at this time

Permanent Supportive Housing (PSH)	Q2	Total FY
Total Number of PSH Units Developed for Homeless Individuals or Families	71	71
Total Number of PSH Units in the Pipeline for Homeless Individuals or Families	139	N/A

Total Funds Currently Committed to Reduce and Address Homelessness:

Programs	Amount of Funds
Emergency Solutions Grant for FY17-18	\$429,526
Santa Ana Police Department HEART Team (ESG Program Funds)	\$45,000
Illumination Foundation (CDBG Program Public Service Funds)	\$75,000
WISEPlace (CDBG Program Public Service Funds)	\$36,000
Subtotal	\$585,526

Projects	Amount of Funds
The Orchard (71 Project-Based Vouchers)	\$7,895,194
The Orchard (HOME Program Funds)	\$1,199,869
The Depot at Santiago (8 Project-Based Vouchers)	\$710,460
Santa Ana Veterans Village (HOME Program Funds)	\$353,962
Santa Ana Veterans Village (75 Project-Based Vouchers)	\$11,489,000
Aqua Housing (56 Project-Based Vouchers)	\$7,000,000
Subtotal	\$28,648,485

TOTAL FUNDS COMMITTED	\$29,234,011
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Update on 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 – Inter-Departmental Team meets weekly
	Consider opportunities to improve conditions in the Civic Center including both an anti-abandonment ordinance and an anti-panhandling ordinance.	In Progress
	Develop a webpage regarding how Santa Ana is addressing homelessness	Completed – website launched in February 2018
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 of property and services in the Civic Center area.	Completed - Enforcement began December 12, 2017
Develop a single point of contact for homeless services and programs	Recruit and hire a Homeless Services Manager.	Recruitment Completed – start-date on February 12, 2018
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.	On-going – Homeless Services Manager to take the lead to make further gains.

STRATEGY	ACTION	OUTCOMES/TIME-FRAME
<p>Coordinate with nonprofit and faith-based services</p>	<p>Hold an Outreach and Engagement Fair with nine community partners to offer assistance with housing referrals, job placement, legal assistance, behavioral health services and veterinary pet services for individuals in the Civic Center.</p>	<p>Completed – December 9th, 2017</p> <p>Additional Fairs planned</p>
	<p>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.</p>	<p>Homeless Services Manager to take the lead.</p>
	<p>Continue to fund non-profit Emergency Solutions Grant homeless service providers to provide Street Outreach, Shelter, Homeless Prevention and Rapid-Rehousing services.</p>	<p>On-going</p>
	<p>Amend ESG Contracts with WISEPlace, Illumination Foundation and the HEART program to allocate unspent FY 16/17 ESG funds to provide housing and outreach services at the Plaza of the Flags in FY 17/18.</p>	<p>Completed - Plaza of the Flags outcomes to be included in future quarterly reports.</p>
<p>Develop and implement specific legislation related to housing and homelessness</p>	<p>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.</p>	<p>On-going – Staff are participating on the County’s Advisory Committee for No Place Like Home funds</p>

STRATEGY	ACTION	OUTCOMES/TIME-FRAME
Establish a full-time Homeless Services Officer position	One HEART Team Officer is dedicated full-time to homeless outreach, safety and security. Additional HEART Program officers continue status quo.	Completed
Power wash and cleaning of the Plaza of the Flags	Thoroughly clean and disinfect Plaza of the Flags grounds and remove prohibited items from the Plaza.	Plaza of the Flags – first full Power wash completed on December 2017 On-going power washings: Half of the Plaza cleaned each week <small>*additional power washings done in other locations of the Civic Center on different frequencies</small>
Establish a requirement for organizations providing services in the Civic Center to apply for a permit	Organizations interested in providing services in the Civic Center are now required to follow the City permit process. Regulation is part of the amended SAMC.	Completed
Minimize the number of needles found in the Civic Center	Review of OCNEP MOU and the impacts of the program.	MOU terminated and permit denied in January, 2018

Quality of Life Team

In addition, a 30-day pilot Quality of Life Team (QOLT) was formed on January 22nd to address the number of 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 offices of SAPD, Parks and Recreation, Public Works, Community Development, Community Preservation, City Attorney, and the City Manager. The process of bringing all stakeholders together in the field was modeled on best practices utilized by several cities throughout the country. During the first week of the program, the team was trained by the City Attorney and Police Department and responded to locations identified by the City Council and community. Moving forward, the team will focus on parks and responding to complaints of individuals establishing encampments throughout the City.

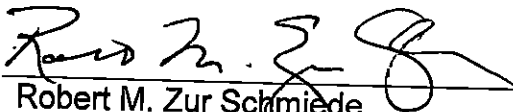
STRATEGIC PLAN ALIGNMENT

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.



Robert M. Zur Schmiede
Interim Executive Director
Community Development Agency