

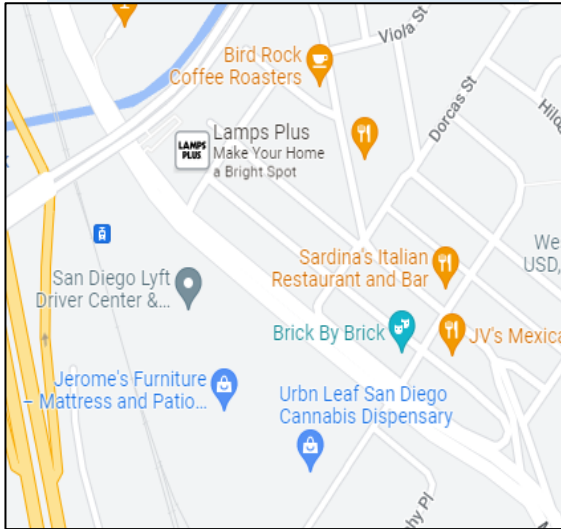
The City of
SAN DIEGO
Community C.A.R.E. Event

Coordinated Access to Resource and Engagement

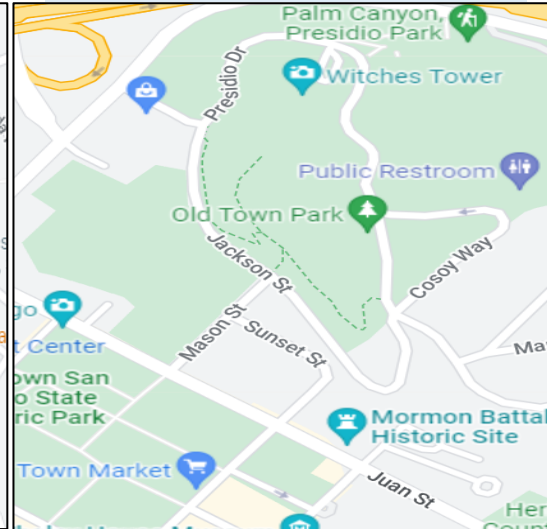
Council District 7 | September 20 – 23, 2022

Focus & Surrounding Areas

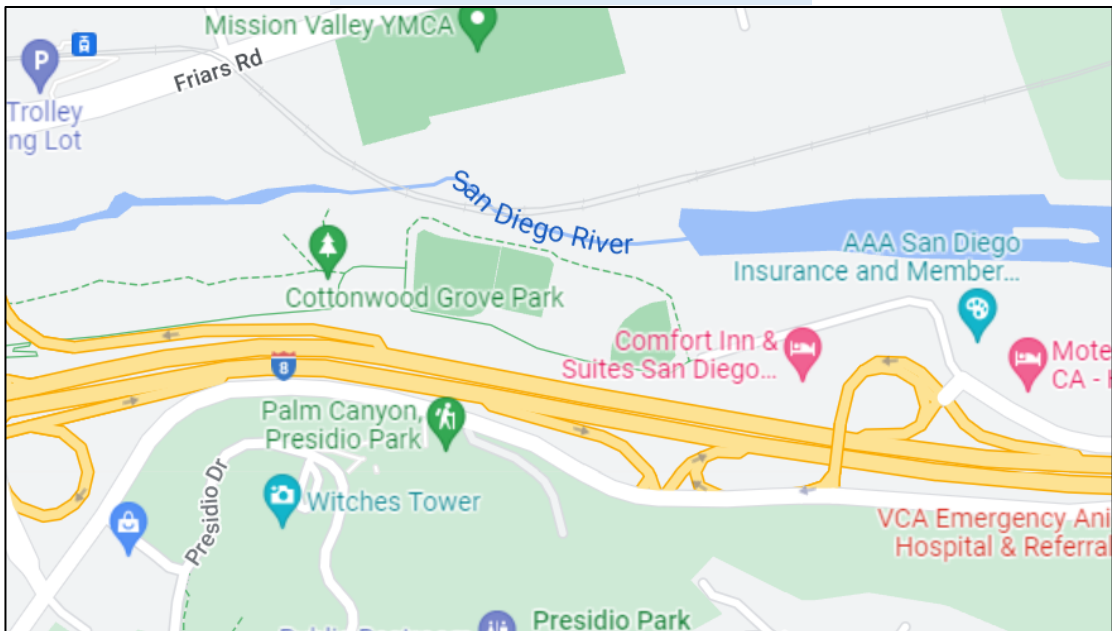
Tecolote Rd & Morena Blvd



Taylor & Jackson - Presidio Area

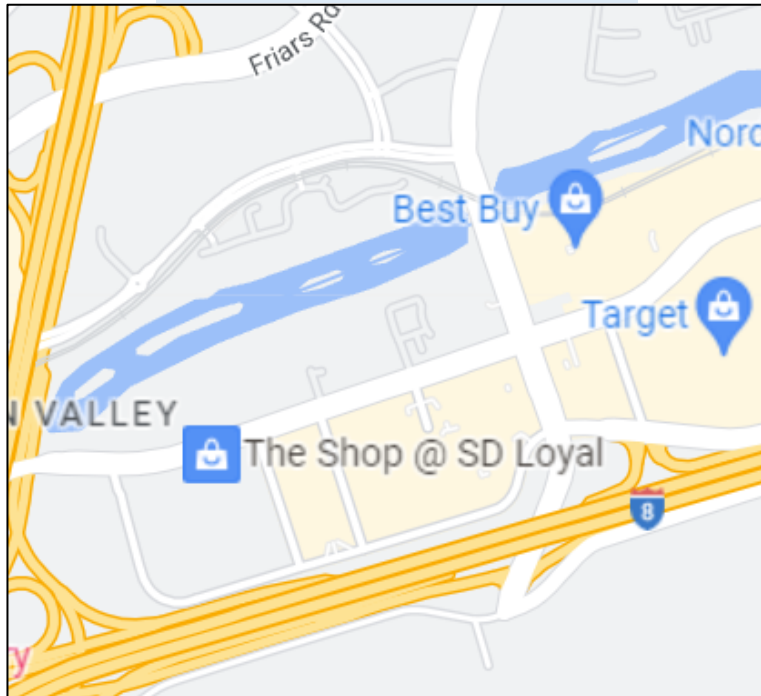


Hotel Circle N & S and Hotel Circle



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Mission Center Rd & Camino Del Rio



Timeline

TASK	START DATE	END DATE
Planning Discussions	9/1/2022	9/19/2022
Focused Outreach Event	9/20/2022	9/22/2022
After Action Report	9/23/2022	10/6/2022

Base of Operations

Presidio Little League baseball fields at Sefton Park, located conveniently on the west end of Mission Valley at 2510 Hotel Circle Place, San Diego, CA 92108. Since there are only baseball fields at Sefton Park, [Presidio Little League Diamonds](#).

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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:* Tue – Thr
- *Uplift/DMV Transportation:* Tue - Thr (4 Clients each day @ 10:30am)
- *Dreams Cuisine/Dreams for Change:* Tue - Thr
- *Chenelo Wireless Mobile:* Tue- Wed
- *VA - Veteran Services:* Wednesday – Thr
- *TACO - Birth Certificate:* Wed – Thr
- *NPD Homeless Outreach Team:* Thr

Participating Service Partners

AGENCY/ORGANIZATION	ROLE
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
VA – Homeless Outreach	Outreach Social Workers
Courage to Call	Veteran Outreach Specialist
CityNet	Caltrans ROW Outreach Workers
Dreams for Change	Workforce Development, Safe Parking, Tax Preparation
Third Avenue Charitable Organization	Birth Certificate (In State Voucher & Out of State) (Thursday)
Uplift San Diego	DMV Transportation, Supportive Services (Tuesday/Wednesday)
Health Care In Action	Mobile Clinic (wellness exams, vision, hearing, mental health and referral to (PCP)
MHS TURN/S.I.P.	Peer Support for Serial Inebriate Program – Treatment & Recovery
Lived Experience Advisors	Recruit, Train and Develop advocates with lived experience
San Diego Police Department	NPD Homeless Outreach Team (Thursday)

OUTCOMES

Client Interactions, Supportive Services and Shelter Placements

Client Encounters**	
Walk Up or Shuttle Service	117
Street Outreach	66
Shelter Placement	
Shelter Inquiries - Requests	21
Shelter Placements	18
County of San Diego – Office of Homeless Solutions/HHSA	
General Relief	24
CalFresh	19
Medi-Cal	8
Client Encounters/Case Inquiries	54
County of San Diego – Public Health	
COVID Vaccination	3
MPX Vaccination	3
Harm Reduction Education/NarCan/Condom	25
Federal Qualified Health Center (FQHC)	
Total Patients Served	11
GR Eligibility - Disability	4
Wound Care	3
Scheduled Follow Up	6
On-Site Resources & Services	
2020/2021 Stimulus Check Application Inquiries/ Approvals	85
Cell Phone Service	56
DMV Request	38
DMV Transportation – ID Applications	8
Out of State/In State Birth Certificate Requests	18
Veteran Services	8
On-Site Case Management	
Continued Case Management	28
New CES Enrollments/Community Que	44
Housing Referrals	
Permanent Supportive Housing (including VASH)	1
Rapid Rehousing	1
Instances of Service*	

*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

Beginning on September 20, 2022, a multidisciplinary access point was established in a strategically identified location for unsheltered individuals to easily locate to engage in services. The Community Coordinated Access to Resource and Engagement (C.A.R.E.) event operated for 3 consecutive days in the Presidio Little League fields in partnership with community partners like the County of San Diego Health & Human Service Agency, PATH, and many others. With the guidance of the River Park Foundation, Field outreach teams were deployed along the Ocean Beach Bike Path, in the San Diego River Estuary Dune Habitat, and around the Presidio Park area to locate unsheltered individuals and share information about the resources and services available.

During the 3-day effort, approximately 58 staff from 19 separate organizations provided an array of resources necessary to identify solutions to end someone's episode of homelessness. Resources included access to ongoing case management, self-sufficiency programs like CalFresh and MediCal, primary care referrals to health education, mental health, and substance abuse help. Unsheltered individuals were provided access to identification (through birth certificate request or transportation to the DMV), mobile communication, stimulus tax recovery, and other essentials to meet the housing needs of the person.

After day one, in-field observations found it difficult to locate individuals. Once located, those individuals not currently enrolled and working with Outreach Specialist were unsure about engaging in case management conversations and cautious of those they were unfamiliar with. Establishing rapport is fundamental to effective outreach engagement. The individuals in this area identified themselves as recently displaced from Sports Arena encampments, and others were unsheltered persons never enrolled in the Homeless Management Information System. Much like previous areas, there is an overall hesitancy to accept referrals to congregate shelter access for reasons including the following: lack of social independence; individuals expressed honest concern about curfew and overnight restrictions; and many individuals display significant substance or mental health challenges creating barriers to engagement. Even so, for those accepting referrals to congregate shelters, bed access is limited by the lack of lower bunk beds and unavailability of beds allocated based on gender (i.e. lack of beds for females).

By the event's conclusion, 8 clients received transportation to the DMV, and 54 clients inquired with a Benefits Specialist to review self-sufficiency programs like Cal Fresh E.B.T. cards or Notice of Action letters needed to access cell phone service. Of the 56 requests submitted for Cell Phone service, 20 individuals were both approved and received a device with activated service. Dreams for Change tax specialists assessed 85 individuals to review eligibility to receive any unclaimed 2020 & 2021 tax stimulus payments. Third Avenue Charitable Organization requested 18 birth certificates necessary to apply for State of California Identification cards.

District 7 is supported by 2 FTE field-based outreach specialists; this includes 1 FTE leveraged through the MV Riverbed contract with PATH. The Rapid Response Outreach Team provides additional support, spending approximately 0.5 FTE (i.e. 20 hours a week) responding to service calls provided primarily through community input. 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.