



## Focused Outreach Event Council District 4

### Summary

Employ a multidisciplinary outreach team consisting of City funded outreach personnel, the County of San Diego and community partners to engage individuals experiencing unsheltered homelessness in identified priority areas.

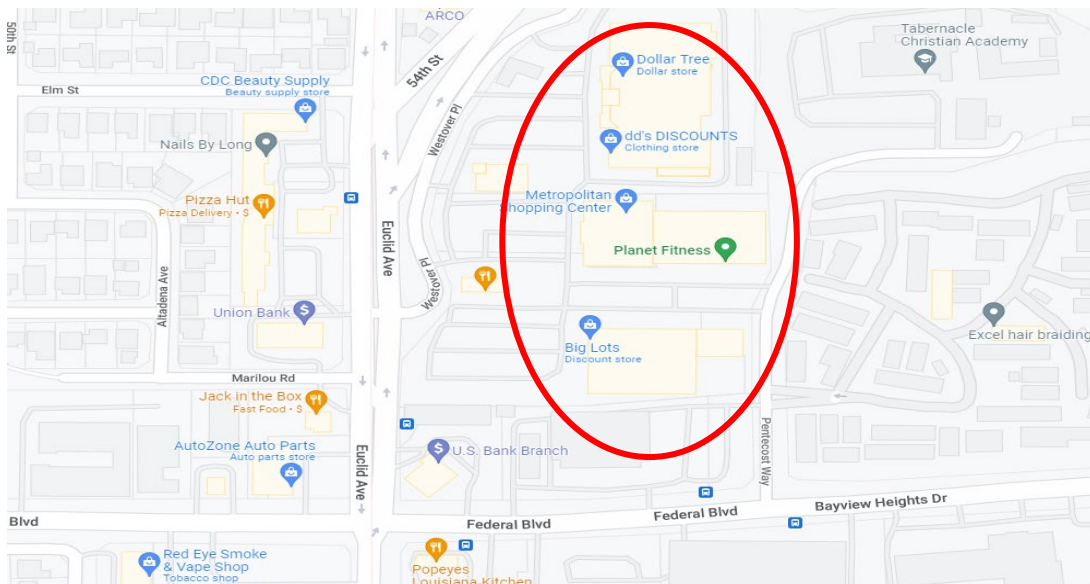
### Location(s)

Southeastern Euclid Corridor (Federal Blvd– Imperial Ave)

- Fam Mart/Big Lots/El Dorado Community Center
- Jacobs Center for Neighborhood Innovation
- Tubman Chavez – Future Southeastern Live Well Center & River walk

### Site Description – Ridgeview-Webster

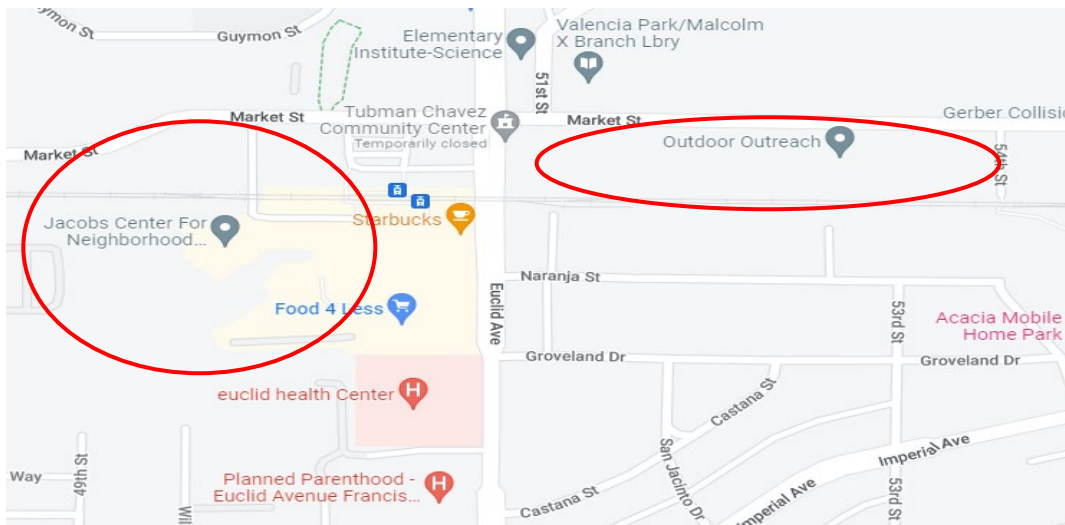
The Ridgeview-Webster neighborhood is bounded by Home Avenue, Euclid Avenue and State Route 94. Outreach efforts will be concentrated in the alleys in and around the El Dorado Community Service Center.





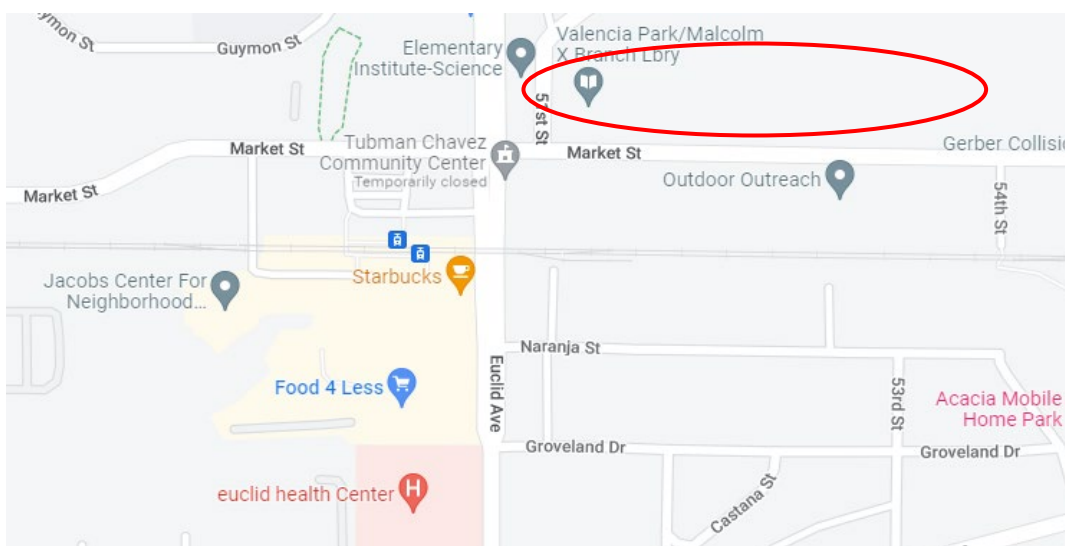
## Site Description – Chollas View

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 that is under construction and areas surrounding the Jacobs Center for Neighborhood Innovation.



## Base of Operations

The base of operations will be located the Valencia Park/Malcom X Branch Library to accommodate the inclusion of the 30' County Live Well Mobile Unit, Outreach staff and partnering service providers.





## Timeline

TASK	START DATE	END DATE
Planning Meetings	4/6/2022	4/22/2022
Focused Outreach Event	4/26/2022	4/28/2022
Data Collection & Review	5/2/2022	5/6/2022
After Action Report	5/9/2022	5/13/2022

## Participating Service Partners

AGENCY/ORGANIZATION	ROLE
San Diego Housing Commission	Operations Coordination
Regional Taskforce on Homelessness	Community Outreach Coordinator
People Assisting the Homeless	Outreach Specialist (Rapid Response Team, Mobile Resolution Team)
Alpha Project	Outreach Specialist
County of San Diego – Office of Homeless Solutions	Benefits Specialist (CalFresh, General Relief, MediCal)
County of San Diego – Office of Homeless Solutions	Care Coordination/Case Management
Catholic Charities – Rachel’s Women’s Day Center	Outreach Specialist (Behavioral Health for women)
National Alliance for Mental Illness (NAMI)	Outreach Specialist, Employment Specialist, Health Navigator
VA San Diego Healthcare System	HCHV Outreach
Storage Connect II	Mobile Storage Access, Outreach Specialist
Neighborhood Policing Division Homeless Outreach Team	Homeless Outreach Team (Thursday)
Salvation Army Adult Rehabilitation	Residential Treatment, Substance Use Disorder
CityNet	Outreach Specialists providing to support in Caltrans Right of Way



## OUTCOMES

### Client Interactions, Supportive Services and Shelter Placements

<b>Instances of Service*</b>	<b>352</b>
<b>Client Encounters**</b>	<b>167</b>
Shuttled – Walk Up	108
Street Outreach	59
<b>County of San Diego – Office of Homeless Solutions</b>	<b>56</b>
General Relief	7
CalFresh	7
MediCal	5
Calworks	1
Care Coordination	31
<b>County of San Diego – Public Health</b>	<b>19</b>
COVID Vaccination	1
Flu Vaccination	1
Public Health Education(NarCan)	17
<b>Shelter Placement/Referral</b>	<b>11</b>
Single Adult	5
TAY	1
Families	1
Safe Parking	4
<b>Basic Needs (i.e. food, water, clothing, hygiene kits)</b>	<b>82</b>
<b>Housing Referrals</b>	<b>17</b>
Rapid Rehousing	1
Added to the Community Que	5
Community Que – Enrollment Update	11

\*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.



Council District 4 is currently serviced by two street based case managers of which one are specifically assigned to the communities of Chollas View, Ridgeview and Webster. Focused Outreach Events are informed by ongoing field assessments, feedback from community groups, City Council, Mayor's Office as well as requests for services received through the Get It Done app. Feedback gathered in this fashion identified a series of locations with a growing encampment of unsheltered individuals. The focus areas were located in three adjacent neighborhoods; Ridgeview, Webster, and Chollas View primarily concentrated around the El Dorado Community Center, the Jacobs Center for Neighborhood Innovation, and the future Southeastern Live Well Center.

Between April 26th and April 28th, Outreach Specialist including the County of San Diego Live Well Mobile Unit, Outreach Specialists, County Benefit Specialists, Behavioral Outreach Specialists, Street Based Case Managers, and other Community Partners to engage individuals experiencing unsheltered homelessness and facilitate connections to supportive services. Outreach partners provided shuttle transportation to and from these encampments for individuals experiencing unsheltered homelessness to continue accessing supportive services, including self-sufficiency programs. Onsite resources included ongoing case management, health education, vaccinations, public benefits, mental health, substance abuse, primary care referrals, access to hygiene kits, DMV transportation, mobile storage, and other basic essentials. 26 staff from 11 separate organizations participated in the Focused Outreach on a daily basis.

A distinguishing observation of the area is that the encampments consist of either small pockets of single adults in remote areas, or vehicle habitation by singles, couples, and families with small children sporadically parked throughout the community. The coexistence of both mental health and substance use issues are prevalent amongst the single adult population and the basis for individual's reluctance to accessing a congregate shelters. Individuals/Household who were residing in their vehicle were referred to the City of San Diego Safe Parking program. Feedback from vehicle occupants who engaged in services described limited access and fuel price as barriers to utilizing safe parking.

During the three-day event, six individuals accessed shelter, and four clients were referred to safe parking. 20 individuals are enrolled in Street Based Case Management and will continue to work with an outreach specialist to address their instance of homelessness. A client assessment was completed with 11 clients, and one individual has been matched to a housing resource with a pending a move-in date.



**MEET THE TEAM**

