



Community C.A.R.E. Event

Coordinated Access to Resource and Engagement

Council District 3 | November 15-17, 2022

Summary

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 the Morley Field Sports Complex parking lot (2221 Morley Field Drive) to accommodate the spacing requirements for partnering agencies and the County Live Well Mobile Unit.



Daily Schedule

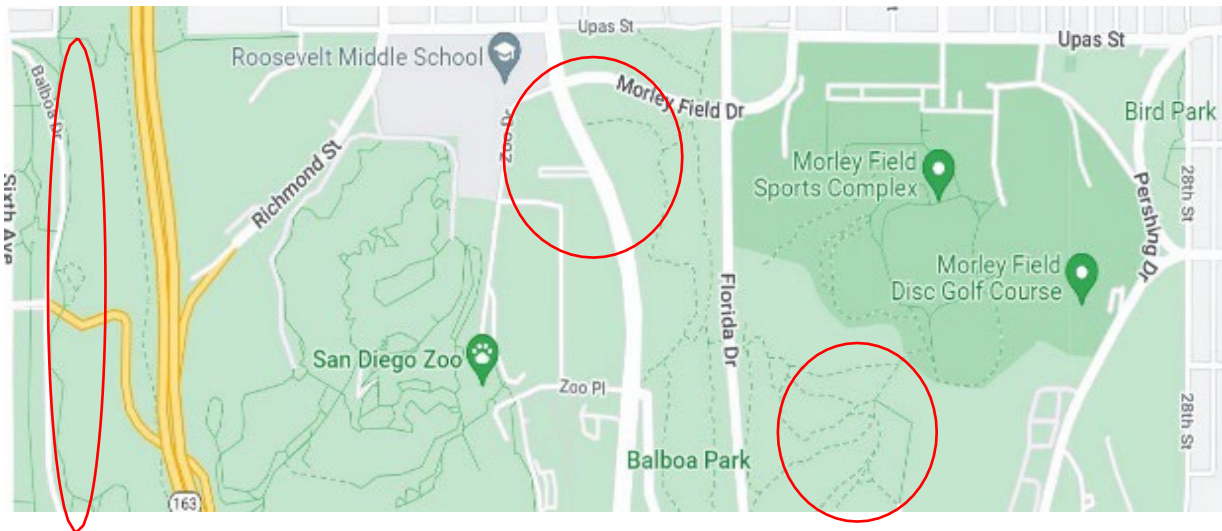
- 7:30am – 8:15am:
Base of Operations set up
- 8:15am:
Huddle–Stand Up to review focus areas and on-site services
- 8:30am-12:00pm:
Field Teams deployed to identified locations
- 8:30am-12:30pm:
Base of Operations with tables for Behavioral Health/Mental Health, County Benefits, Case Management-Housing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

Timeline

TASK	START DATE	END DATE
Focused Outreach Event	11/15/2022	11/17/2022
Data Collection & Evaluation	11/18/2022	12/02/2022
After Action Report	12/5/2022	12/16/2022

Focus Area:

The locations of focus are the large congregations of unsheltered individuals who reside on the east side of Balboa Park which is comprised of two distinct encampments that are divided by SR-163



On-Site Mobile Access to Resources & Service Schedule:

Service	11/15	11/16	11/17	Details about eligibility
DMV Transportation @ 10:30am	X	X	X	Only 4 clients per day – must have had a CA ID after 11/15/2012
Self Sufficiency (EBT, MediCAL, GR)	X	X	X	NO NEW GR request after 11:30am
Birth Certificates			X	For the purpose of acquiring a CA ID only
PhN Vaccinations (COVID & MPX)		X		Harm Reduction provided
Mobile Medical - wound care	X	X	X	Access to GR Disability extensions
Veterinarian Services		X		Vaccinations & Wellness Check
Cell phone access	X	X	X	Photocopy of Picture ID & N.O.A accepted for address verification
Veteran Services (pending)		X		
Case Management	X	X	X	
Field Outreach	X	X	X	
NPD Homeless Outreach Team			X	



Service Partners

AGENCY / ORGANIZATION	ROLE
Homelessness Strategies and Solutions	Operation Coordination
San Diego Housing Commission	Coordinated Intake & Shelter Referral
Regional Task Force on Homelessness	Homeless Management Information System
People Assisting the Homeless	Outreach Specialist (RapidResponse)
People Assisting the Homeless	Outreach Specialist (MobileResolution)
County of San Diego – Office of Homeless Solutions	Benefits Specialist (CalFresh, General Relief, MediCal)
County of San Diego – Office of Homeless Solutions	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
City Net	Caltrans ROW Outreach Workers
VA – Homeless Outreach	Outreach Social Workers
San Diego Youth Services	TAY Outreach Specialist & PEER Support
Father Joe Villages Street Health Outreach	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 (Vaccination, County Licensing, wellness exams and basic needs)



OUTCOMES

Instances of Service*	289
Client Encounters**	81
Street Based Case Management Enrollments	14
County of San Diego – Office of Homeless Solutions	
General Relief	15
CalFresh	15
MediCal	5
Client Encounters/Case Inquiries	43
CalWorks	1
Street Health/Medicine Outreach	
Field Assessments	4
GR Disability Extension	6
County of San Diego – Public Health	
COVID Vaccination	2
Flu Vaccination	2
MPX Vaccination	1
Harm Reduction Education/NarCan/Condoms	10
Shelter Placement	
Single Adult	3
Shelter Request	9
On Site Case Management	
Cell Phone – Wireless Access	25
DMV Transportation – ID Applications	12
Out of State/In State Birth Certificate	4
Veterinarian Services	6
Added to the Community Que	16
Street Based Case Management Enrollments	14
Housing Referrals***	
Rapid Rehousing	1

*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.

***Housing referral includes pending and enrolled status.



OVERVIEW

Council District 3 is currently serviced by 16.5 street-based case managers, with 1.0 position dedicating 100% of time to cover Balboa Park and Morley Field. The Rapid Response Team spends nearly one-third of its time engaging individuals who are seeking services including access to shelter. Ongoing field assessments conducted by the City of San Diego Homeless Strategies and Solutions Department, feedback provided by outreach specialists, input from community input, and reports submitted through Get It Done, informed this coordinated deployment of resources to Balboa Park for a third time in 2022. The encampments are concentrated near the War Memorial Building, Park Boulevard at the corner of Morley Field Drive, and the Children's Playground on Sixth Ave & Upas Street. Onsite and infield resources included: case management, health education, vaccinations, public benefits, mental health, substance abuse and primary care referrals, as well as access to hygiene kits, DMV transportation, and other basic essentials. On the event's final day, the base of operations relocated to Balboa Park Activity Center to provide additional support to the temporary relocation of residents from the Golden Hall downtown shelter. Over the 3-day event, upwards of 30 staff across 15 separate organization participated in the event on any given day.

The encampments continue to be comprised of single adults with a sizeable percentage of the clients identifying with the LGBTQIA+ community. Substance use and co-occurring mental health issues are present amongst the population, and the vast majority of individuals enrolled in case management are chronically homeless, many with decades' long recurring experiences of homelessness. During the 3-day event, 14 individuals were enrolled in street-based case management and will continue to work daily with an outreach specialist to address their instance of homelessness. Although 12 individuals expressed interest in entering an emergency shelter, shelter space was only available to 3 individuals. Separately, 44 clients received assistance in obtaining public benefits, and 12 clients received transportation assistance to access identification at the DMV. Overall, 31 individuals in the focus area are enrolled with Street-based case management, 18 of which have a housing plan in place and in the queue to access the limited housing resources provided by the coordinated entry system. A review of recent data indicates the average length of enrollment for these clients is approximately 120 days from the initial client engagement. The outreach specialists assigned to this community will continue to engage individuals residing in these focus areas and pursue any available housing opportunities to meet the needs of clients already engaged in case management services.