



Santa Ana
Homeless Services
Dashboard Report--May 2021



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
Sept 2020	974	177	49
Oct 2020	650	188	20
Nov 2020	657	120	22
Dec 2020	509	144	32
Jan 2021	518	102	35
Feb 2021	303	122	37
March 2021	445	243	59
April 2021	406	249	44
May 2021	523	226	54
TOTAL	8,460	2,513	704

Clients currently engaged in Case Managementⁱⁱⁱ: 181

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 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.



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Street Outreach Locations (Partial List)

Date	Location(s)
5/3/2021	Rose/Civic Center, First/Flower, Lincoln/17th, Main/Warner, Third/Ross, First/Townsend, First/Figueroa, Bristol/Edinger
5/4/2021	Fifth/Western, Bristol/Edinger, First/Standard, 17th/Penn
5/5/2021	First/Standard, 17th/Bristol, Civic Center/English, First/A St, Memory/Bristol, Bristol/Edinger, Main/Walkie, Bush/17th, Civic Center/Main, Ross/Civic Center
5/6/2021	First/McClay, Main/Walkie, Ross/Third, Ross/10th, Ross/Civic Center
5/7/2021	17th/Lincoln, First/Main, 17th/Santiago, Ross/Civic Center, Third/Ross, Santa Fe/Second, 17th/Bristol
5/10/2021	17th/Bristol, First/A St, Goetz/Orange, First/Standard
5/11/2021	First/Standard, Memory/Lincoln Town, 17th/Bristol, Second/McClay, Bristol/Edinger
5/12/2021	17th/Bristol, First/Grand
5/13/2021	Civic Center/Ross
5/14/2021	Ross/Civic Center, Fairview/Edinger, First/Standard, Sudio 6 Motel
5/17/2021	Bristol/Edinger, Third/Ross, Edinger/Lyon, Garnsey/Dyer
5/18/2021	Bristol/First, Fairview/First, Hickory/First, Standard/First, 17th/Lincoln, Garnsey/Dyer, Fourth/Golden Circle, 17th/Main
5/19/2021	McFadden/Jackson, Second/Santa Fe
5/20/2021	17th/Lincoln, Second/Santa Fe, First/Harbor, Main/Bishop, Centennial Park, Fairview/McFadden, First/Fairview, Del High Park, Bristol/McFadden, Bristol/Baker, Santiago Park, Santiago/Main
5/21/2021	First/Fairview, First/Mountain View, Santiago/Main
5/24/2021	First/A St, Fifth/Western, First/Golden Circle, 17th/Lincoln, First/Standard, Santiago Creek
5/25/2021	First/Harbor, Edinger/Lyon, First/Standard, Bristol/Wilshire, Main/Mainplace, 17th/Bristol
5/26/2021	17th/Lincoln, 17th/Main, Bristol/Memory Lane, Edinger/Greenville, Standard/Chestnut, Flower/Civic Center
5/27/2021	Bristol/17th, Lincoln/17th, MacArthur/Fairview, Grand/17th, SNA Office
5/28/2021	First/McClay, Main/Warner, Lyon/Edinger

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

5/28/21: Homeless male client has lived in Santa Ana for his whole life with his family having deep roots in the city. By the time City Net engaged with him, he had already been experiencing homelessness for decades. Initially, he hesitated to receive services beyond basic needs. When the Santa Ana Housing Authority had vouchers for their residents, City Net and SAPD partnered to work with the client. City Net Case Manager assisted in connecting the client to American Family Housing and helping collect his paperwork for a permanent apartment. We got the client into the Link until unit is located.



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5/21/21: City Net case managers engaged older, homeless male client after responding to a call by SAPD and social services. This client has significant disabilities and relies on a wheelchair for mobility. After speaking with the client and going over placement options, the client decided he wanted to return out of state where he would be able to stay with a friend who would be able to financially support him and stay with him until he found a room for rent. City Net provided relocation assistance for the client to make the trip.

4/19/21: City Net has been working with homeless male client for several months on both shelter and housing. During this time, City Net has been able to work with client to acquire all vital information and housing documents. While waiting to be matched to a housing opportunity, the client expressed interest in residing in shelter. City Net assisted client into the Yale shelter and he looks forward to continuing to follow up with others who are assisting on his case such as his doctor and psychiatrist.

4/19/21: City Net has been working with homeless female client for the last several months. The client was placed on a housing priority list and expressed her determination to be housed. She has been in regular communication with the Santa Ana City Net team, working to complete her VI-SPDAT and obtaining her vital documents. The client decided she was ready to go to the Yale shelter while she waits for a housing opportunity, so she successfully entered shelter while working on her long-term housing plan.

3/22/21: City Net case managers have been working with homeless male client for several months. Client is on the Santa Ana Registry List and is waiting to be matched to a housing voucher. Unfortunately, client has had to quarantine several times due to COVID exposure. Nevertheless, client has persevered through these obstacles and is back at the Link while he waits for a housing voucher. City Net case manager and the client have worked to obtain the client's documents and complete the VI-SPDAT. Client remains hopeful for a long-term housing opportunity and has demonstrated hard work and resiliency throughout the entire process.

3/19/21: City Net case manager has been working with homeless female client on her housing goals since September 2020. Client has been homeless her entire life, and she faced many obstacles due to the global pandemic and mobility limitations. City Net case managers checked in with her multiple times per week to build rapport and trust. City Net supported her efforts to advocate for herself and obtain stable housing for the first time in her life. City Net case managers continue to provide supportive services to help her succeed in her future endeavors.

2/9/21: City Net engaged homeless female client in November 2020; she reported experiencing street level homelessness for the past six years. Working alongside SAPD, Case Managers gathered documents required for her housing match, and client moved into her own one-bedroom apartment February 21 at Casa Querencia. She is working towards finding employment and filing for General Relief. Her story will be featured on Behind the Badge, a national platform which aims to elevate the voices of those who have benefitted from local law enforcement and public safety servants.

2/9/21: Homeless male client enrolled in City Net services in October 2020 after many years of chronic homelessness. SAPD introduced client to City Net. Over the past four months case managers have collaborated with Mercy House and SAPD to get essential housing documents completed. After 22 years of being homeless, client signed lease and move into his new apartment.



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1/29/21: Homeless male client waved us down while we were driving on Outreach in the city and asked if they would qualify for shelter. We conducted a new client intake and determined that both clients qualified, so both the client and their mother were assisted into shelter from the field.

1/21/21: Homeless female client called City Net Outreach Line to inform us she could no longer stay with friends and family and was forced to live on the street with her two small children. Client has ties to cities of Westminster and Santa Ana. She had been resistant to shelter referrals due to fear of COVID-19 but was forced to seek emergency services due to her situation. City Net provided housing in a motel in Westminster where she and her children can rest safely while waiting to be matched to a family shelter.

12/30/20: Homeless male client with community ties to Santa Ana contacted City Net through the Outreach Line while he was enrolled in a sober living program. Client had questions about shelter options available to him after he was discharged from sober living. Client and case manager agreed that he would benefit greatly from a shelter rather than trying to make it on the streets, so client opted to transition to The Courtyard in Santa Ana. City Net case manager arranged transportation from the sober living program to the Courtyard, where the client looks forward to making progress in finding a job and housing.

11/18/20: Homeless male client was referred to City Net case managers by SAPD. Client approached SAPD seeking shelter/housing assistance. Case managers conducted an intake and worked with client to determine his shelter needs and preferences, as well as current openings. Client was eligible for the Armory shelter in Santa Ana, operated by City Net through the County. The team referred him to the shelter, ensured his safe entry, and connected him to the City Net case managers at the shelter so they can work with him on a long-term housing plan.

10/16/20: SAPD HLO referred homeless female client reached out to City Net for services. She was living in a sober living home paid by Medi-Cal. Her term was over on October 17; she would not have anywhere to go after her term and was scared of being on the streets (and being exposed to drug use). We immediately started the housing process; she got her third-party verification signed and was working on getting her disability form signed by her psychiatrist. She was worried since she had nowhere to go and the housing was taking a bit longer than she expected (and she was working during this time as well, making it difficult for her to complete errands). With the assistance of SAPD, client was placed at the Santa Ana Armory while she worked on her housing a day before she would have ended up on the street. At the Armory she was not comfortable; however, she contacted her sister and moved in with her shortly after.

9/21/20: Homeless male client struggling with dementia. When we engaged client, he explained how difficult it was to remember anything, especially short-term memories. We assisted client in setting up his newly acquired phone (his 6th one due to misplacing them). He was eager to acquire clothing and food resources. Eventually client agreed to shelter at the Armory in Santa Ana. The client is currently scheduled to meet an organization to see if he qualifies for supportive housing to support his memory issues.



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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	576
	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	41
	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	7
	Staying or living with friends, temporary tenure (room, apartment, or house)	13	Temporary	5
Institutional Situations	Psychiatric hospital or other psychiatric facility	4	Temporary	0
	Substance abuse treatment facility or detox center	5	Temporary	5
	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	3
Rent/Own with Subsidy	Rental by client, with GPD TIP housing subsidy	28	Permanent	1
	Rental by client, with VASH housing subsidy	19	Permanent	0
	Rental by client, with other ongoing housing subsidy	20	Permanent	24
	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	21
	Staying or living with friends, permanent tenure	23	Permanent	5
Other	Deceased	24	Other	9
TOTAL				704

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.