
**CITY OF COSTA MESA
OFFICE OF THE CEO
INTEROFFICE MEMORANDUM**

TO: TONY DODERO,
KIRSTIN STEVENS, MANAGEMENT ANALYST

FROM: MURIEL ULLMAN, HOMELESS CONSULTANT
AMEERAH GHAZNAVI, MANAGEMENT AIDE

DATE: JUNE 5, 2018

SUBJECT: NETWORK FOR HOMELESS SOLUTIONS OUTREACH 2017 YEAR END REPORT

The Network for Homeless Solutions is a collaborative effort among city staff, volunteers, community churches, and nonprofit and private organizations to address homelessness in Costa Mesa. Using a humanistic approach, homeless individuals are identified and directed to resources that will best assist them. This report will highlight some of the main outreach outcomes and activities of the NHS that have been completed between January 1, 2017 and December 31, 2017.

This year, we have provided the report in summary form. Per our conversation it would be great if Kristen could utilize some of the tables and appropriate other information into a colorful info graphic.

Please let us know if you have additional information.

OUTREACH ACCOMPLISHMENTS

I. Summary of Outreach Activities

A. Case Management Hours

- Total Case Management Hours for Housed, Homeless, General Public and Temporarily Housed 2017: 3037 hours for 525 clients (general public & homeless)
- Top 20 clients take up 44.4 % of total Outreach Case Management hours
- 65% of the top 20 are housed clients.
- Majority of Case Management Hours are utilized in providing services and support to Housed and Homeless Clients.
- Homeless Clients take up 43.15% of total case management hours
- Housed Clients take up 46.40% of total case management hours
- Clients' case management hours were calculated and categorized by their most recent housing status as of 12.31.2017. ¹

Summary of Case Management Hours 2017			
Status	Total Hours	% of Hours	Number of People
Housed	1415	46%	135
Homeless	1316	43%	345
Temporarily Housed	232	8%	23
General Public	85	3%	22
Total	3048	100%	525

¹ Due to the transient nature of clients, their housing status continually fluctuates and case management service hours consequently follow client's most recent housing status as of 12.31.2017.

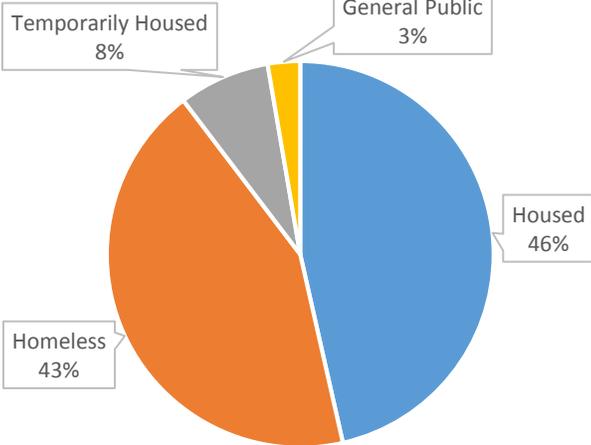
NHS 2017 Year End Report

Total Case Management Hours 2017		
Hours for top 20 (13 housed, 5 homeless, 2 Temporary Housed) clients	1350 hrs	45 % of total hrs
Hours for remaining clients	1697 hrs	55 % of total hrs
Total	3048 hrs	100%

Housed Clients 2017		
Hours for top 20 Housed Clients	1036	73 % of hours assisting housed clients
Hours for Remaining 120 housed clients	379	27 % of hours assisting housed clients
Total Hours	1415	
Total Number of Housed Clients	135	

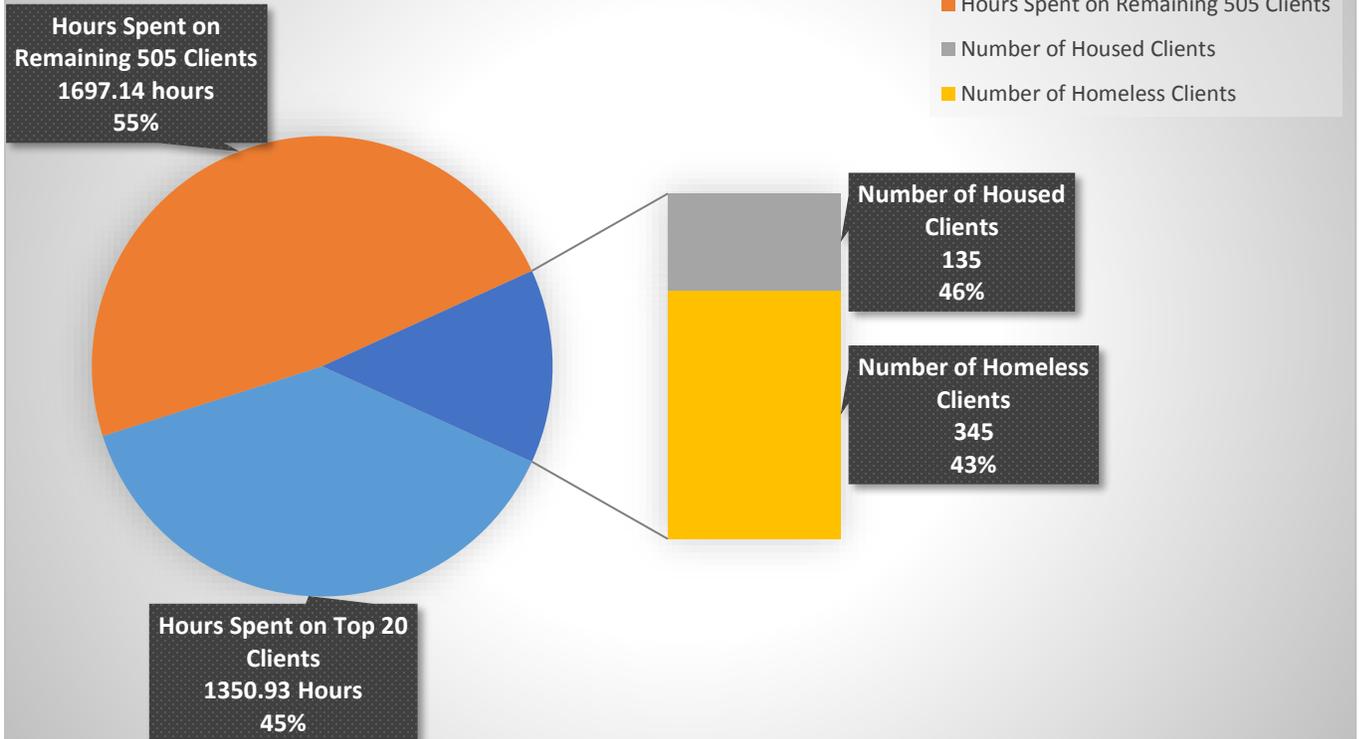
Homeless Clients 2017		
Total Hours for Homeless Clients	1316 hrs	
Total Homeless Number of people	345	
Top 20 homeless clients hours	692 hrs	53 % of hours assisting top 20 homeless clients
Hours for Remaining Homeless clients	623 hrs	47 % of hours assisting remaining 325 homeless clients

Percent of Casemanagement Hours as of 12.31.2017



■ Housed ■ Homeless ■ Temporarily Housed ■ General Public

Total Case Management Hours 2017

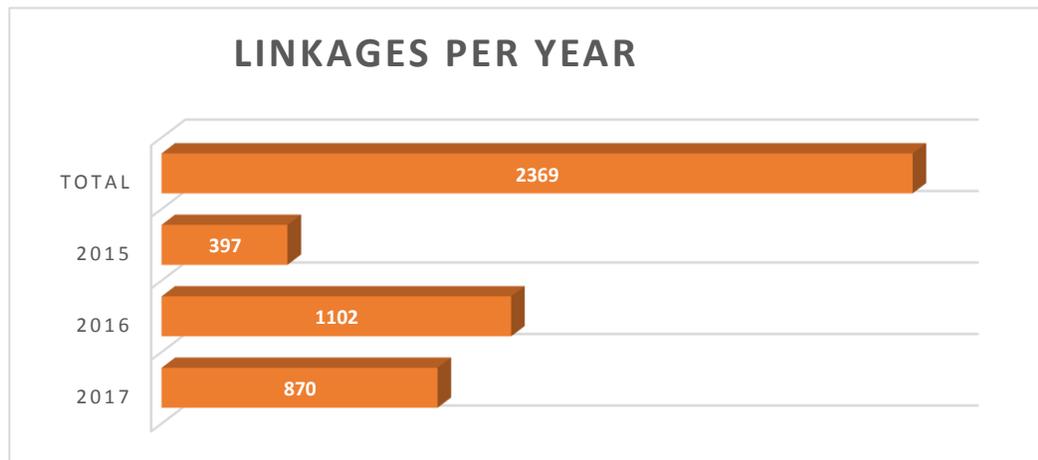


II. LINKAGES

A. Summary of Linkages

The term “linkages” refers to linking clients to various supportive services including but not limited to substance abuse, mental health, medical, social services, employment, transportation, collaborative case management or securing documentation.

- **Total linkages in 2017: 870**
- **Total linkages in 2016: 1,102**
- **Total linkages in 2015: 397**
- **Total linkages from 2015-2017: 2,369**



The Outreach Team collaborates with various community organizations and links clients to services offered by partner organizations. These linkages include:

- mental health
- substance abuse
- medical
- housing
- field support
- legal services
- social services
- transportation
- collaborative case management
- documentation
- rental Assistance
- other

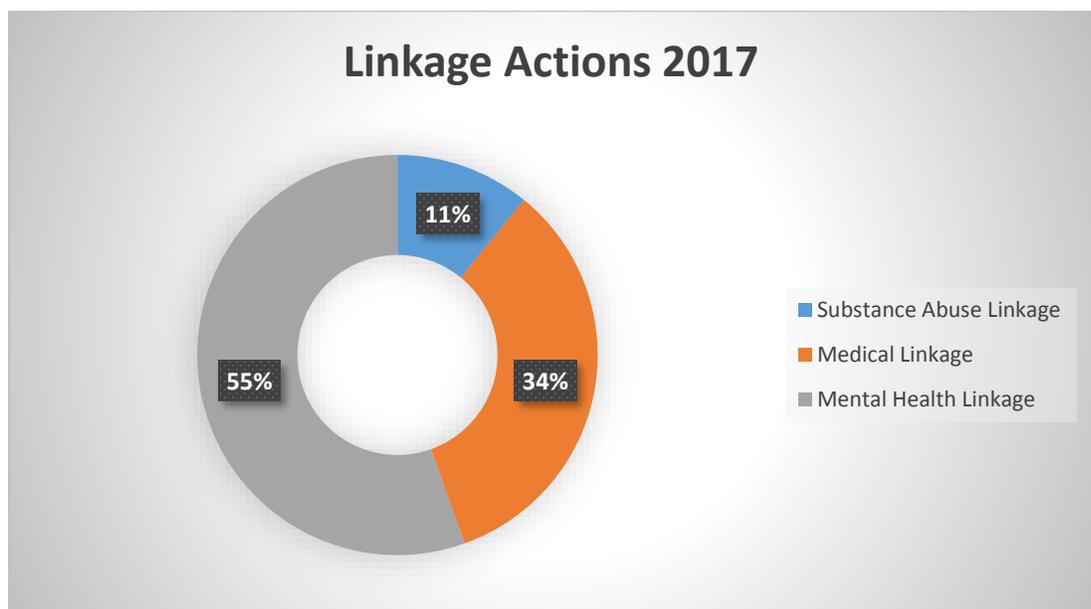
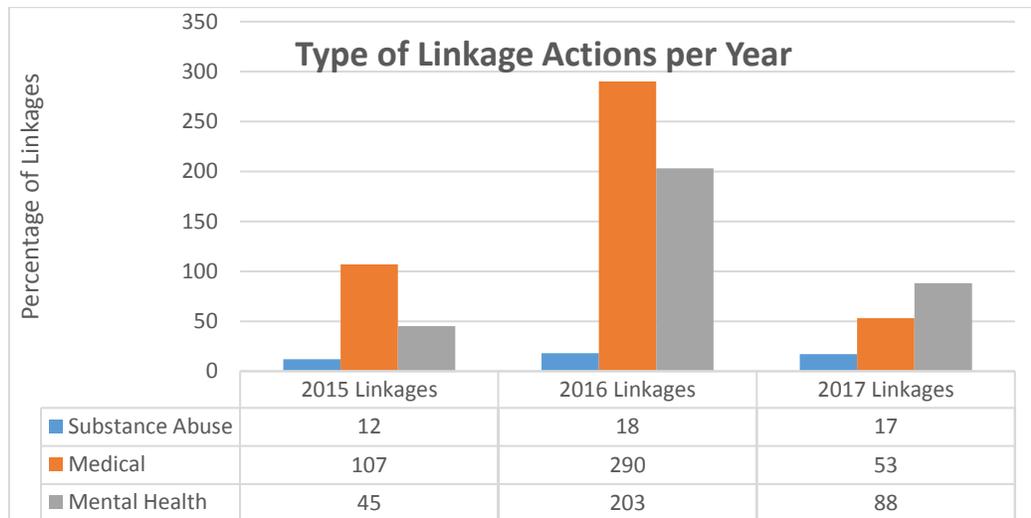
B. Client Disclosure of Substance Abuse and Mental Illness

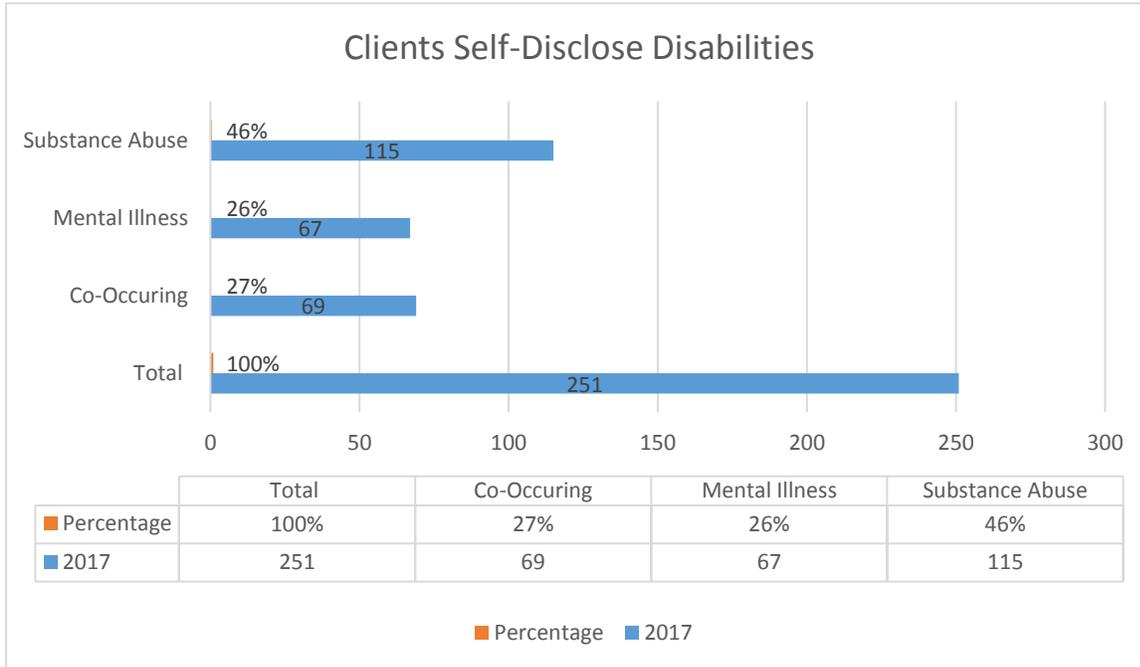
Outreach has worked with clients who have substance abuse and/or mental health disabilities. A combination of both disabilities are called “co-occurring disorders.” These disabilities have been self-disclosed verbally by clients to the outreach workers. In some cases, clients have provided documentation detailing the severity of their disability.

As of 2017, there were 251 total clients who self-disclosed their disorder to Outreach. Approximately 26% of clients reported mental illness, 46% reported substance abuse, and 27% of clients reported co-occurring disorder. There were

more self-disclosing issues related to mental illness and substance abuse but there were fewer linkages made to substance abuse and mental health linkages.

This may partially be due to the recent passage of criminal justice laws including AB 109 and Proposition 47 which reduced felony charges and mainstreamed previously convicted criminals into society with little support and resources. In addition, the cases of pro-longed mental illness have gone undiagnosed and untreated which has increased the reports of co-occurring disorders. Due to ongoing support and assistance from Outreach Team, clients continue to build rapport with these professionals and are more likely to self-disclose their personal struggles with substance and mental illness.

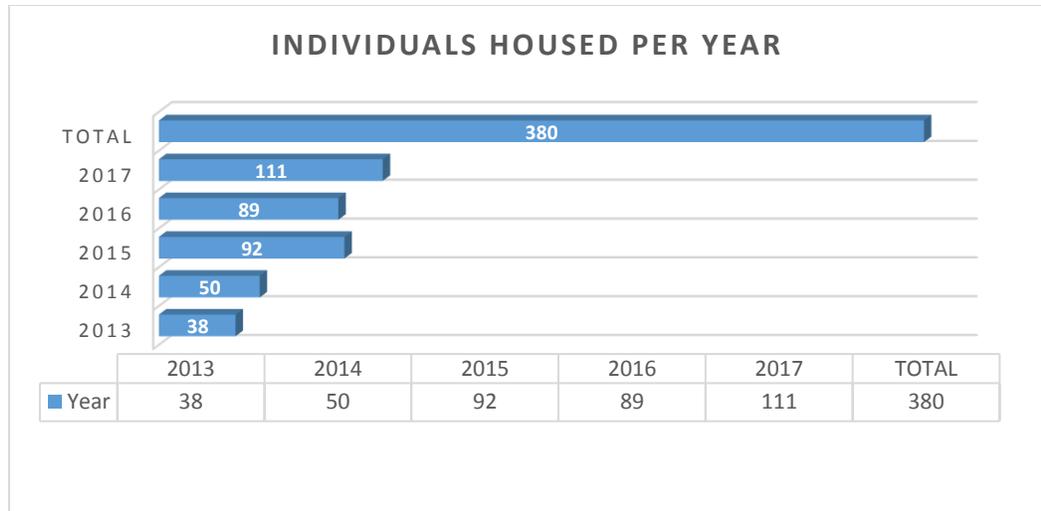




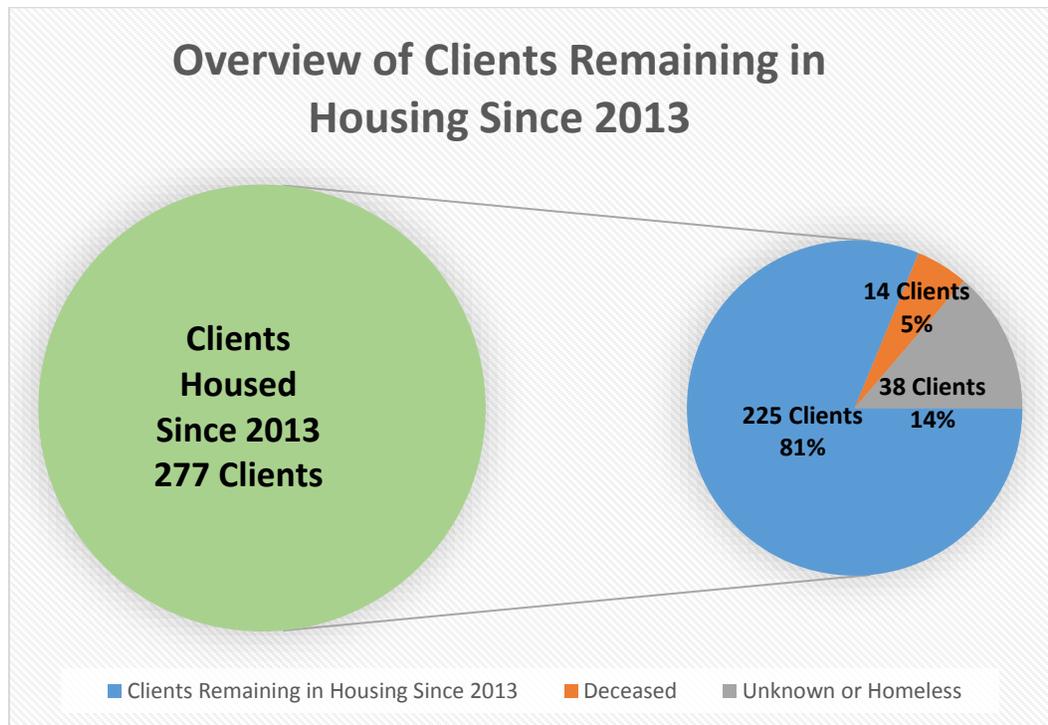
III. Housed Clients/People Remaining in Housing

A. Clients Housed Since 2013

Below is an in-depth analysis on the number of clients that have been housed since 2013 and those that are remaining in housing. Many individuals who were originally housed have either fallen out of housing, passed away, or their whereabouts are unknown.



- **Total individuals housed since 2013: 380**
- **Total individuals remaining in housing since 2013: 277**
- **73% retention rate**



As stated above, many of these clients have been living on the streets for several years and the transition to housing can be difficult for them. The Outreach Team ensures that the individual is given all the resources that they need to succeed in the transition to living inside. Some of the issues that the Outreach Team has experienced when attempting to house homeless individuals are the lack of identification, criminal records, mental and physical health issues, substance abuse, and a lack of motivation to be housed. Forming trusting relationships with these individuals is critical to securing their cooperation.

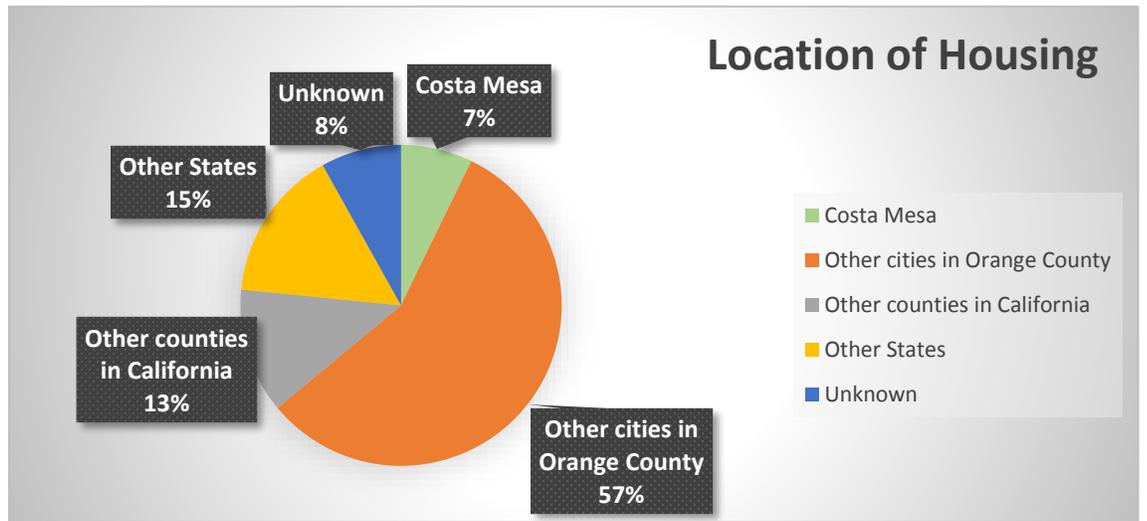
Collaborating with governmental agencies, nonprofit organizations, community volunteers, and networking with reliable private landlords has aided the Outreach Team in securing much needed affordable housing for its homeless residents. In addition, a housing initiative called 211 Coordinated Entry has allowed individuals to be housed on a “housing first” model which involves the immediate placement of the vulnerable individuals based on their mental health, medical problems, and substance abuse.

B. Where are They Housed

In 2017, 111 individuals were housed. Most have been housed in Orange County cities other than Costa Mesa and, in some cases, clients have been housed outside of California.

Listed below are the locations of their housing.

- **Clients housed in Costa Mesa: 8**
- **Clients housed in other cities in Orange County: 63**
- **Clients housed in other California counties: 14**
- **Clients housed in other states: 17**
- **Unknown: 9**



8 homeless were housed in Costa Mesa



63 homeless were housed with in other cities in Orange County



14 homeless housed within California outside of O.C.



17 homeless housed out of state within U.S.



9 homeless were housed in unknown locations.

- 93% of people are housed outside of Costa Mesa.
- 7% of homeless residents have been housed in Costa Mesa. There are many reasons for this phenomenon: First, due to high rents and strict underwriting criteria there are not enough housing options in Costa Mesa

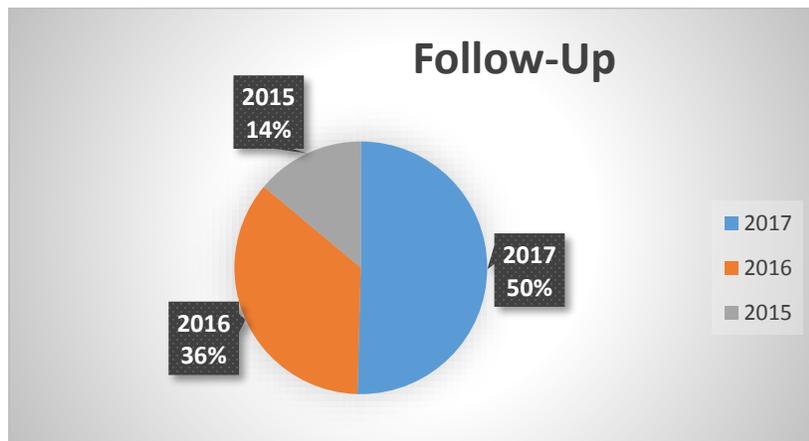
to house all these individuals in the city.² In addition, some clients come from other cities and are reconnected back to their community of origin. Finally, location of permanent supportive housing for the 211 Coordinated Entry Program is chosen by federally funded housing providers that have received funding from both the County of Orange and the Department of Housing and Urban Development. The Network for Homeless Solutions Outreach Team has no control over the location of the housing for homeless individuals who are selected to participate in this program; it is based on availability as well as willingness of private landlords to participate in this program.

C. Client Follow up Support

Clients and other individuals that continue to receive support from outreach workers after they have been housed. Follow up support is given to ensure clients have the necessary resources to stay in housing.

- **Clients that received follow up support in 2017: 58**
- **Clients that received follow up support in 2016: 41**
- **Clients that received follow up support in 2015: 16**

Exhibit 9: Follow Up Support per Year



Follow up support for housed clients has increased per year as a larger focus has been placed in keeping clients housed. Follow up is a necessity to ensure that the individuals have the necessary resources and stability to continue to stay in

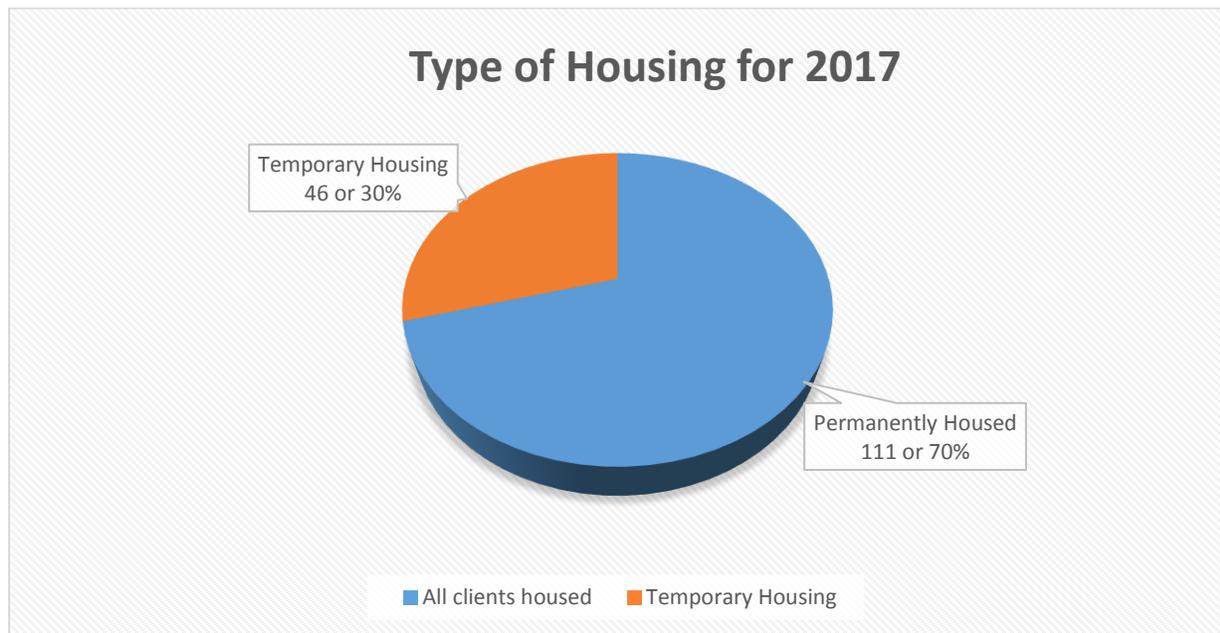
² As of February 2017, **average apartment rent** within the city of Costa Mesa, CA is \$2075. One bedroom **apartments in Costa Mesa rent** for \$1804 a month on **average** and two bedroom **apartment rents average** \$2309 (Rentjungle.com)

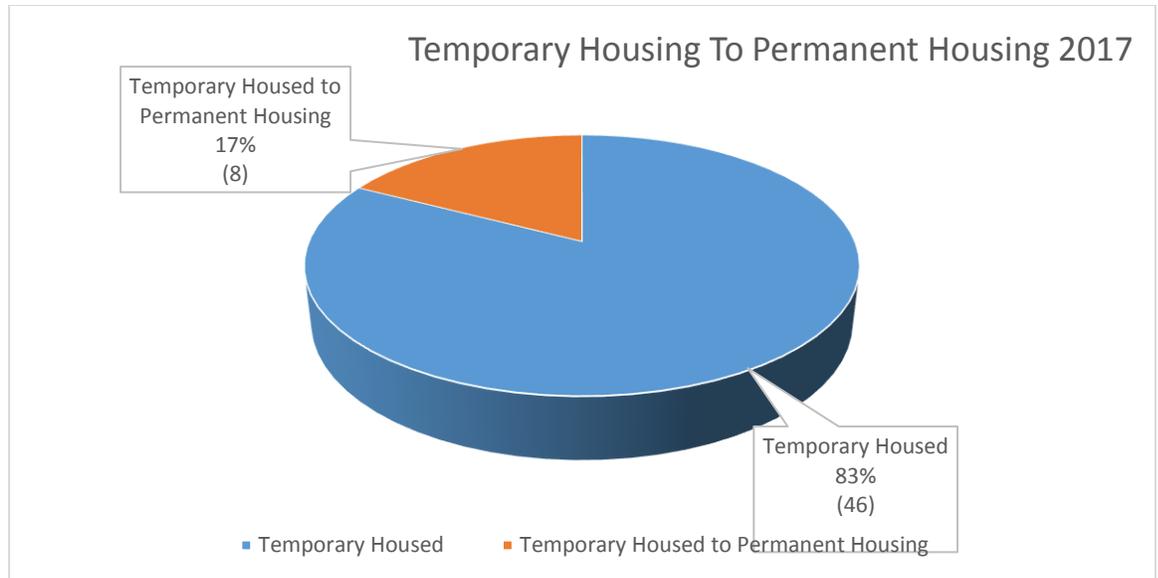
housing due to their limitations as expressed above. Through the efforts of the Outreach Team, this lifestyle transition is eased for the clients.

D. Temporary versus Permanent Housing

Clients that have been housed through the efforts of the Outreach Team are mainly placed in two types of housing. Temporary housing is defined as housing that can be up to 90 days in tenure or longer with a definite end date in mind. Permanent housing is housing that a client can remain in indefinitely, some of which contains wraparound case management services. There were 11 clients placed in housing and 46 clients placed in temporary housing of those placed in temporary housing, 8 were placed in permanent housing during 2017.

- **Number of Clients housed in 2017: 111**
- **Total Number of Clients placed in temporary housing in 2017: 46**
- **Number of Clients moved from temporary housing into permanent housing: 8**





Through the efforts of outreach, homeless individuals have been able to receive permanent and temporary housing. Permanent housing is defined as housing with an unlimited tenure. Temporary housing is utilized whenever a client is at risk and needs a temporary location to reside in. Through the collaboration with other organizations, Outreach has been able to place many homeless individuals in temporary housing until another permanent solution is available

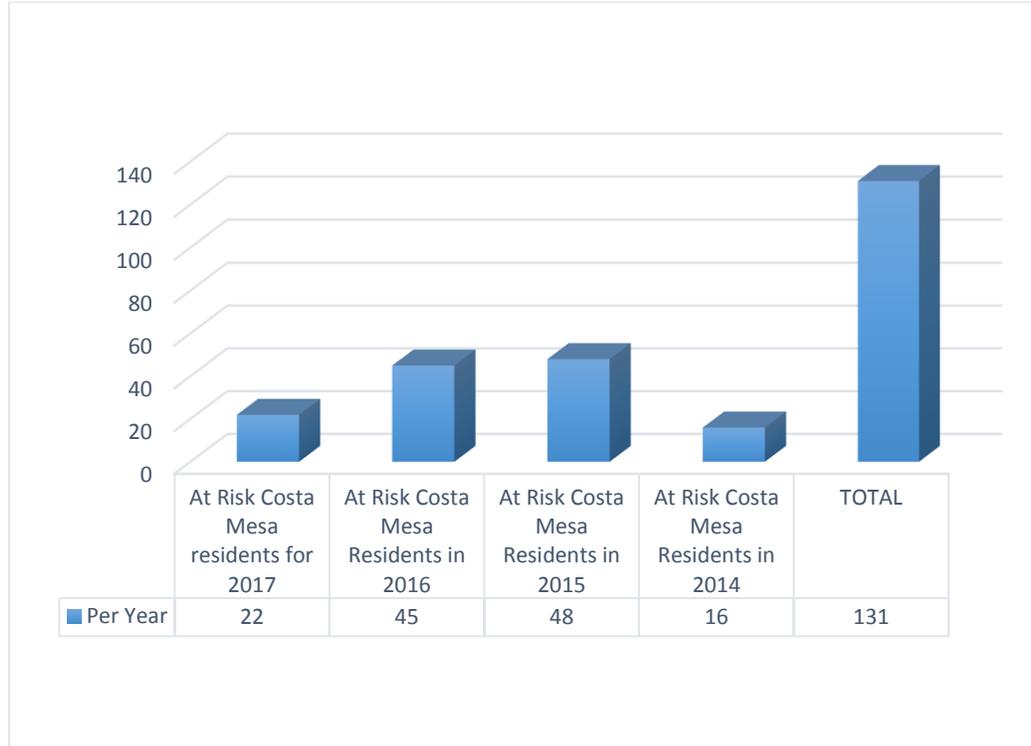
E. Housed Costa Mesa Residents at Risk of Homelessness

At-risk Costa Mesa residents is another demographic that utilizes outreach assistance. These individuals are housed Costa Mesa residents that are at risk of losing their housing due to financial instability, job loss, illness, and high rental rates in the city. The Outreach Team provides resources to these households through partnerships with several nonprofit organizations such as Mercy House,

Many Costa Mesa residents receive services from outreach workers due to being at risk of homelessness. These clients come to Outreach to receive possible resources to avoid homelessness. At-risk Costa Mesa residents are residents that can potentially become homeless due to cost burdens and housing instability.

- **At Risk Costa Mesa residents for 2017: 22**
- **At Risk Costa Mesa residents for 2016: 45**
- **At Risk Costa Mesa residents for 2015: 48**

- **At Risk Costa Mesa residents for 2014: 16**

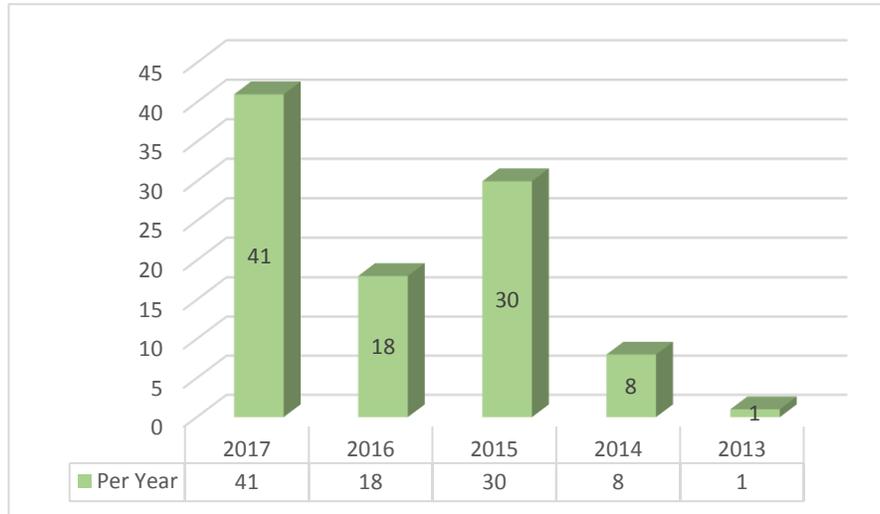


IV. Reconnections

Through partnerships with local nonprofits and churches, Outreach is able to link homeless nonresidents back to their community of origin and ensure that they are ending their homelessness by reuniting with family or friends and/or enrolling in a shelter placement program. Many of these individuals are subjected to an extensive criminal background check before they are reconnected back to their hometown. Reconnection partnerships include Costa Mesa Police Department, Fresh Beginnings Ministries, The Crossing Church, Broken Hearts Ministry, Trellis, and Lighthouse Church.

- **TOTAL INDIVIDUALS RECONNECTED FROM 2013 THROUGH 2017: 98**
 - **Total reconnections in 2017: 41**
 - **Total reconnections in 2016: 18**
 - **Total reconnections in 2015: 30**
 - **Total reconnections in 2014: 8**
 - **Total reconnections in 2013: 1**

Reconnections per Year –



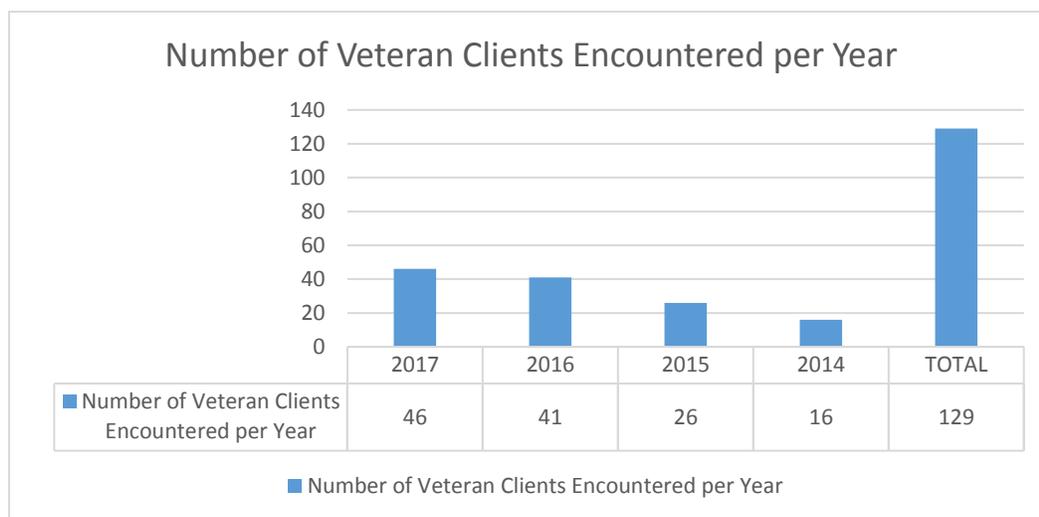
Reasons given to Outreach Team for choosing to move to Costa Mesa:

- Substance abuse treatment (client either fell out of program or successfully completed treatment but was now homeless)
- Access to services (i.e.: food, clothing, medical assistance, etc.)
- Optimal weather condition
- Employment opportunity
- Educational Opportunity

VI. Special Populations

A. Veterans

- Outreach has assisted a total of 129 veteran clients since 2014. This constitutes a 187.5% increase in veteran clients since 2017.
- The NHS Outreach Team continues to forge partnerships with Veterans programs such as The Department of Veteran Affairs, Veteran Administration, Veterans First, and Veteran Affairs Homeless Outreach Services.
- Total Veterans Served in 2017: 46
- Total Veterans Served in 2016: 41
- Total Veterans Served in 2015: 26
- Total Veterans Served in 2014: 16
- Total: 129



211 COORDINATED ENTRY | HIGHLIGHTS

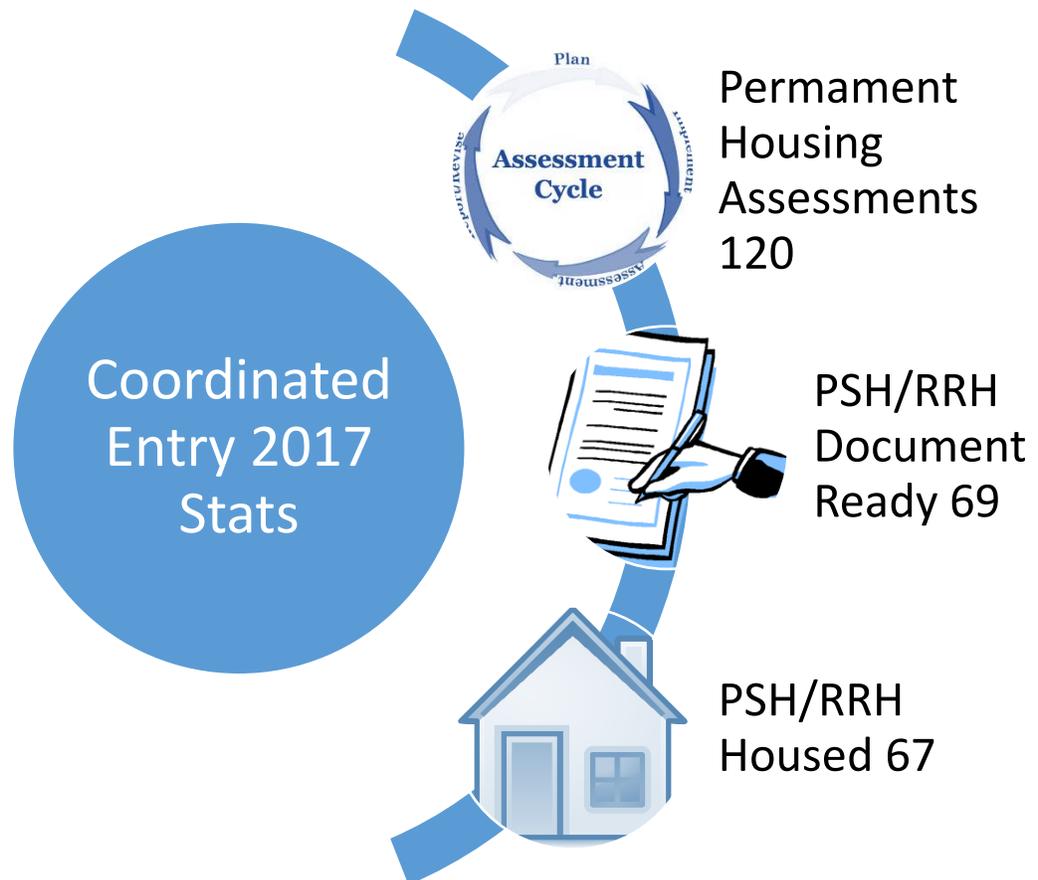
A. Coordinated Entry (CE) is a new requirement for all HUD Continuums of Care (Cocas) as established by the HEARTH Act. It paves the way for more efficient homeless assistance systems by:

- Helping people move through the system faster (by reducing the amount of time people spend moving from program to program before finding the right match);
- Reducing new entries into homelessness (by consistently offering prevention and diversion resources upfront, reducing the number of people entering the system unnecessarily)
- Improving data collection and quality and providing accurate information on what kind of assistance consumers need.

Research has shown that prior to CE, there were several barriers to program entry: Many programs impose entry criteria used by the provider to screen out people who are not “housing ready” or capable of becoming “self-sufficient”—particularly through sobriety requirements, minimum income or employment requirements and service participation requirements. The effect of these barriers is to screen out those families and individuals who have been homeless the longest, have the greatest barriers to housing (including disabilities) and the greatest service needs. Coordinated Entry eases the process of housing homeless individuals. The process involves assessing the individual and determining if they are in need of immediate, temporary or permanent housing. Through the assessment, individuals are given a score and the higher the score the more at risk the individual is. The clients with the highest scores are given priority for permanent housing while, the lower scores are given temporary housing until an alternative is found.

Coordinated Entry Statistics for 2017 are as follows:

- 120 assessments were completed between January 2017 and December 2017³
- Of those 120 completed assessments, 69 were document ready and successfully submitted to the County Coordinated Entry System (CES)
- Of the 69 document ready clients, 67 clients were eligible for Coordinated Entry Permanent Supportive Housing
- 38 clients were housed through a CE provider and remaining clients were diverted and were housed through independent sources.



I. PARTNERSHIP ACTIVITIES | COLLABORATIONS

A. ORGANIZATIONAL COLLABORATIONS:

Outreach has collaborated with over 50 businesses and organizations since 2013. These include:

1736 Family Crisis Center	OC Social Services office
Action Alliance	Share Ourselves (SOS)
OC Outreach and Engagement	Stand Up for Kids
OC PERT Team	St John's Episcopal
OC Links	St. John the Baptist (St. Vincent de Paul)
OC Public Library	The Crossing
Off the Streets	Westminster Villa
Pacific Haven	Trellis
Pat Moore's Rehab Center	VA Long Beach
Precious Hope	VA Santa Ana
Project Hope Alliance	Veterans First
Queen of Angels Helping Hands Ministry	Volunteers of America (VOA)
Rock Harbor	Working Wardrobes
Salvation Army	Friendship Shelter
Santa Ana Health and Wellness	American Family Housing
Senior Samaritans	First Baptist Church
Fresh Beginnings Ministries	Senior Sidekicks
Battle Buddy Bridge	Lighthouse Church
Broken Hearts Ministry	Lighthouse Community Coastal
Build Futures Goodwill	Living Success Center
Grandma's House of Hope	Mental Health Association
Grey Hound Bus	Mercy House
Human Options	Newport Beach Acute Care
Illumination Foundation	Oasis Mental Health
OC Records Office	Department of Motor Vehicles
Cal Optima	Families Forward
Charle Street	
Church of Christ	
Collette's Children's Home	Impact House
Companion Care	

II. VOLUNTEER & ORANGE COUNTY MENTAL HEALTH | STATISTICS

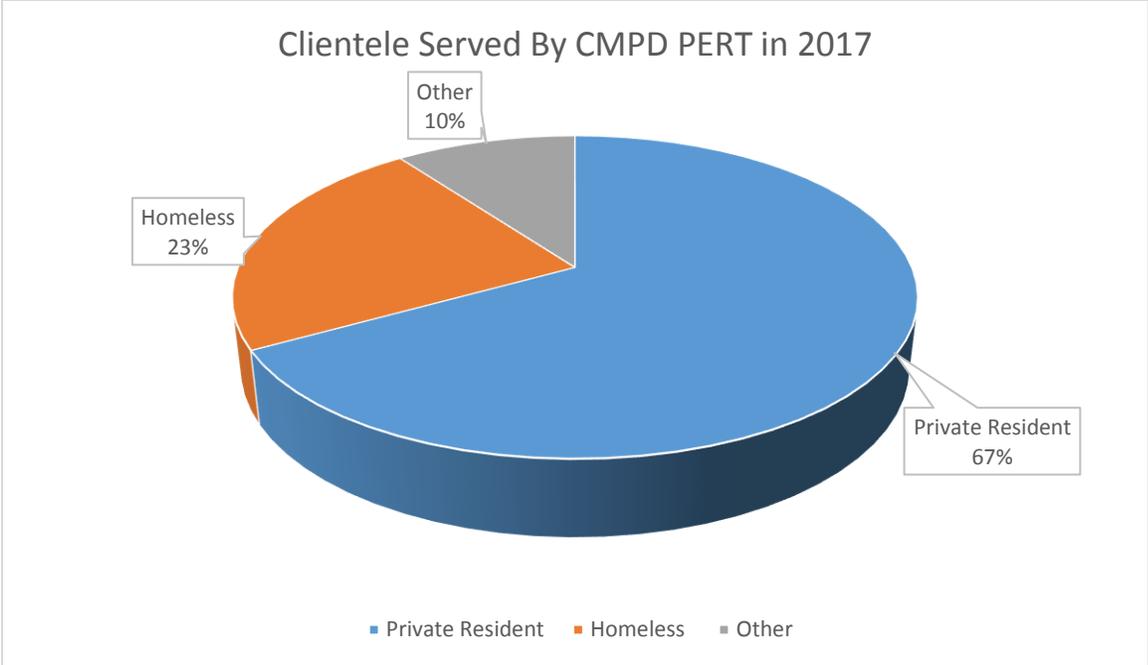
A. VOLUNTEER GROUP 2017 STATISTICS & HIGHLIGHTS:

B. PSYCHIATRIC EMERGENCY RESPONSE TEAM (P.E.R.T) HIGHLIGHTS:

Orange County Centralized Assessment Team provides a Licensed Clinical Social Worker two days per week to assist officers in addressing the mental health needs of the community. The social worker provides emergency psychiatric evaluations, coordinates hospitalizations as needed, and follows up with patients to encourage linkage to community services. Additionally, the social worker provides mental health intervention training to officers.

- **Total hours from January 2017 to December 2017: 256.5 Hours**
 - 158 of clients are non-homeless and 54 of clients are homeless and 24 other clients
 - Contacts: 246
 - Linkages to mental health services (Emergency Psychiatric Evaluations): 60

		CMPD PERT Report 2017						
Month	Hours	Contact	Referral & Linkages			Housing		
			Legal Hold M.H.Eval	Hospitalized	Linkage Others	Private	Homeless	Other
Januray	36	26	10	5	5	15	10	0
February	23	30	7	4	0	10	6	2
March	19	22	6	1	0	12	2	2
April	18	33	2	0	0	24	1	8
May	25	29	6	2	0	22	2	5
June	15	9	0	0	15	18	1	2
July	22	13	4	0	3	7	6	0
August	22.5	18	5	3	0	9	3	3
September	44	15	6	2	0	12	3	0
October	32	26	6	3	0	13	13	0
November	13.3	13	2	1	1	9	4	0
December	9.5	12	6	3	3	7	3	2
TOTAL	279.3	246	60	24	27	158	54	24



C. BEHAVIOR HEALTH SERVICES OUTREACH & ENGAGEMENT HIGHLIGHTS:

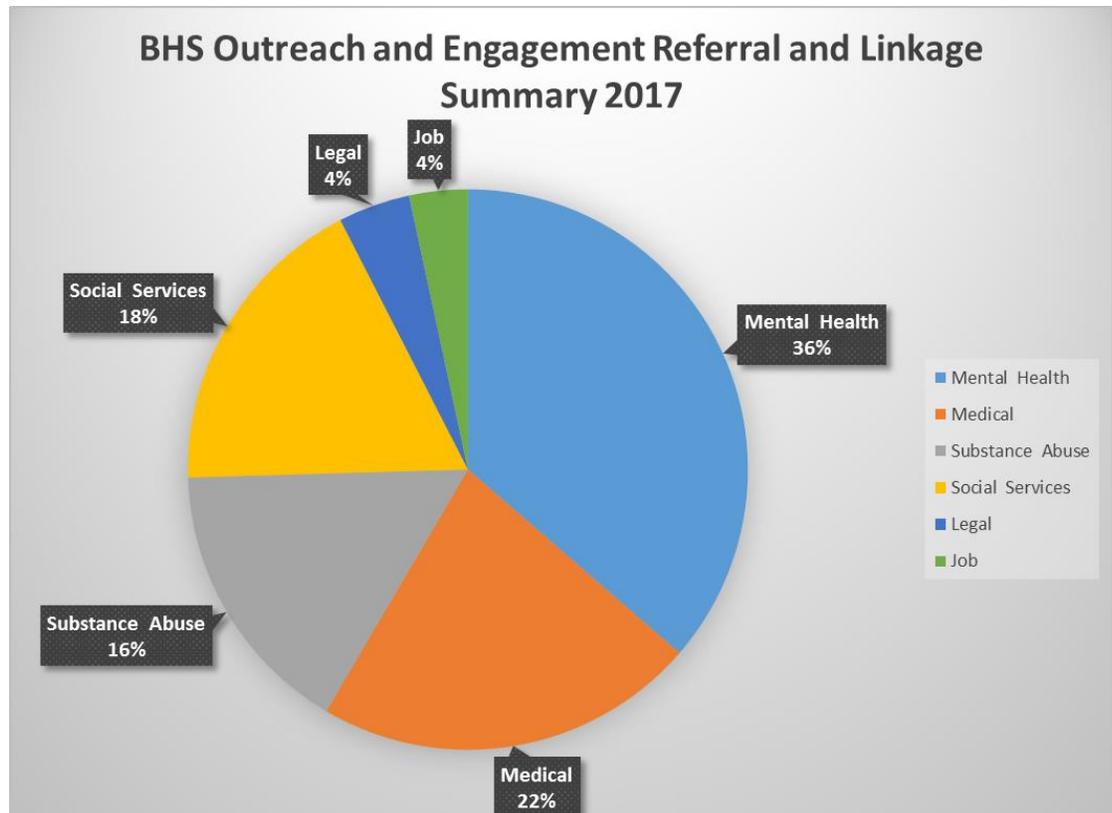
County of Orange Mental Health Services provides social workers whose focus is on rapport building to increase the consumer’s acceptance of behavioral health treatment and ultimate integration into his or her community of choice. The team responds to community referrals and collaborates with various community partners in support of an individual’s mental health recovery.

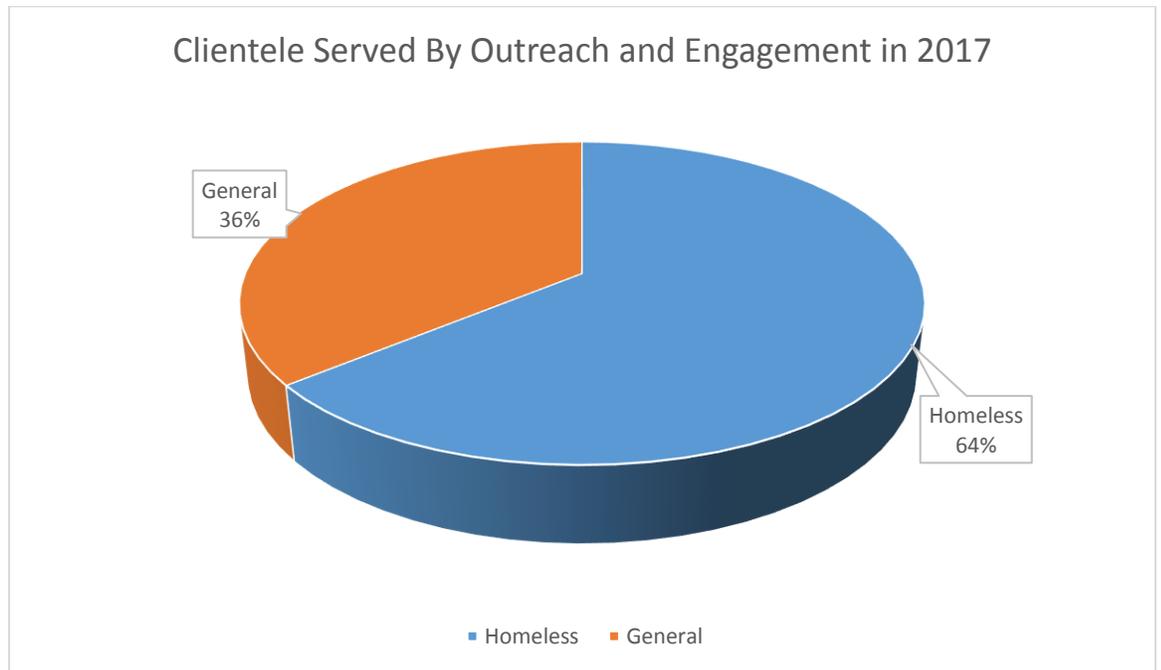
- Contacts: 752
- Linkages to mental health services: 140
- Linkages to medical services: 85
- Linkages to substance abuse: 62
- Linkages to social services: 69
- Linkages to legal services: 16
- Linkages to employment services: 13
- Came into contact with 482 Homeless individuals
- Came into contact with 270 individuals from general population

Exhibit 21: County of Orange Behavioral Health Linkages

Monthly BHS Outreach & Engagement Report 2017

Month	Referral & Linkages						Housing			Contact Type		Total Contact
	Mental Health	Medical	Substance Abuse	Social Services	Legal	Job	Temporary	Permanent	Transitional	Homeless	General	
Januray	16	4	0	4	2	2	3	2	2	45	7	52
February	10	4	1	9	0	2	2	5	2	34	9	43
March	14	4	9	8	2	0	2	6	3	62	19	81
April	6	5	4	9	0	1	2	3	0	21	17	38
May	12	10	3	2	0	1	0	7	9	43	16	59
June	10	15	4	6	0	1	2	1	1	39	25	64
July	18	3	2	4	0	1	0	3	2	37	14	51
August	15	11	12	2	2	2	3	2	0	62	46	108
September	4	5	8	1	1	0	4	1	0	30	33	63
October	12	7	6	13	2	3	6	3	2	47	41	88
November	18	4	9	6	4	0	5	3	3	31	18	49
December	5	13	4	5	3	0	13	1	1	31	25	56
TOTAL	140	85	62	69	16	13	42	37	25	482	270	752





III. GOALS AND OBJECTIVES | 2018

Over the next year, city outreach staff will attempt to achieve the following:

- Implementation of a housing navigation system designed to provide a broader array of housing options for those Costa Mesa Homeless Residents seeking housing.
- Encouraging independence on the part of formerly homeless clients who are now housed.
- Continued collaboration with governmental community partners including Outreach and Engagement, the Child Abuse Prevention Center and the Mental Health Association.
- Development of a more robust mentoring program for follow up clients with the assistance of both Trellis and Fresh Beginnings Ministries.
- Remaining an active partner with County 211 Coordinated Entry to ensure maximum placement of homeless residents in housing.
- Continuing of monthly coordination meetings with community volunteers and nonprofit organizations

NHS 2017 Year End Report

- Identification of additional employment resources which are willing to train homeless individuals and assist them in their job search.