



**Street Outreach and Engagement Accomplishments**

|                          | Outreach Contacts <sup>1</sup> | Outreach Line Calls | Client Engagement <sup>2</sup> | Street Exits <sup>3</sup> |
|--------------------------|--------------------------------|---------------------|--------------------------------|---------------------------|
| Oct 2019 (partial month) | 75                             | 116                 | 6                              | 23                        |
| Nov 2019                 | 235                            | 72                  | 13                             | 13                        |
| Dec 2019 (partial month) | 61                             | 19                  | 17                             | 15                        |
| Jan 2020                 | 138                            | 91                  | 18                             | 21                        |
| <b>TOTAL</b>             | <b>509</b>                     | <b>298</b>          |                                | <b>72</b>                 |

**Notes**

- December 2019 efforts were scaled back due to terms of initial pilot contract
- “Outreach Line Calls” above represent calls to the City Net Outreach Line from callers who identify their city of origin as Santa Ana. City Net distributes this phone number to homeless neighbors and local stakeholders to contact us and seek services. All calls are returned within a business day, and clients are connected to local resources, including City Net outreach and engagement staff support, as they are available.
- Street exits above were significantly impacted by Santa Ana’s investment in The Link Shelter, operated by Mercy House, as well as the collaborative efforts of the Santa Ana Police Department and the city’s Quality of Life Team (QOLT) and efforts.
- Santa Ana outreach and engagement efforts were also supplemented by City Net staff working with Santa Ana clients in the Homeless Emergency Assistance Program (HEAP) and the Housing and Disability Advocacy Program (HDAP). These programs, funded by the state and administered by Orange County, provide City Net with resources to assist all central Service Planning Area (SPA) cities, including Santa Ana.

<sup>1</sup> **Outreach Contacts** reflect the number of interactions for the specific purpose of reaching out to unsheltered homeless neighbors in a process of building trust and offering support toward the long-term goal of connecting them with emergency shelter, housing, or critical services; and providing urgent, non-facility-based care. These activities are intended to help homeless neighbors to obtain appropriate supportive services, including assistance in obtaining permanent housing, medical health treatment, mental health treatment, counseling, supervision, and other services essential for achieving independent living; housing stability case management; and other Federal, State, local, or private assistance available to assist the program participant in obtaining housing stability.. This number can be duplicated in any given reporting period.

<sup>2</sup> **Client Engagement** reflects the current number of homeless neighbors who are voluntarily engaged in a formal case management relationship with City Net. Case managers work with clients to achieve progress on a mutually agreed upon plan to attain housing and supportive services. Case managers follow-up with housed clients for 6 months after housing to ensure a successful placement. Active cases are engaged once a week on average and are considered inactive after 90 days of no contact.

<sup>3</sup> **HUD Street Exits** are defined by HUD and enumerated in the HUD systems performance report, and City Net uses these designations for all street exits achieved through the efforts of two or more agencies working together within the context of the homeless collaborative in the city. HUD designates some of these street exits as “temporary” and some as “permanent”, and City Net exercises discretion to count as exited those homeless neighbors who have a reasonable plan in place to move from temporary shelter to permanent housing. Street exits may also reflect duplicated numbers as individuals may enter, then exit, then reenter shelter/housing multiple times during the reporting period, and HUD guidelines require that City Net count these as multiple street exits even when referring to a single individual.



**Street Outreach Locations**

City Net staff initiated the following homeless activities in the previous month. See footnotes for descriptions of activities that comprise outreach contacts, and client engagements:

| Date    | Locations Visited (Partial List)   |
|---------|--|
| 1/6/20  | Spurgeon station, Bush and Civic Center Drive, Main and Warner, Second and Lacy  |
| 1/7/20  | Main and Civic Center, First and Main, Warner and Main, Main and Central, Broadway and Central   |
| 1/8/20  | Warner and Main, Main and Goetz, Bristol & Alton   |
| 1/10/20 | Main & Sycamore, Dyer and Main, Warner and Main, Fifth and Wright, Tracks off Edinger, Halliday and Warner, Linwood and 17 <sup>th</sup> , Alton and Bristol   |
| 1/13/20 | Fifth and Wright, Fairview and Edinger, Bochard and Bristol, Central and Dire, 500 West Dire, Valencia and Virginia, McFadden and Main, 114 East Cubbon, Standard and Edinger, Garnsey and Dyre, McFadden and Maple, Susan and Charlaire, Bristol and Edinger                              |
| 1/14/20 | Avenida and San Gabriel, Memory and Main, 1000 N. Santiago, Minnie Chestnut, Second and Lacy   |
| 1/15/20 | Bristol and Memory, Bristol and Edinger, Bristol and First, Western and First, Bristol and Warner, Warner and Halladay, Edinger and Fairview, Western and First, Santiago and Main, Townsend and First, North Main and West Civic Center   |
| 1/16/20 | First and Hickory, The Link Shelter  |
| 1/17/20 | Alton and Bristol, Bristol and Edinger, Flower and First, Standard and First, First and Lacy, First and Sullivan   |
| 1/20/20 | Fairview and MacFadden, First and Walnut, Edinger and Bristol, Fairview and MacArthur, Fairview and Edinger  |
| 1/21/20 | Fairview and First, 5th and N Susan, 1st and Western, McFadden and Harbor  |
| 1/22/20 | Warner and Main, 2nd and Lacy, Second and Garfield, Center and First, Flower and Edinger, Sasser Park  |
| 1/24/20 | Bristol and Edinger, The Courtyard, The Link, 17th and Main, 17 <sup>th</sup> and Santiago, Civic Center and Main, Santa Ana Blvd and Main St., 17th and Lincoln, Main St. and Memory Lane, W Alton Ave and Bradford Pl, W. Alton Ave. and S. Susan St., Alton and Bristol, Main/Santa Ana |
| 1/27/20 | First & Flower, Susan St and James Ave, Susan and Fifth, McFadden and Harbor, Edinger and Fairview   |
| 1/28/20 | Bristol and Central, Bristol and First, Bristol and Warner, Bristol and Sunflower  |
| 1/30/20 | 17th and Santiago, 17th and Grand, Edinger & Bristol, Edinger and Centennial, Edinger and Greenville, Edinger & Standard, Warner & Van Ness, Main & Central  |
| 1/31/20 | Alton and Bristol, Grand and 21 <sup>st</sup> , Broadway and First   |

**Recent Street Outreach and Engagement Highlights (most recent on top)**

1/16/20: City Net case managers first engaged with homeless female client during an appointment that she scheduled with City Net Outreach Specialist. Client shared that she and her partner had been homeless for three years after they could not afford to pay rent for their apartment. They usually slept at a bus stop, but their new goal was to become self-sufficient and eventually rent a room. Client was born and raised in Santa Ana, and when CCMs asked if she would be willing to go to the Link shelter she agreed. CCMs then partnered with SAPD to reserve a bed for client and her partner, and then transported clients to shelter.



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12/13/19: Homeless male living on the railroad tracks in Santa Ana. City Net engaged client on 11/1/19 during first Union Pacific Railroad outreach and began discussions about where he could live. On subsequent outreach interactions, we learned he had been at the Links, and wanted to go back. We had to run his name again through the Links and Officer Hawkins. Once he was approved, we found him on the tracks and entered him into the shelter on 12/13/19.

12/10/19: Homeless male client encountered by City Net on outreach; he was living in his car in Santa Ana. We engaged client in discussions about his living options, as he wanted to move into a sheltered living environment. We explored the Salvation Army Hospitality House with him; they had an opening and he was willing to go. Fortunately, at the same time, we encouraged client to reach out to family, and his sister agreed to take him in, allowing him to leave his car.

11/11/19: Female client had been chronically homeless for about five years. Client accepted services and case managers were able to reserve a bed for her at the Courtyard. Case managers then transported client to shelter. Client thanked case managers for their assistance in getting into shelter.

10/29/19: Homeless couple who lost their housing in September 2019 and were encountered by City Net during an outreach; they were sleeping on the railroad property in the city. Their daughter is currently in foster care. Case managers explained that they could be sheltered that same night at the Courtyard and clients were both very eager to learn more. Case managers also explained the different resources that Courtyard offers, and clients agreed to enter shelter immediately. On ride to Courtyard, clients promised each other that they would find jobs with the assistance that Courtyard could provide, and that they would work hard towards getting their daughter back. Case managers walked clients into Courtyard and clients thanked case managers for their assistance.



**Street Exit Destination Report**

|                                       | HUD HMIS Exit   | HMIS Code | Type      | Exits     |
|---------------------------------------|---|-----------|-----------|-----------|
| <b>Homeless Shelters</b>              | Place not meant for habitation  | 16        | Temporary | 0         |
|                                       | Emergency shelter, including hotel or motel paid for with emergency shelter voucher | 1         | Temporary | 48        |
|                                       | Safe Haven  | 18        | Temporary | 0         |
|                                       | Transitional Housing for homeless persons (including homeless youth)                | 2         | Temporary | 0         |
| <b>Sheltered Temporary Situations</b> | Hotel or motel paid for without emergency shelter voucher                           | 14        | Temporary | 0         |
|                                       | Residential project or halfway house with no homeless criteria                      | 29        | Temporary | 0         |
|                                       | Staying or living with family, temporary tenure (room, apartment, or house)         | 12        | Temporary | 2         |
|                                       | Staying or living with friends, temporary tenure (room, apartment, or house)        | 13        | Temporary | 0         |
| <b>Institutional Situations</b>       | Psychiatric hospital or other psychiatric facility                                  | 4         | Temporary | 0         |
|                                       | Substance abuse treatment facility or detox center                                  | 5         | Temporary | 0         |
|                                       | Hospital or other residential non-psychiatric medical facility                      | 6         | Temporary | 0         |
|                                       | Jail, prison, or juvenile detention facility  | 7         | Temporary | 0         |
|                                       | Foster care home or foster care group home  | 15        | Temporary | 0         |
|                                       | Long-term care facility or nursing home   | 25        | Permanent | 1         |
| <b>Continuum PH</b>                   | Rental by client, with RRH or equivalent subsidy                                    | 31        | Permanent | 0         |
|                                       | Permanent housing (other than RRH) for formerly homeless persons                    | 3         | Permanent | 0         |
| <b>Rent/Own with Subsidy</b>          | Rental by client, with GPD TIP housing subsidy                                      | 28        | Permanent | 0         |
|                                       | Rental by client, with VASH housing subsidy   | 19        | Permanent | 0         |
|                                       | Rental by client, with other ongoing housing subsidy                                | 20        | Permanent | 13        |
|                                       | Owned by client, with ongoing housing subsidy                                       | 21        | Permanent | 0         |
| <b>Rent/Own no Subsidy</b>            | Rental by client, no ongoing housing subsidy  | 10        | Permanent | 0         |
|                                       | Owned by client, no ongoing housing subsidy   | 11        | Permanent | 0         |
| <b>Other Perm</b>                     | Staying or living with family, permanent tenure                                     | 22        | Permanent | 7         |
|                                       | Staying or living with friends, permanent tenure                                    | 23        | Permanent | 0         |
| <b>Other</b>                          | Deceased  | 24        | Other     | 1         |
| <b>TOTAL</b>                          |   |           |           | <b>72</b> |

**Non-Contract Community Engagement Activity Highlights**

City Net staff regularly participate in non-contract related community engagement activities as well as leadership appointments to collaborative homeless services task forces, policy boards and implementation councils. While not directly funded by contract, these activities benefit city efforts because they build relationships with stakeholders across the region and build capacity for current and future collaborative efforts.

In January, City Net was awarded the 2020 Platinum GuideStar Nonprofit Profile Seal of Transparency, the highest level of recognition offered by GuideStar, the world’s largest source of nonprofit information. The GuideStar database has 1.8 million non-profits registered, but only 10,254 organizations (0.5%) have earned the Platinum Level Seal of Transparency.



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This certification acknowledges City Net's enormous institutional efforts to create rock-solid operational, administrative, communications and financial systems and procedures.

The GuideStar database contains a profile for every tax-exempt nonprofit registered with the IRS, providing information to more than 8 million people who visit GuideStar each year. The organizational profiles, including metrics of evaluation, effectiveness and transparency, provide GuideStar's immense online audience-- which includes funders, grant-makers, government officials, collaborating nonprofit organizations and the media—with objective tools to research and evaluate nonprofit performance.

To reach the Platinum level, City Net provided extensive information to GuideStar: contact and organizational information, in-depth financial information, qualitative information about goals, strategies, and capabilities, and quantitative information about results and progress toward accomplishing our mission. By creating an excellent organizational infrastructure, and by publicly sharing extensive information about our goals, objectives and outcomes, City Net has demonstrated its commitment to transparency and to giving funders and community stakeholders meaningful data to evaluate our organization.

The GuideStar Platinum Seal, acknowledged as the highest seal of transparency in the nonprofit sector, will be linked to our profile in the GuideStar database, and will be proudly displayed on our website and communications.