

REQUEST FOR COUNCIL ACTION



CITY COUNCIL MEETING DATE:

MAY 1, 2018

TITLE:

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

A handwritten signature in black ink, appearing to read "Norma J. Garcia", written over a horizontal line.

CITY MANAGER

CLERK OF COUNCIL USE ONLY:

APPROVED

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

CONTINUED TO _____

FILE NUMBER _____

RECOMMENDED ACTION

Receive and file the Quarterly Report for Homeless Services for the period of February 2018 through April 2018.

DISCUSSION

On February 6, 2018, the City Council received the first Homeless Services Quarterly report detailing the City's many efforts to address homelessness. This report is for the quarter ending on April 30, 2018, and provides updates and statistics for many of the homeless services implemented throughout the City. The report is divided into four sections:

1. Law Enforcement
2. Affordable Housing and Case Management
3. Funds Committed to Address Homelessness
4. Other Services and Initiatives

The report also highlights three major initiatives that will help to address homelessness. These initiatives include: 2018 DRAFT Homeless Plan, Santa Ana Point-in-Time Count and Survey, and Civic Center Plaza Operation.

In addition, the report includes a timeline that highlights the successes and accomplishments in the area of homeless services by City staff and community partners.

Lastly, 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:

<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.

1. Law Enforcement

The Santa Ana Police Department (SAPD) has been instrumental in addressing homelessness. The SAPD tracks the number of calls for service that are received by the City 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.

- a. 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.
- b. 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 activities associated with the QOLT are displayed in the table below:

Quality of Life Team (QOLT) Statistics From	12 WEEK TOTAL 1/23/18 through 4/13/18	Average Per Week	Average Per Day
Description			
No. of Locations Reported	423	35	9
No. of Individuals Contacted	547	46	11
No. of Encampments (can be multiple per location)	395	33	8
No. of Service Pick Ups (can be multiple per location - Rubbish/Trash/Debris)	286	24	6
No. of Locations Posted	133	11	3
No. of Property Stored (@ City Yard/Facility - personal property & items of value)	40	3	1
No. of Shopping Carts Disposed of	135	27	7
No. of Cubic Feet of Trash & Debris Collected	45,600	3,800	950
No. of Tons of Trash & Debris Disposed of	1,008,000	112,000	28,000
No. of Private Property Assistance with Courtesy Clean-up and Removal of Transients	76	8	2

2. Affordable Housing, Outreach and Case Management

As an entitlement city, the City of 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	Q3	Total Fiscal Year 2017/2018
Individuals Served	468	1,209
Funding Disbursed	\$128,988*	\$183,220*

*Reflects HUD IDIS system as of 4/24/2018

*May not reflect all of Quarter 3

Permanent Supportive Housing (PSH)	Q3	Total Fiscal Year 2017/2018
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

3. Funds Committed to 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 Fiscal Year 2017/2018	\$29,234,011

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
	Consider opportunities to improve conditions in the Civic Center.	Completed- April 2018
	Adopted an anti-abandonment ordinance and an anti-panhandling ordinance.	In Progress
	Develop a webpage regarding how Santa Ana is addressing homelessness.	Completed- January 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 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
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

Major Initiatives

2018 Draft Homeless Plan

Under the leadership of the Deputy City Manager, staff collectively published the 2018 Homelessness Draft Plan on the City website at <http://santa-ana.org/homelessness/documents/HomelessDraftPlan3-17-18.pdf>. The Draft Homeless Plan serves as a plan of action to address homelessness in the City and provides nearly 30 recommendations for the County of Orange and Cities to collectively improve its homeless services. The plan focuses on long-term solutions in six different categories:

1. Addressing Housing Needs
2. Outreach & Supportive Services
3. Strategic Planning & Policy Development
4. Active Coordination & Collaboration with Agencies, Neighboring Communities & Faith Based Organizations
5. Communication and Transparency
6. Capacity Building

2018 Homeless Point In-Time Count and Survey

Following direction by the City Council, on the early morning of March 31, 2018, approximately 140 City staff, Police Officers and community volunteers deployed into the City to engage with unsheltered individuals for the Santa Ana Homeless Point-In-Time (PIT) Count and Survey. Conducted as part of the Homeless Draft Strategic Plan, the results of the survey established data on the number of individuals living without housing – both on the streets and in shelters. This information will help to ensure that homelessness resources are allocated appropriately in the City. With this information, the City is able to better understand the characteristics of individuals experiencing homelessness in Santa Ana and to determine the most effective methods to address homelessness in our community, in partnership with the County and surrounding cities.

The March 31, 2018 Santa Ana PIT Count and Survey identified **587** sheltered individuals, and **824** unsheltered individuals (figures include Plaza of the Flags). A separate PIT Count was taken on March 18, 2018, in the Plaza of the Flags where a total of **206** individuals were identified as experiencing homelessness. When combining the total number of both sheltered and unsheltered with both PIT counts (Civic Center Plaza of the Flags and the City at large), the total 2018 PIT count equals to **1,617**. This number represents an increase of 121% unsheltered individuals from the January 2017 PIT Count.

The 2018 Santa Ana Homeless PIT Count and Survey shows that the vast majority of Santa Ana's individuals experiencing homelessness are unsheltered (1,030 of the 1,617 homeless individuals). The Homeless PIT Count and Survey also revealed the following:

- 81.8% of the individuals expressed experiencing homeless for more than one year
- 52% reported coming from outside Santa Ana
- 50.7% reported some type of substance abuse
- 36.9% reported having disabilities
- 32.6% reported having mental health concerns
- 28.5% reported having experienced domestic violence
- 7.7% reported as a veteran

Civic Center Plaza Operation

In March 2018, US Federal District Judge O. Carter held a status hearing with County Officials, City Mayors, City Managers and other stakeholders to address homelessness relative to the Santa Ana Riverbed. In this hearing, the Judge resolved that the same effort be administered for the homeless residing in the City of Santa Ana, and more specifically for the extensive population in the Civic Center . The Judge has mandated the prioritization of County assistance, resources and placements for homeless individuals in the Civic Center. As such, on April 2, 2018, the County Health Care Agency provided referrals and shelter options and connections to services for the homeless individuals residing in the Santa Ana Civic Center in partnership with Santa Ana Police Department who provided safety and security.

As of April 12, 2018, the Civic Center Plaza of the Flags has been cleared and fenced as part of the strategic plan to renovate the area. During this project, 234 individuals were assessed, with 99 individuals accepting the following services: emergency shelters, residential substance abuse treatment programs, recuperative care and mental health treatment programs. Santa Ana Police Department HEART & QOLT Teams are continuing to work with the County Health Care Agency teams to outreach to individuals experiencing homeless in the City of Santa Ana.

Timeline that highlight recent Successes and Accomplishments

On February 1, 2018, Community Development Partners hosted a Grand Opening & Ribbon Cutting Ceremony for the Orchard in Santa Ana, a 72-unit permanent supportive housing development serving chronically homeless individuals in Santa Ana. The Orchard is the largest single permanent supportive housing project in Orange County and demonstrates the City's commitment in reducing homelessness.

On February 12, 2018, Hafsa Kaka joined the City of Santa Ana as the new Homeless Services Manager. Hafsa has extensive experience in homeless services from Los Angeles County.

On February 21, 2018, the Orange County Continuum of Care (CoC) hosted the Inaugural CoC Board Meeting. Election of the CoC Board Officers resulted in the City of Santa Ana to be nominated and approved as Board Chair. Judson Brown, Housing Services Manager,

representing the public housing agency, was successfully approved to chair the CoC Board for the next two years. Hafsa Kaka, Homeless Services Manager, holds a seat for the Procedural Review Committee and Deputy City Manager, Robert Cortez, will hold a seat in the Commission to End Homelessness.

On February 22, 2018, Deputy City Manager Robert Cortez, Acting Deputy Chief, Kenneth Gominsky, and Homeless Services Manager, Hafsa Kaka, met with U.S Department of Housing and Urban Development (HUD) legal representative to discuss incidents involving persons associated with homeless encampment at the Civic Center Plaza and HUD employees at the Federal building. In order to increase safety for HUD employees at the Federal building, the City of Santa Ana has committed to train HUD staff on safety precautions. Additionally, the Homeless Services Manager followed up on legislative lobbying to pursue additional funding from HUD, to address homeless services in the Civic Center. This was followed by a meeting with Deputy City Manager, Housing Division Manager and Homeless Services Manager with HUD Field Policy Representatives encouraging City of Santa Ana to secure collaborative funding relations with the CoC.

On February 28, 2018, leaders from Orange County's corporate, philanthropic, faith-based, government and non-profit gathered at UC Irvine, to kick off the "United to End Homelessness," a community-wide initiative led by Orange County United Way to ensure integrated and sustainable solutions are implemented for persons experiencing homelessness in Orange County. Santa Ana was represented by Mayor Pro Tem Martinez, Housing Division Manager, Judson Brown, Homeless Services Manager, Hafsa Kaka and Terri Eggers, Senior Community Development Analyst. The campaign is in close collaboration with efforts by Orange County's Association of Cities (ACCOC) to engage all 34 cities in a collaborative county-wide plan to develop 2,700 units of Permanent Supportive Housing (PSH) within the next two to three years. Santa Ana attended the Permanent Supportive Housing Technical Steering group led by ACCOC, to collaborate and discuss allocations of PSH sites with the housing and city officials.

On March 1, 2018, the City of Santa Ana hosted Emilio Ramirez, representative of cities across the State on the Homeless Coordinating and Financing Council with the Housing Community Development (HCD), overseeing Housing First guidelines and regulations of resources. The tour was led by Housing Division Manager, Judson Brown, along with Homeless Services Manager, Hafsa Kaka, Senior Community Development Analyst, Terri Eggers and Corporal Juan Montiel with the Santa Ana Police Department Homeless Evaluation & Assessment Team (HEART). A tour of the Plaza of the Flags was provided to highlight the City's homeless population, the Courtyard Emergency Shelter and a tour of the Orchard PSH project. Most importantly, during the tour, staff highlighted concerns regarding HCD's decision to restrict funding from No Place Like Home (NPLH) to more than 49% of units into Permanent Supportive Housing, which will negatively impact local cities with extremely limited resources to develop more Permanent Supportive Housing. The message was well received and Santa Ana is working with Corporation of Supportive Housing to continue the advocacy against limiting PSH from NPLH.

On March 30, 2018, the Honorable Judge David O. Carter held a status hearing with County Officials, Orange County Catholic Workers and City of Santa Ana in regards to the homeless

crisis in the County of Orange. The City of Santa Ana was represented by Mayor Miguel Pulido, City Manager Raul Godinez II, Deputy City Manager Robert Cortez, Acting Deputy Chief Kenneth Gominsky with Santa Ana Police Department and members from Santa Ana's City Attorney's office along with Homeless Services Manager, Hafsa Kaka. Santa Ana called for Countywide action on addressing homelessness and call on all cities to participate in a regional coordinated effort to address homelessness.

On April 3, 2018, US Federal District Judge David O. Carter gathered both County and City officials for a special hearing on homelessness. Judge Carter, specially extended invites to 34 City Mayors and City Managers to present and discuss their plans on addressing homelessness in their City. This followed after the County Board of Supervisors rescinded the 3 City Plan to dedicate land for emergency housing in the Cities of Irvine, Huntington Beach and Laguna Niguel, where the respective City Council officials opposed the plan due to community protests against the resolution. The City of Santa Ana was represented by Mayor Miguel Pulido and Mayor Pro Tem Michele Martinez who spoke on the bench on the importance of a regional collaborative approach in ending homelessness, the influx of homeless individuals coming to Santa Ana from other parts of the County, and the significance of other cities to address the problem. Mayor Pro Tem Michele Martinez also discussed the Santa Ana Point-In-Time count that was conducted the weekend prior, which portrayed the increased numbers of individuals experiencing homelessness in Santa Ana who traveled and were sent by other Cities to seek services in Santa Ana. The City was also represented by City Manager Raul Godinez II, Deputy City Manager Robert Cortez and Homeless Services Manager, Hafsa Kaka.

On April 4, 2018, the Orange County City Managers Association (OCCMA) convened to discuss the special topic on homelessness, in light of the special hearing this past week that US Federal District Judge David O. Carter convened with City Managers and Mayors across the County on addressing homelessness through regional collaborative efforts. Santa Ana was represented by City Manager Raul Godinez II, Deputy City Manager Robert Cortez and for the homeless segment, Homeless Services Manager Hafsa Kaka. City Managers divided in their respective Service Planning Areas (North, Central and South) to strategize and coordinate efforts, resources, and capacity in addressing homelessness in the designated SPA. As the City with the most experience in the homeless issue, Santa Ana has taken a leadership role in coordinating services, through a data driven approach in resource allocation and supportive services. Santa Ana and Huntington Beach will be taking the lead to draft a strategic plan for regional efforts in the Central SPA cities.

On April 5, 2018, the City requested the extension of the Orange County Santa Ana National Guard Armory Emergency Shelter as a response to the Homeless crisis that the County of Orange and the City of Santa Ana is experiencing. The following week, Governor Brown granted a 90-day extension for both Santa Ana and Fullerton Emergency Shelters at the National Guard Armories.

On April 11, 2018, the City of Santa Ana's Housing Division Manager, Judson Brown, organized a 15-person tour of the City of Santa Ana's first Permanent Supportive Housing, "The Orchard," for the US Department the Housing Urban Development's (HUD) Region IX and X field officers and

Public Housing Authorities. The HUD representatives flew to Southern California to tour this project among others in Southern California. The City of Santa Ana was also represented by Deputy City Manager Robert Cortez, Homeless Services Manager Hafsa Kaka, and Senior Housing Specialist Miriam Zepeda. The Housing Division Manager provided the presentation reviewing the acquisition and rehabilitation of an existing motel in the City of Santa Ana, that now provides 71 units of permanent supportive housing for chronically homeless individuals identified through the Coordinated Entry System. HUD representatives expressed their kudos to the City on the successful project and invited City of Santa Ana to teach other continuums on these best practices. Later the same day, the City Manager Raul Godinez II and City Councilmembers along with a representative from the Board of Supervisors and County staff, received a tour of the project.

On April 12, 2018, Homeless Services Manager, Hafsa Kaka submitted an application for the Helen Putnam award on Housing Programs and Innovation. The application highlighted the City's coordinated efforts to address homelessness with internal and external partners, the City emerging as a leader in the County to address the issue, and the recent initiatives in the 2018 Homeless Draft Plan. Most importantly, the Orchard Permanent Housing Supportive Housing was highlighted to display the City's success and accomplishments in housing the homeless.

Most recently, the City of Santa Ana is pleased to announce that the U.S. Department of Housing and Urban Development (HUD) and the U.S. Department of Veterans Affairs (VA) has awarded one-hundred (100) project-based vouchers for homeless veterans to the Housing Authority of the City of Santa Ana. This supportive housing assistance is provided through the HUD-Veterans Affairs Supportive Housing (HUD-VASH) Program which combines rental assistance from HUD with case management and clinical services provided by the VA. This award is valued at over \$1,054,965 per year for Santa Ana to provide permanent supportive housing for homeless veterans. Santa Ana was one of only 50 housing authorities awarded these vouchers statewide and one of only 323 nationwide.

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.



Judson Brown
Acting Executive Director
Community Development Agency



Robert C. Cortez
Deputy City Manager
City Manager's Office