

Focused Outreach Event Council District 9 & 3

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.

Council District 9 Focus Area(s) – Mid City: City Heights

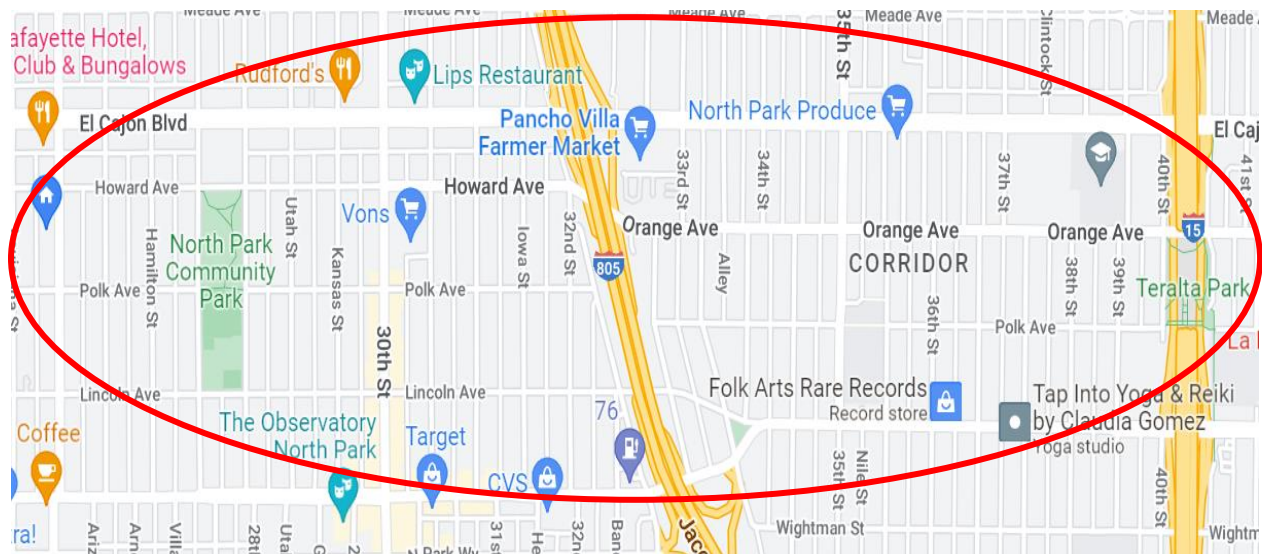
- El Cajon Blvd – I-805 to I-15
- University Ave – I-805 to I-15

Council District 3 Focus Area(s) – North Park

- El Cajon Blvd – I-805 to Texas St
- University Ave – I-805 to Texas St

Site Description – Mid City

El Cajon Boulevard is a centrally located commercial corridor with a diverse mix of small businesses. It is adjacent to the great urban neighborhoods including Normal Heights, Kensington Talmadge, Tera Alta East/West, City Heights and North Park. Twenty percent of San Diego's population lives within a five mile radius, with easy freeway access.



Timeline

TASK	START DATE	END DATE
Planning Meetings	6/10/2022	6/27/2022
Focused Outreach Event	6/28/2022	6/30/2022
Data Collection & Review	7/1/2022	7/8/2022
After Action Report	7/8/2022	7/15/2022

Base of Operations

The base of operations will be located the Teralta Park at the corner of 40th St & Orange Ave, San Diego, CA 92105 to accommodate the inclusion of the 30' County Live Well Mobile Unit, Outreach staff and partnering service providers.



Participating Service Partners

AGENCY/ORGANIZATION	ROLE
City of San Diego	Operations Coordination
San Diego Housing Commission	Coordinated Shelter Intake Referrals/ Affordable Housing Placement Liason
Regional Taskforce on Homelessness	Community Outreach Coordinator
People Assisting the Homeless	Outreach Specialist (Rapid Response & Mobile Resolution)
Alpha Project	Outreach Specialist
County of San Diego – Office of Homeless Solutions	Benefits Specialist (CalFresh, General Relief, MediCal) & Outreach Social Worker
Downtown San Diego Partnership	Diversion Specialist Team
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
MHS Serial Inebriate Program	Peer Support Specialist
Rockport Healthcare Services	Skilled Nursing Facility Assessment
San Diego Youth Services	TAY Outreach Specialist & PEER Support
The Center	LGBTQ TAY Outreach Specialist
LifeLine – Assurance	County Benefit Phone Distribution
Third Avenue Charitable Organization	Birth Certificate (In State Voucher & Out of State)
San Diego Police Department	NPD Homeless Outreach Team

Outcomes

Client Interactions, Supportive Services and Shelter Placements

Instances of Service*	434
Client Encounters**	239
Walk Up	70
Street Outreach	169
County of San Diego – Office of Homeless Solutions	93
General Relief	17
CalFresh	11
MediCal	1
EBT Cards	17
Client Encounters/Case Inquiries	47
County of San Diego – Public Health	14
COVID Vaccination	1
Flu Vaccination	0
Harm Reduction Education/NarCan	13
Shelter Placement	5
Single Adult	4
SDBH – Non Congregate with Housing Referral	1
On Site Case Management	83
Cell Phone – Wireless Access	21
DMV Transportation – ID Applications	8
Out of State/In State Birth Certificate	6
Alternative Mailing Address	14
Added to the Community Que	12
Community Que – CLS Update	22
Housing Referrals***	5
Permanent Supportive Housing	2
EHV – Section 8	3

*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

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 54th and Texas St. Three street-based case managers are assigned within these communities and currently maintain active caseloads. One street-based case management team assigned to Rolando Village joined the effort each day to provide continued access to the vital services available at the base of operations. Four outreach staff are assigned to engage unsheltered individuals in Council District 9, the third-highest allocation of outreach resources of all nine Council Districts.

Between June 28th and June 30th, Outreach Specialists, including County Benefit Specialists, Street Based Case Managers, and Rapid Response teams, deployed to engage individuals living unsheltered and facilitate connections to supportive services. Resources included access to ongoing case management, health education, public benefits, mental health, substance abuse, and primary care referrals. On average, 30 staff from 18 separate organizations participated in the Focused Outreach event daily.

Field assessments, Get-It-Done reporting, and community input continue to inform where this type of mobile & focused effort is set up. The current review indicated the consistent presence of small encampments comprised of 1-5 individuals; in total, 50-60 individuals remain unsheltered throughout these communities. The composition of these encampments is single adults; substance abuse and co-occurring mental health issues were common. Many of the clients that spoke with outreach staff or accessed services at the base of operations identified the surrounding community as their primary place of residence. Field Outreach teams included engagement efforts in North Park, where a growing number of unsheltered individuals have been identified in and around the North Park Community Park, along El Cajon Ave and University Ave, and along the embankments of I-805.

Clients enrolled in Street Based Case Management met with their assigned outreach specialist at the base of operations. Clients accomplished the next steps in their housing plan like access to cell phone service, to order Vital Records, or to access shuttle service to the DMV to apply for the California Identification Card required once a permanent housing resource is made available. Sixteen new clients enrolled in street-based case management during the three-day event. Eight individuals requested a referral to an emergency shelter: successful placement for five individuals' total. Individuals remain hesitant to relocate from the community to a congregate shelter environment in Downtown San Diego.