

Community C.A.R.E. Event

Coordinated Access to Resource and Engagement

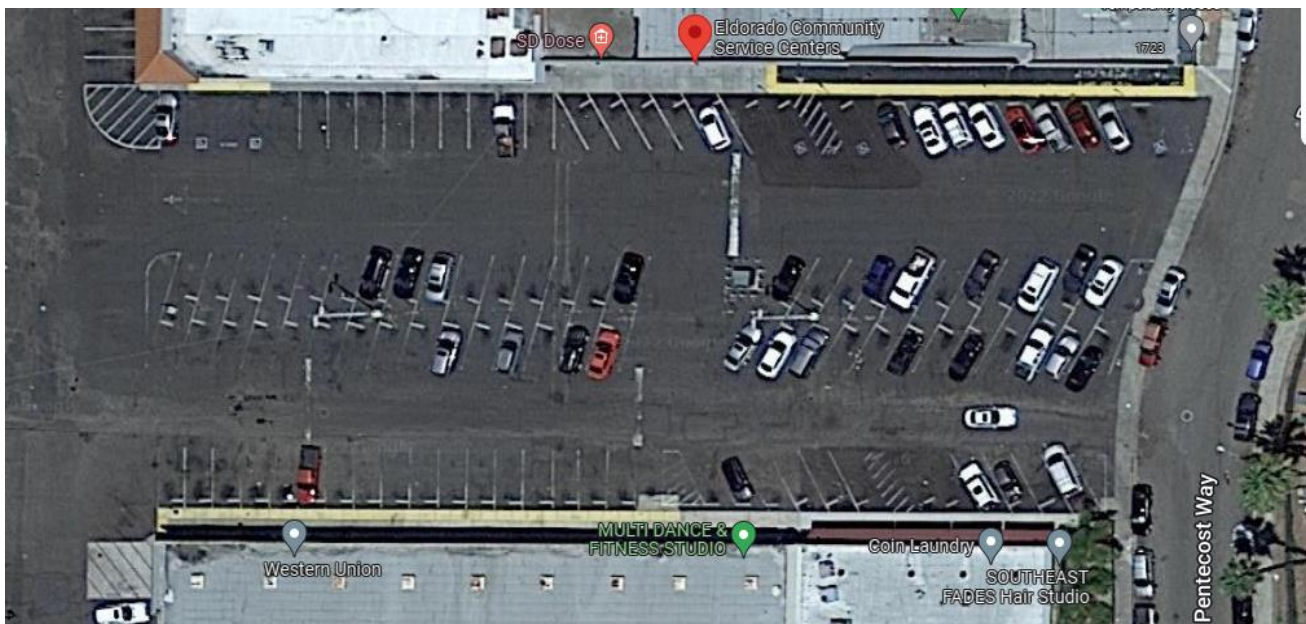
Council District 4 | October 11– 13, 2022

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 1733 Euclid Ave, San Diego, CA 92105 adjacent to the El Dorado Community Service Center and at Pentecost Way.



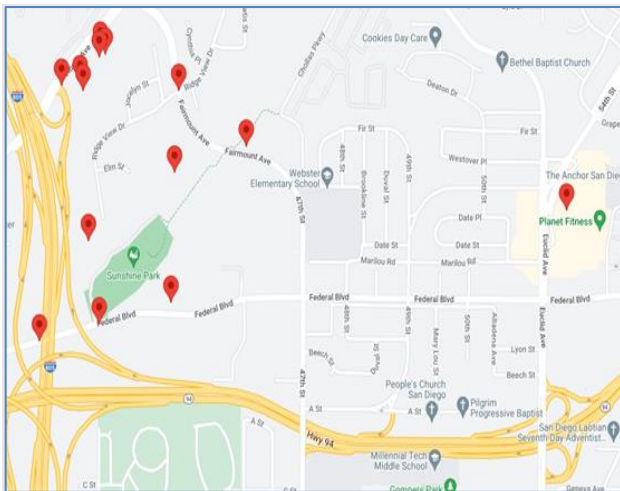
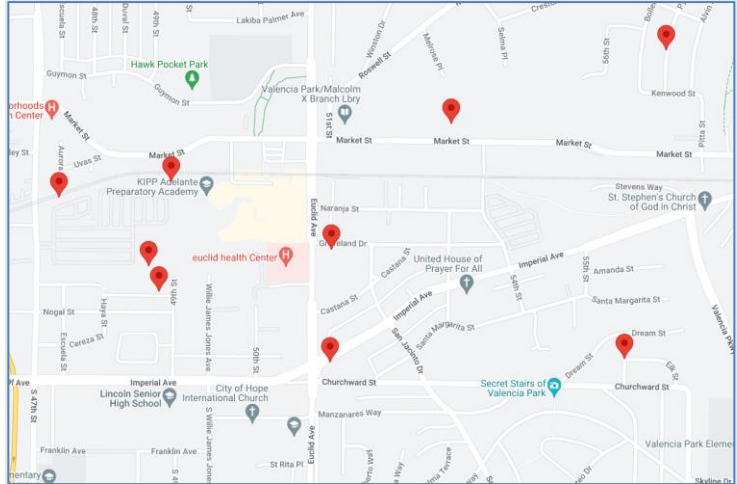
Timeline

TASK	START DATE	END DATE
Planning Meetings	9/11/2022	10/12/2022
Focused Outreach Event	10/11/2022	10/13/2022
Data Collection & Evaluation	10/14/2022	10/21/2022
After Action Report	10/21/2022	10/24/2022

Locations

CHOLLAS VIEW

- Malcom X Library
- Riverbed along Market St
- Euclid Health Center
- Saint Rita Church
- Creekside Villa

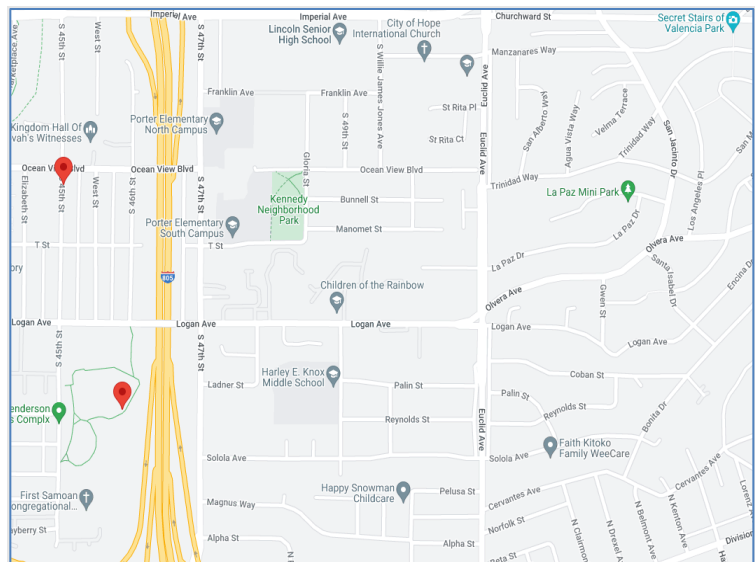


Ridgeview/Webster

- Sunshine Park
- Euclid & Federal Blvd
- I-805 Caltrans right of way
- Planet Fitness

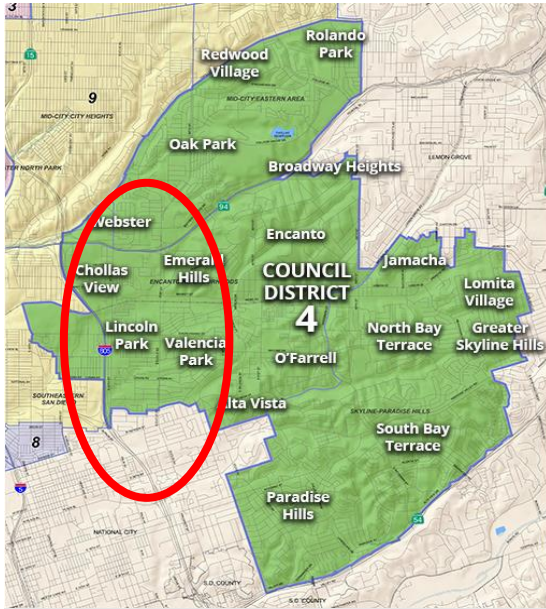
Lincoln Park/Southcrest

- Kennedy Park
- Euclid & Imperial
- Willie Henderson
- 68th & Imperial (Encanto)



Site Description – District 4

The area of focus was the southeastern portion of the City of San Diego (excluding South San Diego) and the neighborhoods south of State Route 94 (Martin Luther King Jr. Freeway) and east of downtown San Diego. The area is topographically hilly and has lower-density residential and semi-rural neighborhoods.



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 the purpose of acquiring a CA ID only
PhN Vaccinations (COVID & MPX)		X		Harm Reduction provided
Mobile Medical - wound care			X	Access to GR Disability extensions
Cell phone access	X	X	X	Photocopy of Picture ID & NOA accepted for address verification
Veteran Services (pending)		X	X	
Treatment assessments(pending)			X	TURN – SIP
BH/MH Navigators		X	X	
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)
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
CityNet	Caltrans ROW Outreach Workers
VA – Homeless Outreach	Outreach Social Workers
Courage to Call	Veteran Outreach 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)
El Dorado Community Service Center	Mental health & behavioral health services
Dreams for Change	Tax preparation, Workforce Development and Safe Parking
Volunteers of America	Outpatient Substance Program

The City of
SAN DIEGO
OUTCOMES

Client Interactions, Supportive Services, and Shelter Placements

Client Encounters**	
Walk Up or Shuttle Service	96
Street Outreach	18
Shelter Placement	
Shelter Inquiries - Requests	19
Shelter Placements	2
Non Congregate Bridge Shelter	2
County of San Diego – Office of Homeless Solutions/HHSA	
General Relief	24
CalFresh	10
Medi-Cal	2
Client Encounters/Case Inquiries	45
County of San Diego – Public Health	
COVID Vaccination	3
Flu/MPX Vaccination	4
Harm Reduction Education/NarCan/Condom	10
Federal Qualified Health Center (FQHC)	
Total Patients Served	6
GR Eligibility - Disability	4
Wound Care	1
On-Site Resources & Services	
2020/2021 Stimulus Check Application Inquiries/ Approvals	17
Cell Phone Service	5
DMV Request	8
DMV Transportation – ID Applications	2
Out of State/In State Birth Certificate Requests	10
Veteran Services	2
On-Site Case Management	
Case Management Inquires	21
HMIS New Profiles	10
New CES Enrollments/Community Que	8
Housing Referrals	
Permanent Supportive Housing (including VASH)	0
Other Long-term Housing	3
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



OVERVIEW

As compared to other Council Districts, residents and businesses in the communities of Council District 4 are not as high utilizers of Get It Done as a reporting tool to make service requests of City of San Diego departments. Determining locations to hold Community C.A.R.E. events is generally informed by reports generated by Get it Done; for Council District 4, these reports alone did not indicate a high level of need. Alternatively, communication with Council District 4 staff, feedback from the two Outreach Specialists assigned to the area, other community groups, as well as recent conversations with the County's Office of Homeless Solutions indicated a notable need within specific neighborhoods of Council District 4. The focus areas identified were 3 adjacent neighborhoods of Ridgeview, Webster and Chollas View (specifically the places around El Dorado Community Center, the Jacobs Center for Neighborhood Innovation, and the future Southeastern Live Well Center). Council District 4 is currently serviced by two street-based case managers, with one recently assigned to the neighborhoods of Ridgeview, Webster and Chollas View. Additionally, one Rapid Response Outreach Specialist spends half of their time actively responding to various service requests throughout the communities.

Between October 10th and October 13th, the County of San Diego Live Well Mobile Unit joined a multi-agency effort consisting of outreach specialists, County benefit specialists, behavioral outreach specialists, street-based case managers, and other community partners. Each day of the event, outreach specialists and County benefit specialists visited these target areas to engage individuals experiencing homelessness. Outreach partners provided shuttle transportation to and from these encampments for individuals experiencing unsheltered homelessness to continue accessing supportive services, including self-sufficiency programs like CalFresh. Supportive services included access to ongoing case management, health education, vaccinations, public benefits, mental health, substance abuse, primary care referrals, and access to hygiene kits, DMV transportation, and other basic essentials. Across 15 separate organizations, over two dozen staff participated each day.

Similar to the April outreach event, the area consists of encampments of small pockets of single adults in remote areas, including Willie Henderson Park. Word of mouth was the primary means of communicating information to an unsheltered community unsure about engaging in services. This informal mode of spreading the word proved effective with double-digit increases on day two and three. Observations indicate substance use and co-occurring mental health issues are prevalent amongst the single adult population and the rules associated to shelter are a primary hesitancy to leave the area to access them.

During the 3-day event, only 19 individuals expressed interest in accessing shelter, bottom bunk bed availability was limited, and 2 individuals who accessed shelter were able to utilize top bunks. Of the 21 individuals interested in street-based case management, 10 were new to the Homeless Management Information System (HMIS). New client profiles were created showing recent homelessness from housing in the area, 8 individuals will continue to work with an outreach specialist to address their instance of homelessness. A total of 3 people were identified with an active Rapid Rehousing referral and 2 were placed in Non-Congregate Bridge Shelter. By the conclusion of the event, 2 clients received transportation to the DMV, and 10 clients received new or renewed CalFresh benefits. A handful of persons inquired about housing specifically because of notices or eviction to leave their residence by the end of the month. Street-based case managers assigned to the community will continue to engage individuals residing in focus areas, communicate with community stakeholders and provide ongoing services for clients enrolled in case management services.