

REQUEST FOR COUNCIL ACTION



CITY COUNCIL MEETING DATE:

AUGUST 21, 2018

TITLE:

HOMELESS SERVICES QUARTERLY REPORT FOR APRIL 2018 THROUGH JUNE 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 the Quarterly Report for Homeless Services for the period of April 2018 through June 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. On May 1, 2018, City Council received the second Homeless Services Quarterly report detailing three major initiatives; 2018 Draft Homeless Plan, 2018 City led Homeless Point In-Time Count and Survey and the Civic Center Plaza Operation. This report is for the quarter ending June 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 eight major initiatives that took place this quarter. These initiatives include: Civic Center Plaza operation, continued successful City Collaboration in Federal proceedings with Judge David O. Carter regarding Homelessness and the County, Santiago Creek Clean-up Project, City & County Collaboration on Mental Health Association, opposition to the Orange County Needle Exchange Program, application submissions to HUD Notice of Funding Availability for Housing Assistance for the Homeless, Central Service Planning Area City collaboration, and contribution to Big 11 Cities Initiative.

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.

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

Quality of Life Team (QOLT) Statistics	23 WEEK TOTAL 1/23/18 through 6/29/18	Average Per Week	Average Per Day
Description			
No. of Locations Reported	735	32	8
No. of Individuals Contacted	1141	50	12
No. of Encampments (can be multiple per location)	797	35	9
No. of Service Pick Ups (can be multiple per location - Rubbish/Trash/Debris)	530	23	6
No. of Locations Posted	135	6	1
No. of Property Stored (@ City Yard/Facility - personal property & items of value)	64	3	1
No. of Shopping Carts Disposed of	433	24	6
No. of Tons of Trash & Debris Disposed of	196	9	2
No. of Private Property Assistance with Courtesy Clean-up and Removal of Transients	154	7	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	Q4	Total Fiscal Year 2017/2018
Individuals Served	239	1,862
Funding Disbursed	\$167,076.05	\$296,063.88*

Reflects HUD IDIS system and HUD SAGE system as of 8/15/2018

*Does not reflect final drawdown amount.

*Individuals served reflects unduplicated individuals entered into the homeless management information system during Q4 only. The number does not reflect individuals served without creating an HMIS packet, nor on-going management

Permanent Supportive Housing (PSH)	Total Fiscal Year 2017/2018
Total Number of PSH Units Developed for Homeless Individuals or Families	79
Total Number of PSH Units in the Pipeline for Homeless Individuals or Families	131
Total	210

3. Federal 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)	\$352,963
Santa Ana Veterans Village (75 Project-Based Vouchers)	\$11,489,000
Aqua Housing (56 Project-Based Vouchers)	\$7,000,000
Subtotal	\$28,647,486
Total Federal Funds Committed in Fiscal Year 2017/2018	\$29,233,012

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

Major Initiatives

1. Civic Center Plaza Operation
2. Continued successful City collaboration in Federal proceedings with Judge David O. Carter regarding homelessness
3. Santiago Creek Clean-up Project
4. City & County collaboration regarding Mental Health Association
5. Opposition to the Orange County Needle Exchange Program
6. Application submissions to HUD NOFA's for housing assistance for the homeless
7. Central Service Planning Area City Collaboration
8. Contribution to Big 11 Cities Initiative

Timeline highlighting recent Successes and Accomplishments

In March of 2018, US Federal District Judge O. David 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.

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 a 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 at 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 6, 2018, the City of Santa Ana was 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

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 thanks 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.

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.

On May 15, 2018, City staff met with the County of Orange Health Care Agency as a follow up to the April meeting to discuss concerns on homeless activity around the Mental Health Association (MHA) facility located on South Main Street. City staff were represented by the City Manager's Office, City Attorney's Office, Community Development Agency, Planning and Code Enforcement. Currently, Code Enforcement has issued MHA a citation to comply and address violations that are not up to standards and to abide by City codes.

On May 22, 2018, City Staff submitted a letter to Orange County Board of Supervisors addressing the approval selection and agreement of the Mental Health Association (MHA), as the County prepares to award MHA Multi-Services Center a new three-year contract to operate on 2416 S. Main Street in Santa Ana. Homeless Services Manager, Hafsa Kaka attended and provided public comment informing the Board of Supervisors that the City has faced escalating concerns from surrounding communities regarding MHA's operations, and disturbances created by individuals experiencing homelessness who must exit the facility. The City respectfully requested that flexibility be built into the new agreement to allow consideration of alternative locations in the County for MHA Multi-Services Center. Santa Ana's message was well received by Chairmen Andrew Do, who acknowledged Santa Ana's overwhelming inequity in having to address the homeless issue and provided his personal commitment to addressing homelessness in Santa Ana. Supervisor Spitzer, who inquired procedural reviews by County Health Care staff on the operations of MHA, required that County Health Care Agency provide minimal impact to Cities through transparency and accountability. The City and County of Orange Health Care Agency are meeting and working on solutions to mitigate the impact of MHA in the surrounding community, including increase of County Health Care Agency Outreach Workers engaging with the homeless from MHA and connecting them to services. Additionally, Code Enforcement is working with MHA to address violations that are not up to City standards as well as reviewing the existing agreement between County and MHA to ensure that operations are running as intended. In considering Santa Ana's concerns, the Board did not pass the approval selection and has moved it to June 5th.

On May 25, 2018, the Honorable Federal District Judge David Carter, convened the County of Orange, the Cities of Santa Ana and Anaheim, Mayors and City Managers to attend a hearing regarding the continued download of homeless individuals from placements, and the shifting of the Anaheim Riverbed population into Santa Ana. The City of Santa Ana was represented by Mayor Miguel Pulido, City Manager Raul Godinez, Deputy City Manager Robert Cortez, Homeless Services Manager Hafsa Kaka, Acting Deputy Chief Ken Gominsky and the City Attorney's Office. The Judge informed members of the court and all parties that the City of Santa Ana continues to receive the download of homeless individuals once their placements in motels expire and from other cities who do not provide services for the homeless. The judge provided

clear direction to the County and Cities, that he would like to see three Emergency Sites, one in each service planning area (North, Central and South). The judge would like to also see transitional living centers and long term permanent supportive housing plans by the second week of June, when he intends to convene a tent hearing with all City managers and the County. The Judge will also be hosting an early morning walk through at the Santa Ana armory on June 4th, in order to portray the download of homeless individuals into the residences of Santa Ana, and has required County and City officials to attend. The City and County of Orange Health Care Agency are meeting to work on solutions to mitigate the impact of MHA in the surrounding community, including increase of County Health Care Agency Outreach Workers engaging with the homeless from MHA and connecting them to services. Efforts are focused on additional outreach staff provided by County and MHA, potential of extended MHA hours to mitigate homeless impact during school release hours and transportation for MHA clients to shelter facilities or residence. Additionally, County staff has provided outcomes and data representing that 132 MHA clients were connected to housing in fiscal year 2016-17

On June 5, 2018, the Honorable Federal District Judge David Carter, gathered Orange County and City officials in front of the Santa Ana armory at 5:00am in the morning, to observe the download of homeless individuals into the residences of Santa Ana and the impact the City experiences. Pro Tem Mayor Michelle Martinez, Deputy City Manager Robert Cortez, Homeless Services Manager Hafsa Kaka and Deputy Chief Ken Gominsky were represented by Santa Ana. Anaheim Mayor Tom Tait participated with Anaheim Police Chief. County CEO Frank Kim, and County staff also participated. Residents from the Santa Ana Neighborhood Alliance took part in the mornings event, voicing their concerns to the Judge. Judge Carter led the group to the Mental Health Association (MHA) on Main street, where he spoke with a representative about the clients coming from the armory congregating in and around MHA. Lastly, Judge Carter led the group down the gravel road next to the train tracks where a few encampments were visible. The Judge resonated his mandate on cities identifying three sites for emergency shelters to house individuals experiencing homelessness.

On June 5, 2018, City Staff submitted a letter to Orange County Board of Supervisors addressing the approval selection and agreement of the Mental Health Association (MHA), as the County prepared to award MHA Multi-Services Center a new three-year contract to operate on 2416 S. Main Street in Santa Ana. Councilmember Sarmiento provided a public comment informing the Board of Supervisors that the City has faced escalating concerns from surrounding communities regarding the MHA's operations, and disturbances created by individuals experiencing homelessness who must exit the facility during the day, impacting children who are released from nearby schools. Deputy City Manager, Robert Cortez also provided public comment sharing data that the City has received 5,800 calls to service in the general vicinity since 2012 and overview of past facility code violations. The City encouraged the County to consider alternative locations throughout the County to house MHA Multi-Services Center as a viable solution that aligns with the Regional Coordinated efforts to address homelessness. Ultimately, the Board of Supervisors approved the agreement.

On June 6, 2018, Homeless Services Manager Hafsa Kaka presented the City's efforts in addressing homelessness to the Park Santiago Neighborhood Association. Topics included

updating the community on the 2018 Homeless Draft Plan, the Point-in-Time Count, the Civic Center Plaza Project to transfer homeless individuals into safe and stable housing and services, and the Quality of Life Team efforts concerning the Santiago Creek Cleanup project. Residents inquired about homeless education in general and especially demographics of homeless population in the City of Santa Ana. The newly published Santa Ana Homeless Fact Sheet was provided to residents.

On June 7, 2018, Homeless Services Manager, Hafsa Kaka presented the City's efforts in addressing homelessness to the Continuum of Care Homeless Providers Forum, comprised of Countywide non-profit, private and faith based agencies providing housing, case management, and homeless supportive services. Topics included updating the community on the 2018 Homeless Draft Plan, the Point-in-Time Count, the Civic Center Plaza Project to transfer homeless individuals into safe and stable housing and services, and the Quality of Life Team efforts throughout the City. The City's efforts in working with Big 11 Cities to support Local Homelessness Solutions Funds for Cities was also discussed. The newly published Santa Ana Homeless Fact Sheet and Quality of Life Flyer was provided to residents. See Exhibit B and C.

The City of Santa Ana, along with City of Huntington Beach, have been leading the Orange County Central Service Planning Area (SPA) City Managers Collaborative on addressing Homelessness. We met in a series of three monthly meetings in April, May, and June of 2018, to discuss homelessness, housing and capacity to serve. The Central SPA is comprised of the following nine Cities: Santa Ana, Costa Mesa, Fountain Valley, Garden Grove, Huntington Beach, Newport Beach, Tustin, Westminster and Seal Beach. In addition, Midway City CDP and North Tustin CDP are also included in the Central SPA. With the City of Santa Ana and the City of Huntington Beach taking the lead to identify the Central SPA resources, each City provided data that captured current and in-progress housing and supportive services. Exhibit A provides the data prefaced.

The City of Santa Ana has been working with State lobbyist on the Big 11 Cities collaborative, in where the Big 11 Mayors support pursuing a partnership between the State and the Mayors of California Cities to allocate a portion of surplus to local jurisdictions to tackle the homelessness issues. The objective is that the most impactful solutions will come from a collaboration of state and local policy leaders to implement creative, results-driven solutions in areas that are most impacted concerning homelessness. As such, the Homeless Emergency Aid Program (HEAP), as noted in the proposed trailer bill language SB850, is to provide the Continuum of Care (CoCs) with one time funds to address their immediate homelessness challenges. Senate Bill 850, establishes HEAP as a flexible block grant program to allow CoC's more discretion to determine how to use the funds. The Governor's FY 2018-2019 May Revision, released on May 11, 2018 includes \$350 million in State General Fund monies for emergency homeless aid one-time block grants to cities and counties via the Continuum of Care (CoC) and \$150 million direct allocation to cities participating in the Big 11, to address homelessness through construction or operation of emergency shelters, rapid rehousing, emergency housing vouchers, use of armories to provide temporary shelters, among other activities. Eligibility requirement for funding mandates that cities and counties participating in the CoC must declare an Emergency Shelter Crisis pursuant to Government Code Section 8698 in addition to demonstrating city and county collaboration.

On June 11, 2018, Homeless Services Manager Hafsa Kaka met with staff and management with Austin Hardwood business to discuss issues concerning homelessness and abandoned property. The meeting covered education around the homeless issue in the City of Santa Ana and the City's efforts in addressing homelessness and collaborating with the County and Cities on shared responsibility. Most importantly, the business was provided education on the Quality of Life Team and the Santa Ana app as a tool to report abandoned property along with active encampments. The business expressed gratitude for the City's efforts in mitigating the impact of homelessness. The Homeless Division continues to respond and outreach to businesses impacted by homelessness.

On June 20, 2018, the Santa Ana Homeless Division partnered with the Housing Division to submit the FY2017 HUD Mainstream (Section 811) Vouchers Application in response to the Notice of Funding Availability seeking a maximum of 5 million dollars for voucher administration to individuals experiencing homelessness. Homeless and Housing Division submitted a collaborative application in partnership with Illumination Foundation who would provide supportive services to non-elderly persons with disabilities transitioning out of an institution, if Santa Ana is awarded funds for the mainstream vouchers. A strong application was submitted concerning areas of service delivery, leveraging resources and capacity building. Santa Ana will be notified on the status of funding in August 2018.

On June 25, 2018, the City of Santa Ana officially provided a letter to the California Department of Public Health declaring the City of Santa Ana's strong opposition to the proposed Orange County Needle Exchange Program ("OCNEP") application for certification of mobile syringe needle exchange services, in the City of Santa Ana. A similar letter, dated June 8, 2018 from the City of Santa Ana's Chief of Police, was submitted to the California Department of Public Health opposing the operation of the OCNEP Mobile Needle Exchange. The letter referenced the standards for refusal to certify an initial Syringe Exchange Program (SEP) Application, indicating "here, the harm to public safety significantly outweighs the benefits to public health conferred by the OCNEP." The City submitted the letter of opposition supplemented with detailed pages of resident safety concerns sent to the City, along with photographs documenting the proliferation of dirty needles in the Civic Center from past OCNEP operations, and Orange County resolution against the OCNEP Mobile Needle Exchange. Additional documents can be found on <http://santa-ana.org/needleexchange/>.

On June 26, 2018, the City of Santa Ana Homeless Division partnered with the Housing Division to submit a collaborative application for the Housing Urban Development (HUD) FY2017 Family Unification Program (FUP) Notice of Funding Availability. The Homeless Division and Housing Division submitted a collaborative application in partnership with the Continuum of Care (CoC), Orange County Social Service Agency as the Public Child Welfare Agency, and the Coordinated Entry System Family Solutions Collaborative. Application was submitted for an opportunity to receive housing choice vouchers for families at risk of homelessness and/or homeless.

On June 28, 2018, Homeless Services Manager Hafsa Kaka presented the City's efforts in addressing homelessness to the Connect-to-Council Ward 1 neighborhood. Topics included

updating the community on the 2018 Homeless Draft Plan, the Point-in-Time Count, the Civic Center Plaza Project to transfer homeless individuals into safe and stable housing and services and the recent opposition stance the City officially took to the Orange County Needle Exchange Program. In addition, Sargent Jay Miller from the Santa Ana Police Department presented on the Quality of Life Team and the success of the multi-disciplinary team in addressing homeless encampments and abandoned property throughout the City. Residents inquired about homeless education in general and the County's efforts in addressing 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
Executive Director
Community Development Agency



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

- Exhibits:
1. Central Service Planning Area City Collaborative (Housing & Resource Inventory)
 2. Santa Ana Homeless Fact Sheet
 3. Quality of Life Team Flyer

**ORANGE COUNTY
CENTRAL SERVICE PLANNING AREA (SPA)
EXECUTIVE SUMMARY**

The Orange County Central Service Planning Area (SPA) City Managers met in a series of three monthly meetings in April, May, and June of 2018, to discuss homelessness, housing and capacity to serve. The Central SPA is comprised of the following nine Cities: Santa Ana, Costa Mesa, Fountain Valley, Garden Grove, Huntington Beach, Newport Beach, Tustin, Westminster and Seal Beach. In addition, Midway City CDP and North Tustin CDP are also included in the Central SPA. With the City of Santa Ana and the City of Huntington Beach taking the lead to identify the Central SPA resources, each City provided data that captured current and in-progress housing and supportive services.

The Central SPA City Managers recognize its contributions in servicing the homeless population and are currently evaluating additional opportunities regarding housing and supportive services. The following information is the aggregate data compiled to illustrate the existing resources within the Central SPA.

The Central Service Planning Area identifies the following:

- **11 Emergency Shelter facilities** in three Central SPA Cities (Santa Ana, Tustin and Huntington Beach), and Grandma's House of Hope providing services countywide that total 838 Adult beds for homeless individuals and 168 beds for head of household with children.
- **13 Transitional Shelter facilities** in four Central SPA Cities (Santa Ana, Garden Grove, Tustin, and Huntington Beach) with a total of 178 Adult Beds for Homeless Individuals, 177 beds for head of household with children and 83 units for head of household children.
- **9 Permanent Supportive Housing sites** in three Central SPA Cities (Santa Ana, Newport Beach, and Midway City/Westminster) with a total of 377 Adult Beds for Homeless Individuals.
- **3 non-profits providing Tenant Based Rental Assistance** from the Garden Grove Housing Authority and Huntington Beach in Central SPA, with a total of 103 Vouchers utilized countywide.
- **Over 8,580 Affordable Housing units** identified within seven Central SPA Cities (Santa Ana, Costa Mesa, Tustin, Newport Beach, Garden Grove, Westminster and Huntington Beach).

Additionally, the Central SPA cities have identified over 25 available public and private supportive services and resource agencies that fall under the following categories:

- Veteran Services
- Domestic Violence Supportive Services
- Soup Kitchens and Food Pantries
- Community Health Clinics
- Public Agencies
- Employment & Legal Services
- Behavioral & Mental Health
- Substance Abuse Programs

It should be noted that the Central SPA is unique in holding the following capacities:

- The largest low barrier Countywide Emergency Shelter in Santa Ana (The Courtyard), up to 450 beds.
- The largest low barrier Mental Health Multi-Services Center in Santa Ana.
- The Central SPA has 3 of the 4 Housing Authorities within Orange County (Santa Ana, Garden Grove and County of Orange).

In addition to capturing the current and in-progress housing and supportive services, the Central SPA City Manager also provided the most current homeless count for their city. The following chart narrates the reported sheltered and unsheltered homeless, with an estimated total of 2,472 reported homeless individuals in the Central SPA.

City	Reported Homeless Sheltered Count	Reported Homeless Unsheltered Count	Total Homeless
Santa Ana (2018 PIT)	587	1,030	1,617
Garden Grove	74	194	268
Fountain Valley	0	29	29
Newport Beach	0	38	38
Westminster	X	X	X
Huntington Beach	89	119	208
Tustin	147	42	189
Costa Mesa	20	103	123
Seal Beach	X	X	X
Total	917	1,555	2,472

Lastly, the Central SPA provided additional information concerning homelessness for the public; such as flyers, brochures and other materials.



CITY OF SANTA ANA HOMELESS FACT SHEET

As the county seat, Santa Ana has been at the front line addressing Orange County's homeless population for decades.



SHELTER BEDS

781 Total Shelter Beds **70%** Percent of Total Shelter Beds in OC

The Courtyard	150 Beds (Emergency Shelter)
The Armory	200 Beds (Winter Shelter)
Regina House	21 Beds Homeless Women & Children
Hospitality House	50 Beds
SAFEplace @ WISEplace	30 Beds for Single Women (+30 Pending)

Source: Individual Shelter Surveys | * Approximate



AFFORDABLE HOUSING

212 Permanent Supportive Housing Units

1,500+ Affordable Housing Units

2,700+ Section 8 Vouchers

300+ Units in Development

71 in the pipeline



Santa Ana Civic Center

As of April 10, 2018 the OC Health Care Agency (HCA), in partnership with the City of Santa Ana Police Department, completed assessments of all homeless individuals residing in the Civic Center.

The County provided referrals and shelter options and connections to services for the homeless individuals residing in the Santa Ana Civic Center, and to date there has been 234 assessments for emergency shelters, residential substance abuse treatment programs, recuperative care, and mental health treatment programs.

As of April 12th, 2018, the Civic Center plaza has been completely cleared.



AVAILABLE SERVICES

- Veterans Services**
 - VA Community Resource and Referral Center OC Battle Buddy Bridge
 - Veterans Service Office
 - Volunteers of America
 - 1736 Family Crisis Center
- Soup Kitchens and Food Pantries**
 - Southwest Community Center
- Community Health Clinics**
 - Serve the People
 - UCI Medical Center - Medical Clinic
- Public Agencies**
 - CalFresh, MediCal, CalWORKS, General Relief Social Security Administration
- Employment & Legal Services**
 - Santa Ana WORK Center
 - Legal Aid Society of Orange County
 - Public Law Center
- Behavioral & Mental Health**
 - Outreach & Engagement
 - Alcohol & Drug Abuse Services Over 40 Identified Behavioral Health Services in the City of Santa Ana (<http://www.ochealthinfo.com/bhs>)
- Substance Abuse Programs & Chronically Mentally Ill Adult Housing**
 - John Henry Foundation
 - Cooper Fellowship Residential Recovery
 - Gerry House
 - Phoenix House
 - START House

For more information please visit our website at www.santa-ana.org/homelessness/

Last Updated 6/2018



City of Santa Ana 2018 Point-In-Time Count*

587

**Sheltered
Homeless**

1,030

**Unsheltered
Homeless**

1,617

**Total Santa Ana
Homeless**

- ↑ **121%** Increase in Unsheltered Individuals from 2017 Point-In-Time Count
- 82%** Reported experiencing homelessness for more than one year
- 52%** Reported coming from outside Santa Ana
- 51%** Reported some type of Substance Abuse
- 37%** Reported having Disabilities
- 37%** Reported having Mental Health concerns
- 29%** Reported having experienced Domestic Violence
- 8%** Reported as a Veteran

* Conducted March 2018



CITY EFFORTS

- Hired a new Homeless Services Manager in February 2018.
- Dedicated a full-time Santa Ana Police Department Officer to act as a Homeless Coordinator for services within the Police Department's activities.
- Created a Quality of Life Team (QOLT) in January 2018 consisting of members of various city departments to implement a coordinated response to requests for services by the community due to impacts of homelessness (585 locations served, 846 individuals contacted from January 2018 – May 2018).
- Annual award of approximately \$450,000 in Emergency Solutions Grant funding from the US Department of Housing and Urban Development to nonprofit homeless service providers for Street Outreach, Rapid Rehousing, and Homeless Prevention Services.

Last Updated 6/2018

City of Santa Ana Quality Of Life Team



Community Concerns:

Over the last several years the City of Santa Ana has received an increased number of quality of life-related complaints. The majority of these concerns relate to municipal code violations, property storage and improper uses of public and private property. The City has utilized various mechanisms to address these concerns.

Our New Team:

To increase efficiencies and enhance customer service, a multi-disciplinary team consisting of various City of Santa Ana departments and non-government groups have joined together to create the Quality Of Life Team (Q.O.L.T.). The 30-day pilot Quality Of Life Team was formed in late January of 2018 to address the concerns. The formation of the Q.O.L.T. has both increased efficiency in addressing quality of life issues and improved response times.

Who We Are:

This multi-disciplinary team is comprised of City staff from the following City departments: Santa Ana Police Department, Parks and Recreation, Public Works, Community Development, Community Preservation, City Attorney, City Manager, and a representative from the County of Orange Mental Health. The process of bringing all stakeholders together in the field is 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. They responded to locations identified by the City Council and community. The team will respond to concerns of city residents and businesses regarding health and safety issues throughout the City.

Objectives

- Increase efficiency in addressing quality of life issues through partnerships
- Increase response time in which certain quality of life issues are addressed
- Evaluate outreach efforts

From January 2018 to June 2018 (week 23), QOLT has successfully:

• Contacted	1141 individuals
• Responded to	735 locations
• Addressed	797 Encampments

How to Reach Us:

If you are a resident or business owner wishing to report a concern about homelessness such as abandoned property on City right-of-way, you may download the free MySantaAna application with an iPhone or Android and report service requests under Abandoned Property/Illegal Dumping. You may also contact Public Works Dispatch by calling (714) 647-3380.

For additional information please visit Santa Ana's Addressing Homelessness website at

