

REQUEST FOR COUNCIL ACTION



CITY COUNCIL MEETING DATE:

MARCH 19, 2019

TITLE:

RECEIVE AND FILE HOMELESS SERVICES QUARTERLY REPORT FOR OCTOBER 2018 THROUGH DECEMBER 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 _____

CONTINUED TO _____

FILE NUMBER _____

CITY MANAGER

RECOMMENDED ACTION

Recommend that the City Council receive and file Quarterly Report for Homeless Services for the period of October 2018 through December 2018.

DISCUSSION

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

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

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

- Santa Ana establishes Interim Emergency Shelter in 28 days- The Link
- Santa Ana acknowledged in Federal Hearing on Homeless Update with Judge Carter
- Santa Ana opposes re-opening of Santa Ana Armory
- Santa Ana receives visit from HUD for the Orchard Project
- Santa Ana participates in Operation Dignity
- Santa Ana receives Homeless Emergency Aid Program State funding of
- Santa Ana receives visit from State of California Representative to tour The Link
- Santa Ana receives visit from Senator Diane Feinstein's office to tour The Link

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 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.

Quality of Life Team (QOLT) Statistics	48 WEEK TOTAL 1/23/18 through 12/21/18	Average Per Week	Average Per Day
Description			
No. of Locations Responded	1436	30	7
No. of Individuals Contacted	2850	59	15
No. of Encampments (can be multiple per location)	1642	34	9
No. of Service Pick Ups (can be multiple per location - Rubbish/Trash/Debris)	1162	24	6
No. of Locations Posted	146	3	1
No. of Property Stored (@ City Yard/Facility - personal property & items of value)	141	3	1
No. of Needles Disposed of	492	123	31
No. of Tons of Trash & Debris Disposed of	392	8	2
No. of Private Property Assistance with Courtesy Clean-up and Removal of Transients	267	6	1

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	Q2	Total Fiscal Year 2018/2019
Unduplicated Individuals Served	493	865
Funding Disbursed	\$ 38,984.78*	\$ 117,611.60*

** Reflects HUD IDIS system as of 3/1/2019*

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

Eight Updates

1. Santa Ana Establishes Interim Emergency Homeless Shelter in 28 days- The Link

On November 15, 2018, the City of Santa Ana and Mercy House, hosted a media tour of The Link, Santa Ana's Interim Emergency Homeless Shelter. The 200 bed, 24-hour, ADA accessible emergency shelter, serves women, men, couples, and families with minor aged children. The Link opened its door for clients that very night. Attending the media tour were the OC Register, The Voice of OC, The Los Angeles Times, ABC News, CBS News, Spectrum News/Media, KFI, Telemundo 54, KCAL 9 and NBC 4 News. The stories highlighted the excellent quality of work by the City of Santa Ana and the positive outcomes of public and private partnership.

2. Santa Ana acknowledged in Federal Hearing on Homeless Update with Judge Carter

On October 29th 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 Homeless Emergency Shelters throughout the County. The City of Santa Ana was represented by Mayor Miguel Pulido, Mayor Pro Tem Martinez, City Manager Raul Godinez, Deputy City Manager Robert, Director of Public Works Fuad Sweiss and City Attorneys. Pro-Tem Mayor Martinez showcased a short video of the Santa Ana Interim Emergency Shelter- The Link, during its development period and spoke on the efforts by City Council and City Staff to make the shelter ready for operation in 28 days. Judge Carter declared the creation of the Link as a not only a "County, State but also a National" best practice model to immediately address the homeless crisis.

4. Santa Ana opposes re-opening of Santa Ana Armory

On November 15, 2018 City Manager Raul Godinez provided a letter to the County of orange opposing the re-opening of the Santa Ana Armory. With the opening of The Link, Santa Ana's Interim Emergency Homeless Shelter, the City of Santa Ana requested that the armory remain, at this time, as to not create further undue burden to our community. The City has participated in a regional collaborative approach and continues to encourage Orange County cities to share the responsibility in providing resources to individuals and families experiencing homelessness.

5. Santa Ana receives visit from HUD for the Orchard Project

On Thursday, November 15, 2018 the City of Santa Ana, in partnership with Community Development Partners and Unit Way, provided a tour of The orchard, Santa Ana's first Permanent Supportive Housing project to the United States Department and Urban Development (HUD). The 71-unit hotel was converted to provide housing for individuals experiencing and receiving supportive services from Mercy House.

6. Santa Ana participates in Operation Dignity

On November 30th, 2018, City staff began a more concerted effort towards outreach and engagement to address unsheltered homeless individuals in the City of Santa Ana. The Police Chief's Incident Action Plan (IAP), was led by Santa Ana Police Department, Deputy Chief Gominsky and Sgt. Juan Montiel with the focus on enhanced engagement and enforcement to ensure all options provided for immediate shelter and supportive services were offered. The IAP plan included the Quality of Life Teams, led by Public Works Staff, ensuring proper clean up and disposal of items and Parks and Recreation Staff, to ensure safety storage of items. The IAP plan included support from Community Development Agency Homeless Division in leading support staff efforts to shuttle individuals experiencing homelessness to The Link. Executive Management Directors were represented from several City Departments. The IAP plan involved two shifts per day, 4am-1pm and 1pm-10pm to engage the homeless population off the streets and into safe shelter. The efforts concluded on December 6th, 2018 with a total of 147 homeless individual enrolled in The Link. This interdepartmental team effort created a positive impact in the community and was also attended by Federal Judge Carter, who expressed that this effort was yet another best practice model initiated by City of Santa Ana to address homelessness and increase the Quality of Life in the City. Additionally, Homeless Services Manager, Hafsa Kaka has created a Referral Collaborative of services providers to utilize best practices in outreach and engaging vulnerable populations with mental and medical health disparities to receive services at the Link upon qualification.

7. Santa Ana receives visit from State of California Representative to tour The Link

On December 17, 2018, staff provided a tour of The LINK Shelter to Lahela Mattox, the State of California Representative for the Homeless Emergency Aid Program (HEAP). The City of Santa Ana applied for and received HEAP funds of \$3,690,885.84 from the state to address the immediate homelessness challenge as one of the Big 11 Cities experiencing homeless crisis. The state representative was impressed by the infrastructure of the 200 bed facility in dormitories to accommodate women, men, families with children and couples. The state representative was also impressed by the supportive services on site, ADA accommodations, and the beautiful mural of the facility enhancing human dignity and respect. The state representative informed staff that The LINK will be highlighted in the States best practice tools and examples of emergency shelters. The State representative also received an opportunity to visit The Orchard afterwards. This showcased how emergency shelters can lead clients into successful permanent supportive housing. Please see pictures attached.

8. Santa Ana receives visit from Senator Diane Feinstein's office to tour The Link

On December 19, 2018 Chris Barwick, representative for Senator Diane Feinstein's Office was provided a tour of THE LINK. Senator Feinstein's office was impressed that the shelter was built with great quality in just 28 days. The Senators office would like to highlight the shelter as a best practice model providing supportive services and stable housing while mitigating negative impacts to community. The Senators office would also like to highlight The City of Santa Ana as national model on a City's ability to quickly build capacity to address the homeless crisis and deliver positive outcomes

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

