



Community C.A.R.E. Event

Coordinated Access to Resource and Engagement

Chollas View, Ridgeview, Webster | **Council District 4**

February 14– 16, 2023

Service Model

Community Coordinated Access to Resource and Engagement (C.A.R.E.) Events employ a multi-agency effort, consisting of the City of San Diego Coordinated Outreach personnel, the County of San Diego Health and Human Services, and an array of community partners to engage individuals experiencing unsheltered homelessness in identified priority areas. Field outreach teams canvass the area to engage unsheltered folks and connect them to supportive services necessary to achieve housing stability. The event provides access to case management, health education, public benefits, mental health and substance abuse treatment, primary care referrals, and access to hygiene kits, transportation, and basic essentials.

Base of Operations

The base of operations was located in the parking lot near 1733 Euclid Ave, San Diego, CA 92105 adjacent to the out-of-business “Big Lots” store and at the intersection of Euclid Ave and Federal Blvd.



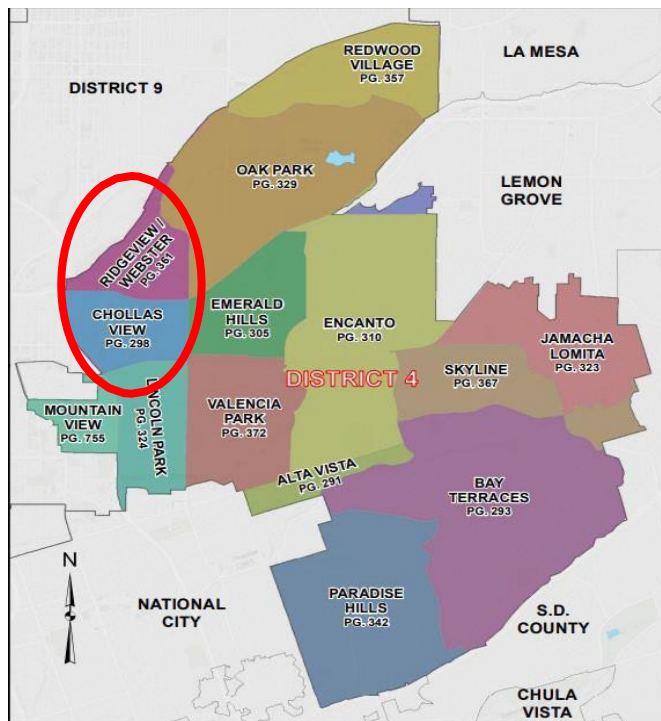
Timeline

TASK	START DATE	END DATE
Planning Meetings	1/14/2023	2/10/2023
Focused Outreach Event	2/14/2023	2/16/2023
Data Collection & Evaluation	2/20/2023	3/3/2023
After Action Report	3/6/2023	3/16/2023

Areas of Focus – Chollas View, Ridgeview, Webster

The area of focus was the southeastern portion of the City of San Diego (excluding South San Diego) and the neighborhoods south of State Route 94 (Martin Luther King Jr. Freeway) and east of downtown San Diego. The area is topographically hilly and has lower-density residential and semi-rural neighborhoods. Chollas View is an urban community in the southeastern section of the city of San Diego. It is bordered by Webster and California State Route 94 on the north, Mount Hope and Interstate 805 on the west, Emerald Hills and Euclid Avenue on the east, and Lincoln Park and the San Diego Trolley on the south. Outreach efforts will be concentrated in the areas along the river walk behind the Southeastern “Live Well” Center currently under construction and areas surrounding the Jacobs Center for Neighborhood Innovation, Planet Fitness & Home Ave.

- Out of business “Big Lots” allows for use of the parking lot
- 39 Confirmed Homeless Encampment reports from 11/30-1/27/2023
- Client Relief Stations will be provided on site
- Past event By-Name List will be used to reference clients & services from previous events



Daily Schedule

- 7:30am-8:15am: Base of Operations set up
- 8:15am: Huddle/Stand Up to review focus areas and on-site services
- 8:30am-12:00pm: Field Teams deployed to identified locations
- 8:30am-1:00pm: Base of Operations with client service “stations” for Behavioral Health/Mental Health, County Benefits, Case Management-Housing Solutions, and Intake.
- 1:00-1:30pm: Field Teams return to the Base of Operations and assist breakdown and loading of equipment.

On-Site Service Schedule

<u>Organization</u>	<u>Service Resource</u>	2/14	2/15	2/16
DSDP	Family Reunification	X	X	X
PATH - MHRT	Field Outreach - Client	X	X	X
PATH - RRT	Field Outreach - Client	X	X	X
Alpha Project	Field Outreach - Client	X	X	X
City Net	Field Outreach - CalTrans ROW	X	X	X
NAMI	Case Management			X
SDYS	TAY Outreach	X	X	X
HHSA (Benefits and GR)	Benefits	X	X	X
Father Joe's Street Health	Street Health		X	X
Father Joe's Street Psych			X	
Health Care in Action	Street Medicine			X
Project Street Vet	Veterinarian Services	X		
The Animal Pad	Pet Products/Services	X		
Courage to Call	Veteran Services	X	X	X
VA	Veteran Services		X	X
Family Health Center	Healthcare for Homeless	X		X
Chenelo	Phone Distribution	X	X	X
MHS Storage Connect	Storage			X
Salvation Army	Substance Programs			X
Rescue Mission	Mission Academy	X	X	X
El Dorado Community Center	Harm Reduction	X	X	X
Lived Experience Advisors	Doug Jack	X	X	X
TACO	Birth Certificates			X
DMV	DMV - Onsite	X	X	X
SDPD – Neighborhood Policing	SDPD H.O.T.			X

OUTCOMES

Client Interactions, Supportive Services, and Shelter Placements

Client Encounters**	
Base of Operations Intakes	182
Unduplicated Clients Served	170
New HMIS Profile	19
County of San Diego – Office of Homeless Solutions	
General Relief	28
CalFresh	21
MediCal	4
CalWorks	1
Client Encounters/Case Inquiries	93
Street Health/Medicine Outreach	
Health Inquiries/Screenings	17
Patient Assessments/Wound Care	8
GR Eligibility - Disability	4
BH/MH Assessments	6
County of San Diego – Public Health	
COVID Vaccination	2
Flu Vaccination	2
Hepatitis A Vaccination	3
Harm Reduction (Condoms, Narcan)	23
Diversion	
Family Reunification	1
Family Reunification Inquiries	5
Department of Motor Vehicles	
Completed Applications	62
Requests	80
Shelter Placement	
Single Adult	2
Shelter Request	36
On-Site Case Management	
Cell Phone – Wireless Access - Request	60
Cell Phone – Wireless Access	15
Veteran Services	7
Birth Certificate	11
Veterinarian Services	15
Added to the Community Que	15
Street Based Case Management Inquiries	53
Active Street Based Case Management	40

*Includes client encounters, County services, shelter placements and basic needs. Street Based Case Management enrollments are included in the total Field & Street Outreach Client Encounters.

**The 'Instances of Services' and 'Encounters' numbers may include clients that engaged more than one time throughout the week, i.e. duplicates.

***The 'Housing Referrals' includes a confirmed available permanent housing opportunity or intervention



OVERVIEW

Determining locations to hold Community C.A.R.E. events is informed by reports communication with Council District 4 staff, feedback from the Outreach team of 3 assigned to the area, as well as ongoing conversations with the County's Office of Homeless Solutions. There appeared to be some movement prior to the event and other encampments are tucked in areas of the community that are not easily visible. Vehicle habitation was sporadic throughout the community however there appeared to be a greater number of RV's than other communities.

The focus areas identified were 3 adjacent neighborhoods of Chollas View, Ridgeview, Webster (specifically the places around El Dorado Community Center, the Jacobs Center for Neighborhood Innovation, and the future Southeastern Live Well Center). Council District 4 is currently served by two street-based case managers and supported by a Program Manager. Additionally, one Rapid Response Outreach Specialist spends half of their time actively responding to various service requests throughout the communities.

Between February 14th and February 16th, the County of San Diego Live Well Mobile Unit joined a multi-agency effort consisting of outreach specialists, County benefit specialists, behavioral outreach specialists, street-based case managers, and other community partners. Each day of the event, outreach specialists and County benefit specialists visited these target areas to engage individuals experiencing homelessness. Outreach partners provided shuttle transportation to and from these encampments for individuals experiencing unsheltered homelessness to continue accessing supportive services, including self-sufficiency programs like CalFresh. Supportive services included access to ongoing case management, health education, vaccinations, public benefits, mental health, substance abuse, primary care referrals, and access to hygiene kits, DMV transportation, and other basic essentials. Across 15 separate organizations, over two dozen staff participated each day.

Similar to the April and October outreach event, the area consists of encampments of small pockets of single adults in remote areas, including Willie Henderson Park. Word of mouth was the primary means of communicating information to an unsheltered community unsure about engaging in services. This informal mode of spreading the word proved effective with double-digit increases on day two and three. Observations indicate substance use and co-occurring mental health issues are prevalent amongst the single adult population and 20 percent of those seeking services were interested in accessing shelter; the rules associated to shelter are a primary hesitancy to leave the area to access them. A common request across the board included the need for ID's from the DMV; 62 individuals successfully completed this process over the 3-day event. Project Street Vet was able to assist 15 pets with services including rabies vaccinations, registration and examinations.