



Community C.A.R.E. Event

Coordinated Access to Resource and Engagement

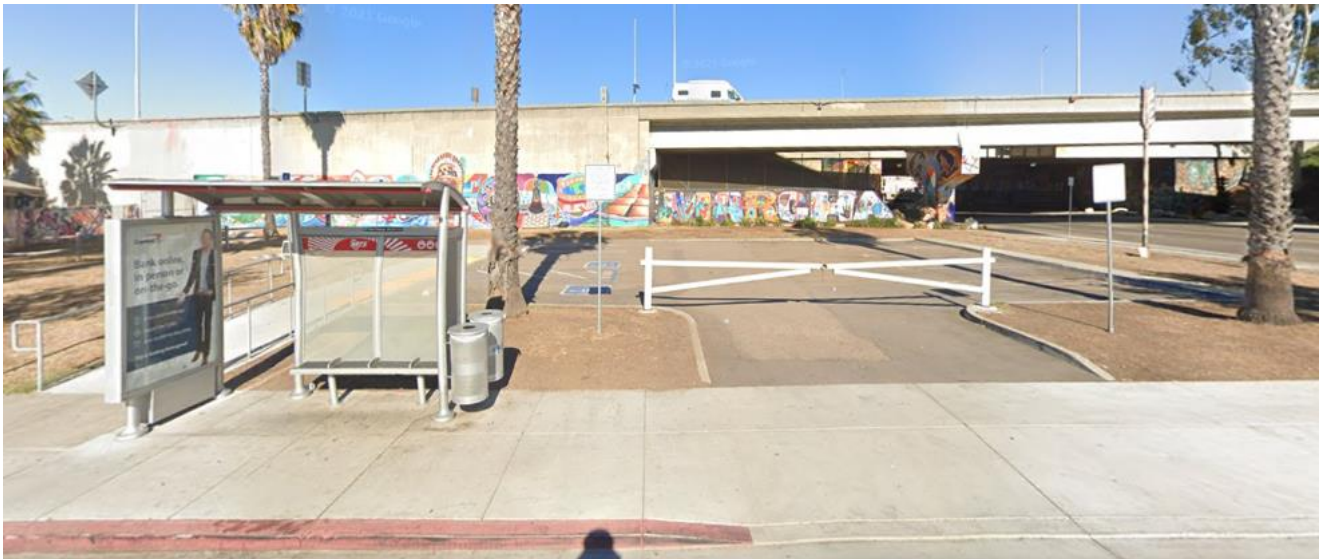
Council District 3 | September 27– 29, 2022

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. 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 at 1880 Logan Ave, San Diego, CA 92101 adjacent to the Paradise Senior Center and at the intersection of Logan Ave and Cesar Chavez Parkway.



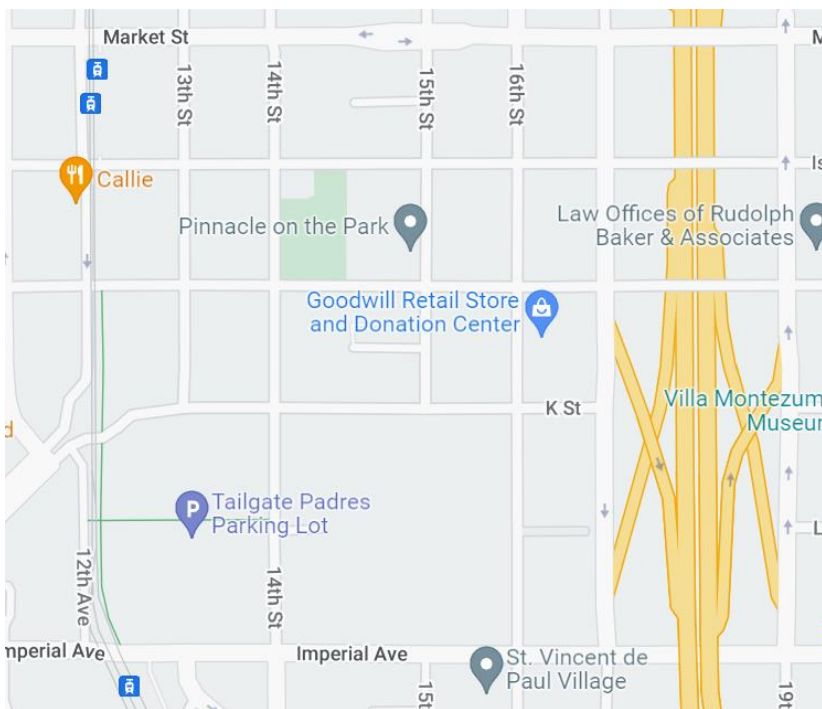
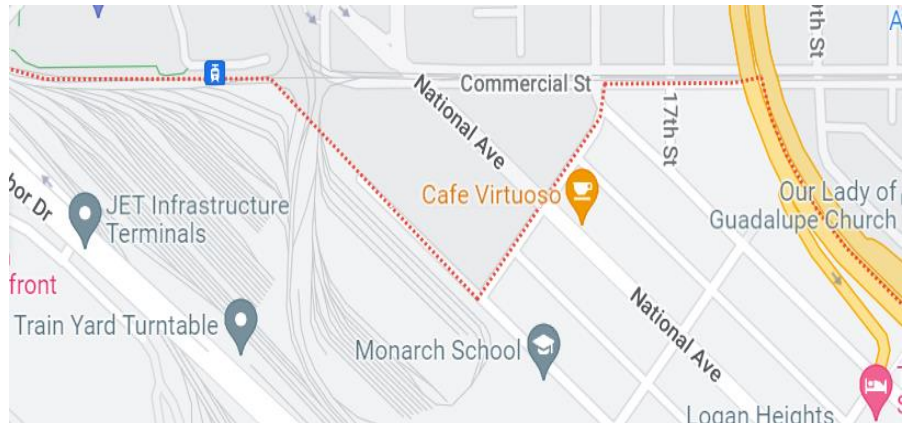
Timeline

TASK	START DATE	END DATE
Planning Meetings	8/1/2022	9/26/2022
Focused Outreach Event	9/27/2022	9/29/2022
Data Collection & Evaluation	9/30/2022	10/7/2022
After Action Report	10/7/2022	10/14/2022

Locations

Commercial Triangle

- Commercial Ave | 16th to 17th
- National Ave | 12th to Cesar Chavez Pkwy
- Logan Ave | Commercial to Cesar Chavez Pkwy
- 16th | Newton Ave to Commercial

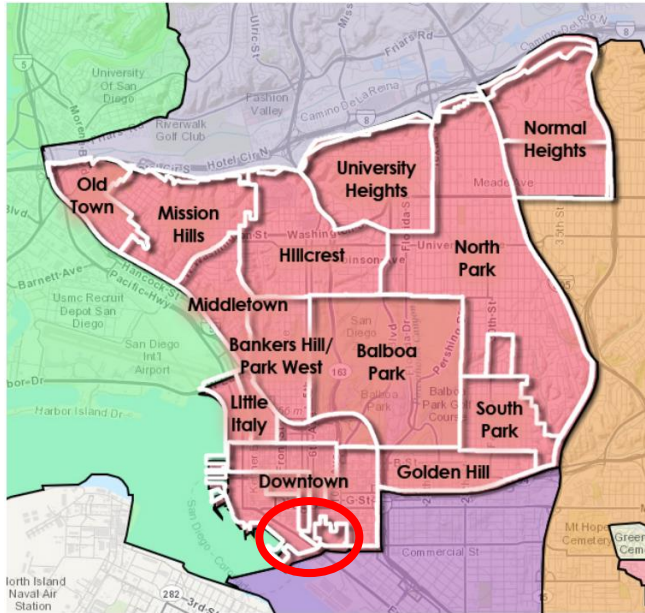


Imperial Corridor

- Market St | 12th to 19th
- Imperial Ave | 12th to 19th
- Central Public Library
- Tailgate Park
- Mega Block | J St to Imperial – 16th to 17th

Site Description – District 3

The area of focus is the southeastern portion of East Village. East Village is the largest urban neighborhood in downtown San Diego. It is located east of the Gaslamp Quarter and southeast of the Core district and Cortez Hill in downtown San Diego. East Village encompasses 130 blocks between Seventh Avenue east to 18th Street. More than 700 businesses are located in the area.



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-12:30pm: Base of Operations with tables for Behavioral Health/Mental Health, County Benefits, Case Management-Housing Solutions, and Intake.
- 12:30-1:00pm: Teams return to the Base of Operations and assist breakdown and loading of equipment.

On-Site Mobile Services

Service	10/11	10/12	10/13	Details about eligibility
DMV Transportation	X	X	X	Only 4 clients per day – must have had a CA ID after 10/11/2022
Self Sufficiency	X	X	X	NO NEW GR request after 11:30am
Stimulus Tax Recovery	X	X	X	
Birth Certificates			X	For purpose of acquiring an ID only
PhN Vaccinations (COVID & MPX)		X		Harm Reduction provided
Mobile Medical - wound care			X	Access to GR Disability extensions
Street Health	X	X		Mobile Clinic (wellness exams, vision, hearing, mental health and referral to (PCP)
Cell phone access	X	X	X	Photocopy of Picture ID & NOA accepted for address verification
Veteran Services (pending)		X	X	
Treatment assessments(pending)	X	X	X	TURN – SIP, FHCS – CHRT
Case Management	X	X	X	
Field Outreach	X	X	X	
NPD Homeless Outreach Team			X	

Participating Providers

AGENCY/ORGANIZATION	ROLE
Homelessness Strategies and Solutions	Operation Coordination
San Diego Housing Commission	Coordinated Intake & Shelter Referral
Regional Taskforce on Homelessness	Community Outreach Coordinator
People Assisting the Homeless	Outreach Specialist (RapidResponse & Mobile Resolution)
County of San Diego – Office of Homeless Solutions	Benefits Specialist (CalFresh, General Relief, MediCal), Outreach Social Worker/HDAP
County of San Diego – Public Health	Covid & MPX Vaccinations, Harm Reduction
N.A.M.I.	Mental Health Outreach/Social Security Advocacy/Job Development
Uplift San Diego	DMV Transportation, Supportive Services
Third Avenue Charitable Organization	Birth Certificate (required for Identification)
Family Health Centers	Homeless Outreach, Community Harm Reduction Outreach
CityNet	Caltrans ROW Outreach Workers
VA – Homeless Outreach	Outreach Social Workers
Courage to Call	Veteran Outreach Specialist
MHS Serial Inebriate Program	Peer Support Specialist
San Diego Youth Services	TAY Outreach Specialist & Peer Support
Health Care In Action	Mobile Clinic (wellness exams, vision, hearing, mental health and referral to PCP)
FJV Street Health	Mobile Clinic (wellness exams, vision, hearing, mental health and referral to PCP)
Dreams for Change	Tax preparation, Workforce Development and Safe Parking
Lived Experience Advisors	
Neighborhood Policing Division – SDPD	Homeless Outreach Team
Project Street Vet	Mobile Veterinarian Clinic (wellness exams, vaccinations, bath services)

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OUTCOMES

Client Interactions, Supportive Services, and Shelter Placements

Client Encounters**	
Walk Up or Shuttle Service	148
Shelter Placement	
Shelter Inquiries - Requests	20
Shelter Placements	7
County of San Diego – Office of Homeless Solutions/HHSA	
General Relief	18
CalFresh	9
Medi-Cal	3
CalWorks	1
Client Encounters/Case Inquiries	56
County of San Diego – Public Health	
COVID Vaccination	3
MPX Vaccination	3
Harm Reduction Education/NarCan/Condom	25
Federal Qualified Health Center (FQHC)	
Total Patients Served	11
GR Eligibility - Disability	3
Wound Care	4
On-Site Resources & Services	
2020/2021 Stimulus Check Application Inquiries/ Approvals	14
Cell Phone Service	26
DMV Transportation	12
Project Street Vet – Veterinarian Services	13
Out of State/In State Birth Certificate Requests	16
Veteran Services	3
On-Site Case Management	
HMIS New Profiles	2
Housing Referrals	
Permanent Supportive Housing (including VASH)	2
Other Long-term Housing	1
Diversion – Family Reunification	2
Instances of Service*	

*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 resource

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OVERVIEW

Building on the ongoing street-based case management activities and previous focused outreach events, a multidisciplinary team revisited the encampments in the SE East Village communities and immediate surrounding city blocks in Barrio Logan. In total, 6 full-time positions are assigned to East Village, and they maintain an average active caseload of 15-20 unsheltered individuals. Currently 19.5 FTE of the 38 outreach staff are assigned to various neighborhoods in and around downtown San Diego to engage unsheltered individuals. This is the highest allocation of City-funded and leveraged outreach resources of the nine Council Districts which is an expected in order to achieve an equitable alignment with the 54% of the city's unsheltered homeless population residing in these downtown San Diego neighborhoods.

Work Orders created in the Get it Done service requests system and ongoing field assessments conducted by outreach specialists indicate the consistent presence of an encampment concentrated along 16th St, 17th St, National Ave and Commercial Ave. This encampment is estimated to total 200 individuals. The composition of the encampment continues to be comprised of single adults, couples, or households with generational familial relations. The City of San Diego Environmental Services Department has permanently posted notice the sidewalks in this area are scheduled for cleaning twice a week to maintain public health.

On September 27th through September 29th, Outreach Specialists including County Benefit Specialists, Street-Based Case Managers, Father Joe's Villages Street Health and other community partners engaged individuals experiencing unsheltered homelessness. These teams continue to facilitate connections to services necessary to meet the needs of the individuals. Supportive services included access to ongoing case management, health education, public benefits, mental health, substance abuse, primary care referrals, and access to hygiene kits. Transportation to the DMV, veterinarian care, and other essentials that were available at the base of operations during the 3-day event. Each day, over 60 staff from 21 separate organizations participated in the Community C.A.R.E. event.

A majority of the clients, who engaged staff at the base of operations, were less willing to connect with resources regardless of the day. Clients too often expressed concern the outreach activity was directly related to enforcement. Client's concerns resulted in hesitancy to engage with staff in the field. Additionally, feedback from outreach staff indicated that substance abuse and co-occurring mental health issues were factors in client hesitancy. Directly following this event, enforcement and abatement activity took place and continued to occur for several weeks - feedback from Outreach workers assigned to the area indicates these actions made it difficult for them to connect with individuals who relocated to other areas of San Diego. Disruption in service connection with street-based case managers reduces the likelihood case management services identify housing solutions and as result extends an individual's episode of homelessness.

In total, 26 individuals experiencing unsheltered homelessness were connected to cell phone service to ensure their ability to stay in touch with their Street-Based Case Managers. Seven individuals accepted emergency shelter and two clients were identified as new arrivals to San Diego. The Family Reunification team met with the couple and plans were established for the them to return to Ohio.