



Community C.A.R.E. Event

(Coordinated Access to Resources & Engagement)

Council District 9 | December 13-15, 2022

Summary

Community Coordinated Access to Resources 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 canvas 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 in Clay Park at the intersection of Solita Avenue and Seminole 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.

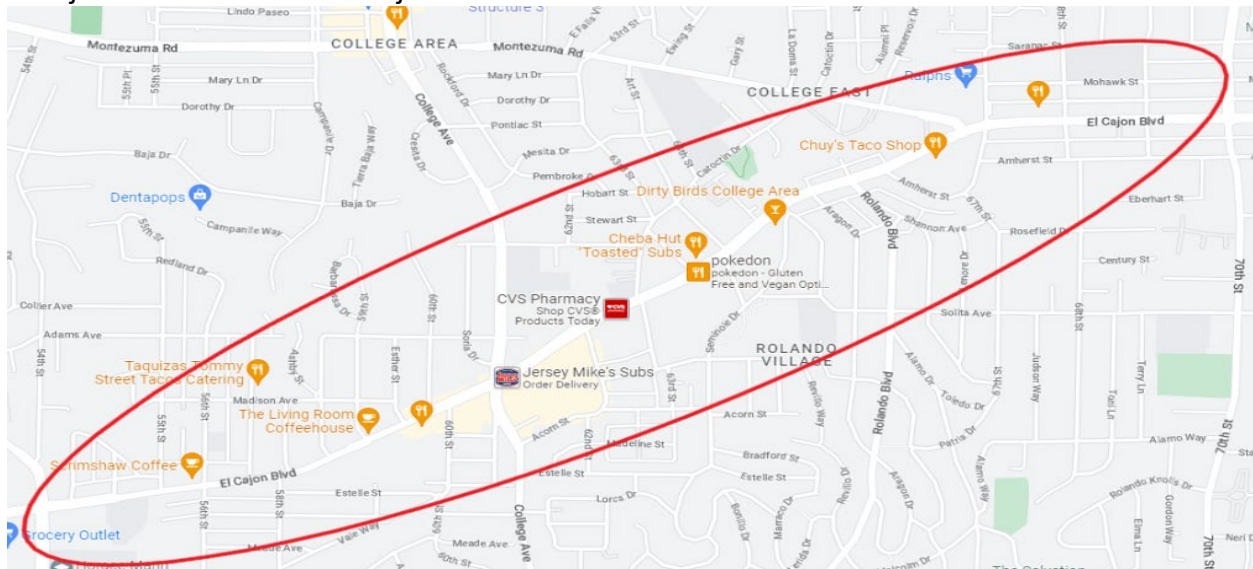


Timeline

TASK	START DATE	END DATE
Community C.A.R.E. Event	12/13/2022	12/15/2022
Data Collection & Evaluation	01/03/2023	01/17/2023
After Action Report		

Focus Area

El Cajon Boulevard and the adjacent side streets were the main focus of the outreach event.



On-Site Mobile Access to Resources & Service Schedule:

Service	12/13	12/14	12/15	Details about eligibly
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	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		X	X	Access to VA benefits & eligibility
Case Management	X	X	X	Enrollment based on vulnerability needs
Field Outreach	X	X	X	In Field Outreach offering transportation to the base of operations

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 (RapidResponse)
People Assisting the Homeless Outreach Specialist (MobileResolution)	People Assisting the Homeless Outreach Specialist (MobileResolution)
County of San Diego – Office of Homeless Solution	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

Client Encounters**	
Base of Operations Intakes	89
County of San Diego – Office of Homeless Solutions	
General Relief	24
CalFresh	16
MediCal	3
Client Encounters/Case Inquiries	73
Street Health/Medicine Outreach	
Field Assessments	10
GR Disability Extension	0
County of San Diego – Public Health	
COVID Vaccination	2
Flu Vaccination	2
Harm Reduction Education/NarCan/Condoms	2
Shelter Placement	
Single Adult	3
Shelter Request	6
On Site Case Management	
Cell Phone – Wireless Access	20
DMV Transportation – ID Applications	10
Out of State/In State Birth Certificate	3
Veterinarian Services	15
Added to the Community Que	13
Street Based Case Management Enrollments	17

Housing Referrals***	9
Rapid Rehousing (RRH)	1
Permanent Supportive Housing (PSH)	2
Housing and Disability Advocacy Program (HDAP)	1
Veteran Affairs Supportive Housing (VASH)	1
Safe Haven (Transitional Housing)	2
Safe Parking	2

*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 temporary, pending and enrolled status.



Overview

Council District 9 is a large area comprised of the following neighborhoods: Alvarado Estates, City Heights, College Area, El Cerrito, Kensington, Mountain View, Mt. Hope, Rolando, Southcrest, and Talmadge. Expanding on the ongoing street-based case management activities and previously focused outreach in Council District 9, multidisciplinary teams deployed into communities in and around the Corridor along El Cajon Blvd & University Ave between Interstate 15 and 70th St. The locations of the focused outreach event were informed by community feedback, service requests submitted through Get-It-Done, ongoing assessments of active client enrollments, and multiple site visits. The Council District is serviced by three street-based case managers of all of which are specifically assigned to the referenced focus areas and field assessments conducted indicate 20 small scale encampments along El Cajon Blvd, often comprised of 2-5 unsheltered single adults.

The encampments are concentrated near the many storefronts along El Cajon Blvd & University Ave. Some businesses are open 24-hours, including many fast-food chains making access to basic needs relatively easy. Public transportation is readily accessible as a transfer connection to other areas in the East County of San Diego. 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.

Many of the individuals were extremely hesitant to go to shelter; common reasons shared include the lack of familiarity with downtown San Diego and previous experiences causing concern the shelters are not safe. The limited availability of bottom bunk beds was also a factor that impacted outreach team's ability to facilitate shelter referrals; over 30% of the population comprise of clients with physical disabilities or are over the age of 55. A small percentage of clients communicated their inability to meet the activities of daily living was a primary reason for their reluctance to access congregate shelter options.

The quality and substance of engagement activities was a distinguishing factor from previous events as clients were far more receptive and interested in accessing supportive services. Self-sufficiency programs and access to mobile phones were amongst the most requested service. Co-existing mental health and substance use conditions are prevalent, approximately 40% of the residents of the various encampments reported being Black or Brown and many experiencing homelessness more than once in their lifetime. Since the event concluded on December 15th, 9 individuals have been connected to temporary interventions or identified a permanent housing resource. Over the 3-day event, upwards of 50 staff across 15 separate organization participated in the event on any given day.