

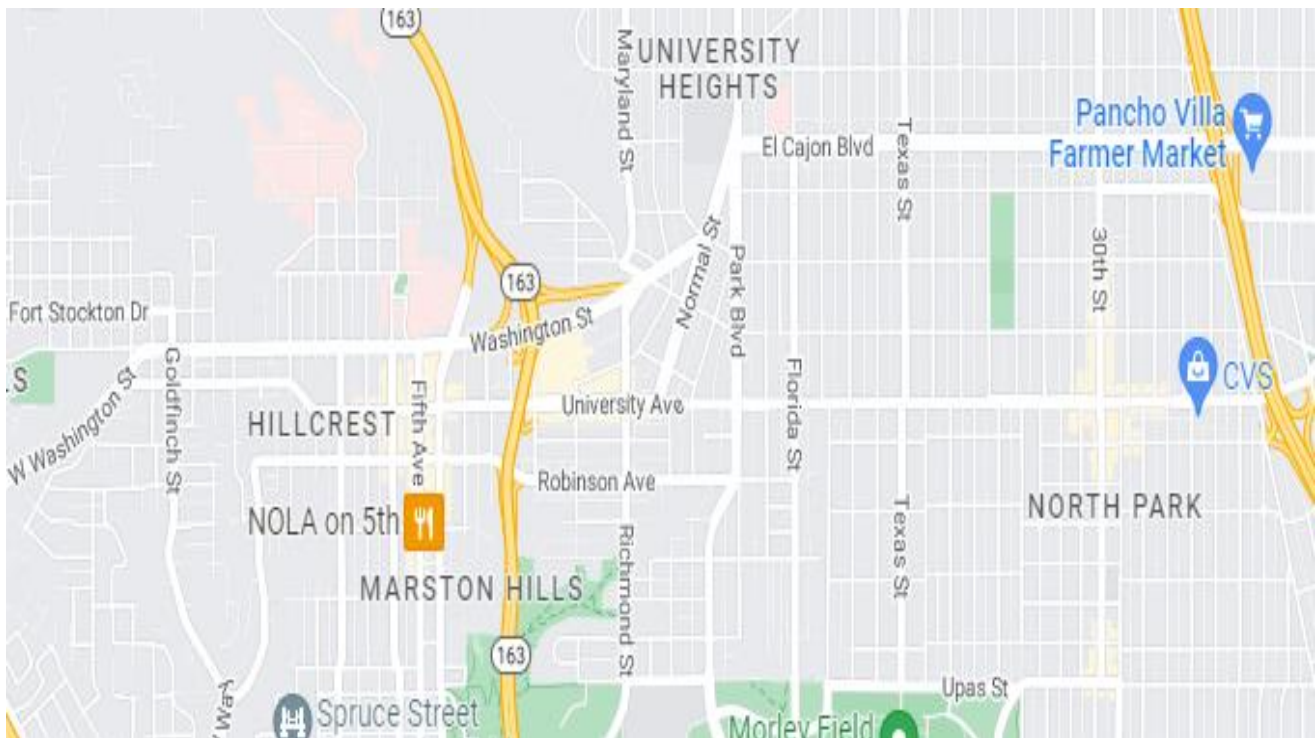
The City of  
**SAN DIEGO**  
Focused Outreach Event  
Council District 3

**Summary**

Employ a multidisciplinary outreach team 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 Area – addresses identified**

- Hillcrest
  - Washington St from 1<sup>st</sup> Ave to SR-163
  - University Ave from 1<sup>st</sup> Ave to SR-163
  - Robinson Ave from 1<sup>st</sup> Ave to SR-163
- University Heights
  - Normal St. from University to El Cajon Blvd.
  - Park Blvd from Upas to El Cajon Blvd.
- North Park
  - El Cajon Blvd from Texas St to I-805
  - University Ave from Texas to I-805
  - 30<sup>th</sup> St from El Cajon Blvd to Upas St.



## Timeline

TASK	START DATE	END DATE
Planning Discussions	8/1/2022	8/15/2022
Focused Outreach Event	8/16/2022	8/18/2022
After Action Report	8/19/2022	8/26/2022

## Base of Operations

The base of operations will be located in the North Park Community Center to accommodate the inclusion of the 30' County Live Well Mobile Unit, Outreach foot teams and Outreach field teams. For driving direction to the base of operations use 4105 Oregon St, San Diego, CA 92104



## Logistics

### Daily Schedule

7:30am – 8:15am: Base of Operations set up  
 8:15am: Huddle – Stand Up (Review focus areas and teams)  
 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:* Tuesday - Thursday  
*SD County LiveWell Mobile Unit:* Tuesday – Thursday  
*VA - Veteran Services:* Wednesday – Thursday  
*Uplift/DMV Transportation:* Tuesday - Thursday – 4 Clients each day @ 10:30am  
*Lifeline Wireless Mobile:* Tuesday - Thursday  
*Dreams Cuisine/Dreams for Change:* Tuesday - Thursday  
*TACO - Birth Certificate:* Wednesday – Thursday  
*NPD Homeless Outreach Team:* Thursday

**Participating Service Partners**

AGENCY/ORGANIZATION	ROLE
City of San Diego	Operations Coordination
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)
San Diego Housing Commission	Coordinated Intake – Shelter Referral
Alpha Project	Outreach Specialist
N.A.M.I.	Mental Health Outreach/Social Security Advocacy/Job Development
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)
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>120</b>
Walk Up – Shuttled	100
Street Outreach	20
<b>Shelter Placement</b>	
Shelter Requests	25
Shelter Placements	3
Safe Parking Request	1
<b>County of San Diego – Office of Homeless Solutions/HHSA</b>	
General Relief	23
CalFresh	19
MediCal	6
EBT Cards – Notice of Actions	24
Client Encounters/Case Inquiries	46
<b>County of San Diego – Public Health</b>	
COVID Vaccination	1
Harm Reduction Education/NarCan/Condom	18
<b>FQHC</b>	
Total Patients Served	12
GR Eligibility - Disability	5
Wound Care	4
Scheduled Follow Up	3
<b>On Site Resources &amp; Services</b>	
2020/2021 Stimulus Check Application Inquiries/ Approvals	6
Workforce Development Interviews	15
DMV Request	35
DMV Transportation – ID Applications	9
Out of State/In State Birth Certificate Requests	36
Veteran Services	8
<b>On Site Case Management</b>	
Case Management Inquires	76
HMIS New Profiles	11
New CES Enrollments/Community Que	10
<b>Housing Referrals</b>	
Permanent Supportive Housing (including VASH)	5
Rapid Rehousing Programs	1
EHV – Section 8 (City or County)	2
<b>Instances of Service*</b>	<b>545</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.



## Overview

North Park, University Heights, and Hillcrest are communities in Council District 3, where 15.7 field-based outreach specialists are assigned to specific neighborhoods throughout the District. The Coordinated Street Outreach Program launched in March 2021, only a few months after the North Park Main Street Outreach Program; a homeless outreach program in North Park & City Heights established by North Park Main Street and its partners, the City Heights Business Association, City Heights CDC, and Price Philanthropies. North Park Outreach efforts have consistently leveraged both programs with a total of 3.0 Full-Time Outreach specialists. The Rapid Response Outreach Team supports all three communities, spending approximately 10% of their time or 1.0 FTE responding to service calls provided through 211 referrals, GID reporting, community input, and field assessments.

From August 16th to August 18th, the City of San Diego Coordinated Street Outreach team worked in partnership with essential community partners like the County of San Diego Health & Human Service Agency, PATH, and others to engage unsheltered individuals residing in the communities of North Park, University Heights & Hillcrest. North Park Community Park served as the centralized location to establish a Mobile Multidisciplinary access point to engage persons experiencing homelessness to access critical services necessary to secure permanent housing.

During the three-day effort, approximately 40 staff from 16 separate organizations provided an array of resources necessary to accomplish the goals within someone's housing plan. Resources included access to ongoing case management, self-sufficiency programs like CalFresh and MediCal, 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.

Over 65% of those who accessed services during the 3-day event were between the ages of 45 and 70 and only a small percentage of those engaged displayed significant substance or mental health struggles. Both in-field observations and conversations at the base of operations observed that most individuals showed strong independent living skills, and many expressed the inability to obtain and sustain affordable housing within their financial means. Dreams for Change assessed 21 individuals for stimulus eligibility & tax preparations; 6 were found eligible for 1 or more of the previous tax stimulus checks from 2020 or 2021.

Much like previous neighborhoods, there is an overall resistance to accepting referrals to congregate shelters instead of more social independence; only 25% of those engaged expressed interest in accessing shelter. Cell phone service is imperative and one of the highest requests by individuals to maintain a connection to ongoing case management; in total, 34 individuals applied for Lifeline Mobile. By the event's conclusion, 35 clients expressed a need to apply for a replacement identification card, 8 accomplished next steps to securing permanent housing, 43 clients received CalFresh, EBT cards or Notice of Action letters. Street-based case managers assigned to the community will continue to engage individuals residing in focus areas and ongoing services for clients enrolled in case management services.