



Street Outreach and Engagement Accomplishments

	Outreach Contacts ⁱ	Outreach Line Calls	Street Exits ⁱⁱ
Oct 2019 (partial month)	75	116	23
Nov 2019	235	72	13
Dec 2019 (partial month)	61	19	15
Jan 2020	138	91	21
Feb 2020	70	74	9
Mar 2020	189	136	12
April 2020	451	84	26
May 2020	318	82	40
June 2020	462	68	73
July 2020	795	97	84
Aug 2020	681	103	36
TOTAL	3,475	942	352

Clients currently engaged in Case Managementⁱⁱⁱ: 158

Street Outreach and Engagement Notes

- “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, as well as beds opened by Orange County in response to COVID-19.
- 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.



Street Outreach Locations

Date	Location(s)
8/3/20	1st/harbor, 3rd/Birch, 3rd/Ross, Cedar & Walnut, Edinger/Standard, Flower St, Harbor/MacArthur, Hazard/newhope, Main/bishop, Main/Goetz, Main/Mainplace, Main/Warner, N Sycamore/17th, Santa Ana Armory, Standard/Edinger
8/4/20	Main/Central, 1st/Flower,17th/Main, 3rd/Birch, VPS, 15th/Sycamore, 3rd/ross, Main/Washington, Ross/5th, Ross/3rd, 1st/Fairview, Bristol/MacArthur
8/5/20	17th/Main, 2nd/Lacey, 3rd/Ross 4th/N Garfield, 5th/Ross, Centennial rd/Mohawk, Central/Main, Grand/Dyer, Main/Central, Main/Bishop, Main/17th, Main/Warner, Santa Ana Blvd/Parton, VPS illumination Foundation, W Third/BirchWarner/Bishop Warner/Main Warner/Main
8/6/20	17th/Main, 1st/cypress, 3rd & Birch, 3rd/Ross, Bishop/Main, Bristol/Alton, Bush/17th, Cypress/1st, Dyer/Pullman, Edinger/Fairview,Edinger/Flower, Lincoln/17th, Main/17th, Main/Edinger, Main/Warner, VPS Illumination Foundation, Wringer/Flower
8/7/20	1st/Broadway, 1st/Fairview, 1st/Olive, 1st/standard, 2nd/Lacey, Bridged to a Hotel by the VA and volunteers of America, Bristol/Alton, Bristol/MacArthur, Dyer/Pullman, Harbor/MacArthur, Main/Camile, Main/Mainplace Mall, Main/Memory Lane Main/17th, Orange/Adams, The Armory, VPS
8/10/20	4th/ross, E 2nd/Garfield, Flower/Olive, Goetz/Main, Main/17th, Main/MainPlace
8/11/20	17th/Grand, 1st/Bristol 3rd/Ross, 4th/Ross, 5th/Ross, Birch/3rd, Birch/Ross, Bristol/Alton, Bristol/MacArthur, Main/Central, Main/MainPlace, Main/Warner, Main St/Cityplace Dr, Sunflower/Fairview
8/12/20	2nd/Standard, 3rd/Ross, 3rd/Standard, 5th/Ross, Alton/Bristol, Birch/3rd, Bristol/1st, Bristol/MacArthur, Hazard/Newhope, Main/Warner, Olive/Flower, Santa Ana Blvd/Ross
8/13/20	3rd/Ross, 4th/Ross, 5th/Ross, Autumn/Halladay, Birch/3rd, E Walnut/Halladay, Edinger/Fairview, Olive/First, Santa Ana Blvd/Ross, VPS Illumination Foundation
8/14/20	4th/Ross, 5th/Ross, Bristol/Alton, Bristol/Santa Ana Blvd, Main/MainPlace, Main/Warner, VPS Illumination Foundation
8/17/20	17th/Main,3rd/Birch, 3rd/Ross, 4th/ross, Alton/Bristol, French/Vance St, Main/MainPlace, Main/Warner, McArthur/Harbor, Santa Ana Armory, VPS - Stanton
8/18/20	3rd/Birch, 3rd/Lacy, 4th/Ross, Dyer/Pullman, Hazard/Newhope, MacArthur/Harbor, Main/Memory Lane, Main/Central, Main/MainPlace, Santa Ana Armory, Santiago Park
8/19/20	3rd/Birch,3rd/Ross, 4th/ross, 1st/McClay, Main/Central, Main/geotz, McFadden/Sullivan St, Gertrude/Grand St., Gertrude/Main, The Link
8/20/20	1st/Lyon,1st/wright, 3rd/Birch, 3rd/ross, 4th/ross, Birch/3rd, Cedar/Walnut, Hazard/Newhope, Gertrude/Grand St, The Link
8/21/20	1st/Hickory St, 3rd/Birch, 3rd/Ross, 4th/Ross, Main/17th, Main/Central, Main/geotz, Main/MainPlace, Main/Memory, Newhope/Hazard
8/24/20	2nd/Lacy, 3rd/Birch, 3rd/Ross,4th/Ross, 5th/Broadway, Main/Broadway, Main/Central St., Andrew/Flower
8/25/20	17th/Grand, 3rd/Lacy, Dyer/Pullman, 1st/Grand, Hazard/Newhope, Lacy/1st, Main/17th, The Link



Date	Location(s)
8/26/20	17th/Main, Dollar tree 1st/McClay, 3rd/Ross, 4th/Ross, Bristol/Alton, Broadway/5th, Broadway/Santa Ana Blvd, French St/Vance St, Grand/1st, MacArthur/Harbor, Main/17th, Main/20th, Main/MainPlace, Main/Memorial Lane, The Link
8/27/20	17th/Main, 3rd/Ross, 4th/Ross, The Link
8/28/20	1st step house - Charle street, 17th/Grand, 17th/Sycamore, 3rd/Birch, 5th/Ross, Broadway/Santa Ana, Broadway/5th, Broadway/Santa Ana Blvd, 5th/Bush, Hazard/Newhope, Main/12th, Main/Santa Ana, Main/Warner, Main St/Memory Lane, Ross/Birch, Santa Ana Blvd/Ross,The Armory
8/31/20	3rd/Ross, Birch/3rd, Cedar/Hickory, Edinger/Evergreen, 1st/E Lyon, Flower/3rd, Lincoln/17th, Memory Lane/Main, Spurgeon/Main, Warner/Main

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

8/8/20: City Net case managers engaged homeless male client on street outreach. He was distraught about losing his job and possessions when the COVID-19 pandemic hit. He was ashamed of being in the street and it was difficult to reassure him we could help get him back on track. He initially refused shelter referrals due to negative past experiences. The next week on outreach, we stopped by to see how he was doing and offered snacks, water and a listening ear. We also provided client clothing, toiletries, and a referral to MHA so he could shower. Later, the Armory informed me he was next in line to be enrolled; the rest of the day we spent looking for client. We found him on Saturday and made special arrangement with Armory staff to conduct his intake on the weekend so he could exit the streets.

7/28/20: homeless male client has been on the streets for twenty years. He is a Veteran and had previously started the process to obtain housing but was not successful. We connected him with the VA who completed his assessment. The VA referred client to 1736 and a case manager provided him with a hotel voucher until he has completed the HUD-VASH process.

7/8/20: Homeless male client has been experiencing homelessness for several years in Santa Ana. City Net CCMs met him on 1st and Townsend with his dog. City Net CCMs have been working with the client since April 2020 to access medical services and shelter. After working with the client for the past three months, he agreed to go back to The Link and was provided transportation to the location.

7/7/20: Homeless female client has been experiencing homelessness for most of her life. She has significant disabilities and is mostly non-verbal. Client was hesitant to go into one of the bigger emergency shelters due to past negative experiences. We worked on alternative options with Grandma’s House of Hope and Oasis, both of which were unable to provide immediate assistance. Orange County Health Care Agency and Santa Ana PD met with the client and provided a referral to OC Project Roomkey. City Net case manager provided assistance with communicating to the client. Client was picked up and transported to Project Roomkey room.

6/11/20: Client is elderly homeless male who has been homeless many years. On May 1, City Net bridged the client until he could obtain a bed availability at Project Room Key. Unfortunately, due to the Project Room Key’s program design, the client and City Net did not feel this program would meet his needs. City Net and The Roque Detox Center collaborated to assist his admittance into their program. As soon as the client completed detox treatment, he was referred to Project Room Key.



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6/10/20: Homeless male client started working with City Net in January 2019. He was staying in the Santa Ana Courtyard. Just a few days after he enrolled for City Net Services, he left the Courtyard. On June 10, 2020 City Net reconnected with client; he was at an encampment on streets of Santa Ana. City Net discussed possible shelter/housing options; client stated he was willing to go to a hotel room or shelter. City Net referred and entered client in Project Room Key on June 10, 2020.

5/11/20: City Net engaged homeless family on April 27, 2020. The family noticed City Net's van while on outreach in the city and flagged it down. The family was living out of their car. Mother had recently obtained custody of her sixteen-year-old child and was interested in family shelter. City Net completed initial intake and VI SPDAT. City Net assisted family to get documentation ready. On May 11, the Family Care Center in Orange had shelter availability for the family. City Net made referral and assured transport to and entry in the shelter.

5/1/20: City Net engaged homeless male client in April 2020. He was referred by the Santa Ana Police Department. During initial contact, he was uninterested in case management services. He expressed disappointment in the network of agencies that had tried to help him in the past. City Net case managers encouraged him to keep trying and assessed him as eligible for Project Roomkey due to his vulnerabilities to COVID-19. On May 1, he was referred to and entered the project.

4/27/20: City Net engaged homeless male at the beginning of March 2020. Client became homeless about five years ago due to family issues and substance abuse. Client has been living in his vehicle for five years. Client enrolled in City Net services. Client was interested in getting relocated to his brother in Miami. Unfortunately, due to car issues, he was not able to relocate. City Net attempted to connect the client to Small Angels Foundation, a nonprofit agency which provides monetary gifts to improve an individual's life. However, the client did not meet the agency's requirements. On April 27, 2020, client was reconnected with a friend who lives in the Inland Empire. The client's friend provided towing assistance, room and board and possibly will assist client to obtain a job as a mechanic.

4/20/20: Homeless couple started working with City Net at the beginning of April. They were living out of their car since losing their home in the summer of 2019. They spent time living on and off with friends and family around the Orange County area but were interested in permanent housing. They both struggle with physical disabilities. He also struggles with dementia, which makes it hard for him to communicate and stay organized. After meeting with the couple a few times, I got them document ready and completed a VI-SPDAT for her (he had already been assessed for housing a few months prior by a different organization). She contacted me a few times a week to share parts of their story, and to keep me updated on his health condition. While getting them document ready, City Net provided couple with food and water. After a few weeks, a family friend who lives out of state offered them room and board. City Net provided the couple with gas cards, food and water for their drive. The trip took them almost a week to complete and on April 20th she called to report they had safely made the trip to their new home.



Street Exit Destination Report

	HUD HMIS Exit	HMIS Code	Type	Exits
Homeless Shelters	Place not meant for habitation	16	Temporary	0
	Emergency shelter, including hotel or motel paid for with emergency shelter voucher	1	Temporary	281
	Safe Haven	18	Temporary	0
	Transitional Housing for homeless persons (including homeless youth)	2	Temporary	0
Sheltered Temporary Situations	Hotel or motel paid for without emergency shelter voucher	14	Temporary	21
	Residential project or halfway house with no homeless criteria	29	Temporary	4
	Staying or living with family, temporary tenure (room, apartment, or house)	12	Temporary	3
	Staying or living with friends, temporary tenure (room, apartment, or house)	13	Temporary	2
Institutional Situations	Psychiatric hospital or other psychiatric facility	4	Temporary	0
	Substance abuse treatment facility or detox center	5	Temporary	3
	Hospital or other residential non-psychiatric medical facility	6	Temporary	2
	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
Continuum PH	Rental by client, with RRH or equivalent subsidy	31	Permanent	0
	Permanent housing (other than RRH) for formerly homeless persons	3	Permanent	1
Rent/Own with Subsidy	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
Rent/Own no Subsidy	Rental by client, no ongoing housing subsidy	10	Permanent	0
	Owned by client, no ongoing housing subsidy	11	Permanent	0
Other Perm	Staying or living with family, permanent tenure	22	Permanent	18
	Staying or living with friends, permanent tenure	23	Permanent	2
Other	Deceased	24	Other	1
			TOTAL	352

ⁱ **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.

ⁱⁱ **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



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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.

ⁱⁱⁱ **Client Engagement** reflects the current number of homeless neighbors who are voluntarily engaged in a formal, written case management relationship with City Net. Clients sign permission to allow City Net case managers to work with them 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.