

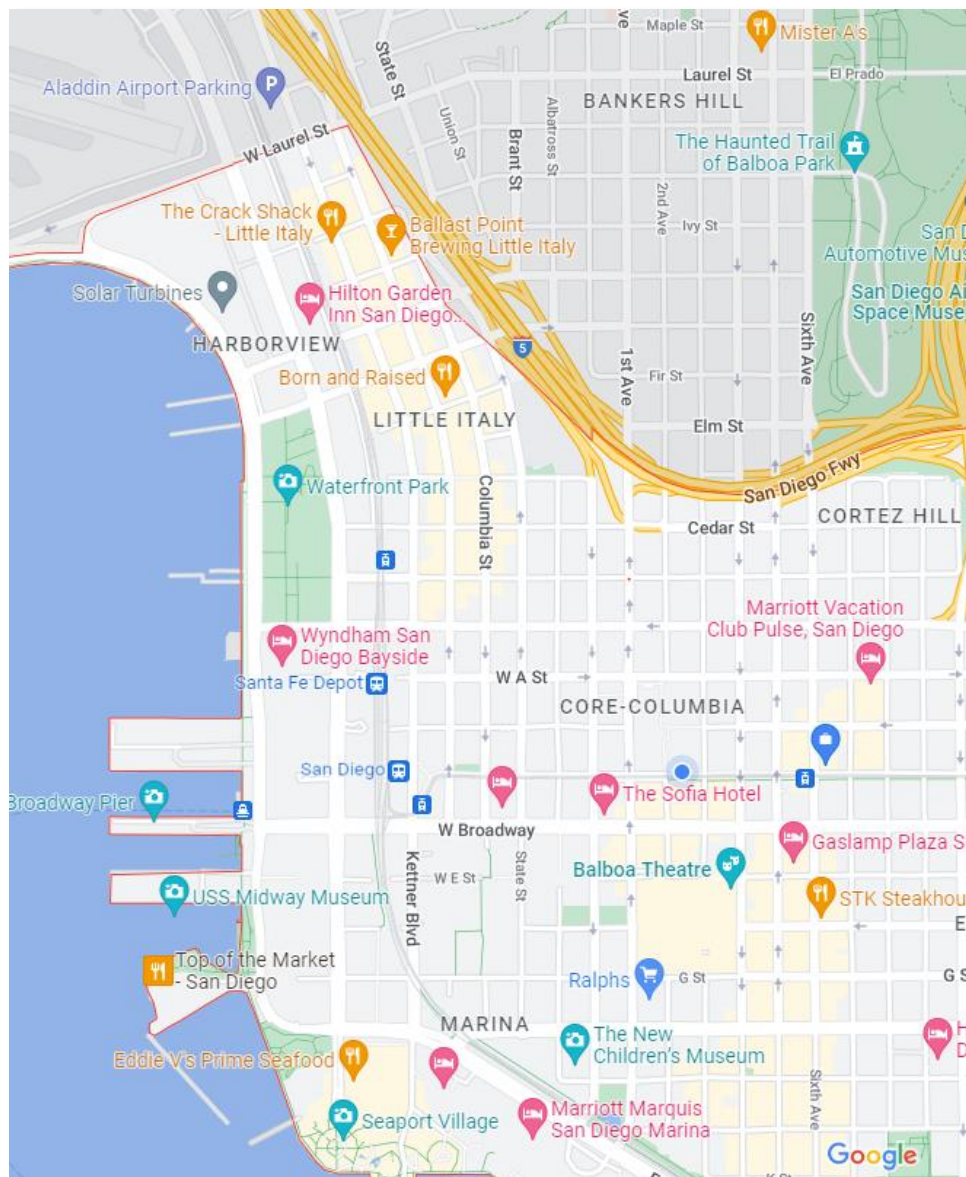
The City of  
**SAN DIEGO**  
Focused Outreach Event  
Council District 3 | August 23 – 25, 2022

### Summary

Employed a multidisciplinary and person-centered service approach consisting of City-funded outreach personnel, the County of San Diego and an array of community partners to engage individuals experiencing unsheltered homelessness in identified priority areas.

### Focus Areas

- Columbia
- Cortez Hill
- Gaslamp
- Horton Plaza
- Marina
- Little Italy
- Downtown Core



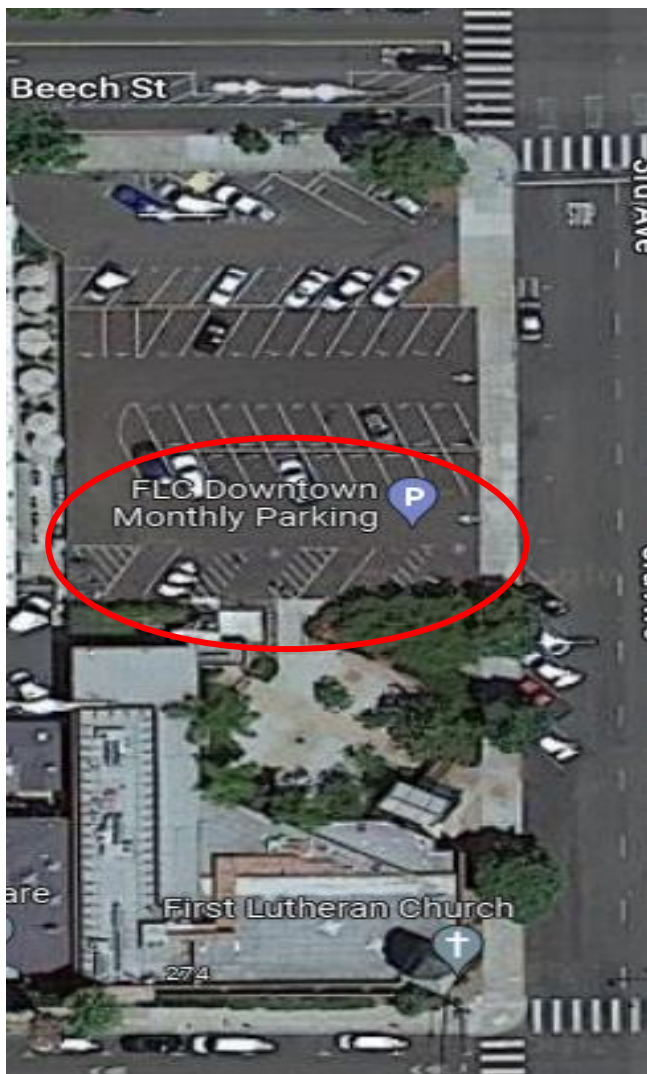
## Timeline

TASK	START DATE	END DATE
Planning Discussions	8/8/2022	8/22/2022
Focused Outreach Event	8/23/2022	8/25/2022
After Action Report	8/26/2022	9/9/2022

## Base of Operations

Third Avenue Charitable Organization provided its parking lot to setup the base of operations at 1420 Third Ave, San Diego, CA 92101. The lot accommodated the County of San Diego Live Well on Wheels (Live WOW) 30-foot mobile unit, outreach foot teams, and outreach field teams as well as mobile units providing healthcare to individuals and veterinary services to their pets.

## LOGISTICS



### 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.

### Personnel Schedule:

- Outreach Personnel:* Tue - Thr
- SD County LiveWell Mobile Unit:* Tues – Thr
- Uplift/DMV Transportation:* Tue - Thr (4 Clients each day @ 10:30am)
- Dreams Cuisine/Dreams for Change:* Tue - Thrs
- Chenelo Wireless Mobile:* Tue- Wed
- Project Street Vet:* Tue
- VA - Veteran Services:* Wednesday – Thr
- TACO - Birth Certificate:* Wed – Thr
- Think Dignity Fresh Start Showers:* Wed
- NPD Homeless Outreach Team:* Thr

**Participating Service Partners**

<b>AGENCY/ORGANIZATION</b>	<b>ROLE</b>
City of San Diego	Operations Coordination
San Diego Housing Commission	Coordinated Intake – Shelter Referral
County of San Diego – Office of Homeless Solutions	Benefits Specialist (CalFresh, General Relief, MediCal), Outreach Social Worker, County Public Health Nurses
Regional Taskforce on Homelessness	Community Outreach Coordinator
People Assisting the Homeless	Outreach Specialist (Rapid Response & Mobile Resolution)
Alpha Project	Outreach Specialist
N.A.M.I.	Mental Health Outreach/Social Security Advocacy/Job Development
San Diego Rescue Mission	Outreach Specialist / Mission Academy assessments
Downtown San Diego Partnership	Outreach Specialist
San Diego Youth Services	TAY Outreach Specialist & PEER Support
The Center	LGBTQ TAY Outreach Specialist
VA – Homeless Outreach	Outreach Social Workers
Courage to Call	Veteran Outreach Specialist
CityNet	Caltrans ROW Outreach Workers
Dreams for Change – Dreams Cuisine	Workforce Development, Safe Parking
Third Avenue Charitable Organization	Birth Certificate (In State Voucher & Out of State) (Thursday)
Uplift San Diego	DMV Transportation, Supportive Services (Tuesday/Wednesday)
FJV Street Health	Mobile Clinic (wellness exams, vision, hearing, mental health and referral to (PCP)
Health Care In Action	Mobile Clinic (wellness exams, vision, hearing, mental health and referral to (PCP)
Project Street Vet	Mobile Clinic (wellness exams, vaccinations including rabies and county licensing)
Think Dignity	Mobile Showers (safe showers, basic hygiene resources)
Lived Experience Advisors	Recruit, Train and Develop advocates with lived experience
San Diego Police Department	NPD Homeless Outreach Team (Thursday)

The City of  
**SAN DIEGO**  
**OUTCOMES**

**Client Interactions, Supportive Services and Shelter Placements**

<b>Client Encounters**</b>	<b>195</b>
Walk Up or Shuttle Service	150
Street Outreach	45
<b>Shelter Placement</b>	
Shelter Inquiries - Requests	62
Shelter Placements	9
<b>County of San Diego – Office of Homeless Solutions/HHSA</b>	
General Relief	17
CalFresh	14
Medi-Cal	6
EBT Cards – Notice of Actions	34
Client Encounters/Case Inquiries	72
<b>County of San Diego – Public Health</b>	
COVID Vaccination	8
Harm Reduction Education/NarCan/Condom	16
<b>Federal Qualified Health Center (FQHC)</b>	
Total Patients Served	15
GR Eligibility - Disability	6
Wound Care	1
Scheduled Follow Up	3
<b>On-Site Resources &amp; Services</b>	
2020/2021 Stimulus Check Application Inquiries/ Approvals	10
Cell Phone Service	24
DMV Request	72
DMV Transportation – ID Applications	16
Out of State/In State Birth Certificate Requests	61
Veteran Services	7
<b>On-Site Case Management</b>	
Case Management Inquires	29
HMIS New Profiles	6
New CES Enrollments/Community Que	10
<b>Housing Referrals</b>	
Permanent Supportive Housing (including VASH)	7
Other Long-term Housing	0
<b>Instances of Service*</b>	<b>693</b>

\*Includes client encounters, County services, shelter placements and basic needs. Street Based Case Management enrollments are included in the total 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.

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**Overview**

Downtown San Diego encompasses 8 different neighborhoods in Council District 3, where 16.5 FTE field-based outreach specialists are assigned to specific neighborhoods throughout the Council District.

From August 23rd to August 25th, the parking lot for Third Avenue Charitable Organization (T.A.C.O.) was transformed into a Mobile Resource Hub. This Mobile Multidisciplinary approach (presented as an access point to engage persons experiencing homelessness) was established over 3 days offering access to critical services necessary to secure permanent housing. The City of San Diego's Coordinated Street Outreach and essential community partners including the County of San Diego Health and Human Services Agency, PATH, Downtown San Diego Partnership, Father Joe's Village, and other community-based providers, who serve the area on a daily basis, connected individuals experiencing homelessness to services. Absent this multidisciplinary approach, these service connections generally takes weeks or even months to achieve meaningful engagement and progress to housing. Following the 3-day operations, the teams continue to engage unsheltered individuals residing in the northern communities of Downtown.

During the 3-day effort, approximately 65 staff from 22 separate organizations provided an array of resources necessary to accomplish the goals within an individual's housing plan. Resources included access to ongoing case management, self-sufficiency programs like CalFresh and Medi-Cal, primary care referrals, and access to identification through Birth Certificate requests or transportation to the DMV. Mobile communication, workforce development, and tax preparations services were essential on-site services.

Nearly one-half of those who accessed services during the 3-day event were over 50 years of age, and most expressed the inability to obtain and sustain affordable housing within their financial means.

Approximately one-third of those engaged expressed interest in accessing some sort of shelter option. Access to cell phone service continues to provide crucial connectivity and is one of the most frequently requested service. Access to cell phones is necessary to maintain a connection with ongoing case management team members. In total, 24 individuals received free cell phone service through Lifeline Mobile. By the end of the 3-day event, 35 clients expressed a need to apply for a replacement identification card; 8 accomplished next steps to securing permanent housing; and 48 clients received either CalFresh, EBT cards or Notice of Action letters. Dreams for Change assessed 21 individuals for stimulus eligibility and tax preparations. Of those 21 individuals, 10 were eligible for previous tax stimulus checks or earned income credit from either 2020 or 2021, totaling more than \$30,000. Street-based case managers assigned to the community will continue to engage individuals residing in focus areas and ongoing services will be provided for clients enrolled in case management services.