



Background

In **September 2021**, changes were made to the Homeless Outreach/Encampment report type in Get It Done. These changes included routing reports with people present at an encampment to homeless outreach specialists first, then (in some cases, 48 hours later) sending open reports to the Neighborhood Policing Division (NPD).

What's Changing

Beginning **February 2022**, Homeless Outreach/Encampment reports submitted to Get It Done will be routed directly to NPD, which includes the Homeless Outreach Teams (if people are reported present) or to the Environmental Services Department (if people are not reported present). Get It Done report data will continue to be used to inform the planning of ongoing outreach activities.

What to Communicate: Answers to Frequently Asked Questions

When officers follow up via phone or email with customers, our surveys indicate higher levels of customer satisfaction. Here are some answers to frequently asked questions you might receive from residents, to help share what the City is doing to address homelessness:

How does my report help?

- Get It Done reports help City departments, such as Homelessness Strategies and Solutions, Environmental Services, and Neighborhood Policing, identify encampments and areas in need of outreach. The data provided in reports helps inform coordinated homeless outreach efforts and activities.

Why is this taking so long? / It feels like nothing is getting done. The camps are still there, since the police didn't make an arrest. / What "appropriate actions" are taken to address my Homeless Outreach/Encampment report?

- Following ongoing homeless outreach efforts by the Homelessness Strategies and Solutions Department, in partnership with San Diego Housing Commission and outreach providers, the City uses progressive enforcement when addressing encampment reports. This means NPD officers will visit a site multiple times and offer services to people as appropriate. The Homeless Outreach Team and other outreach specialists are available as needed. The COVID-19 pandemic has affected shelter intake and availability, which has contributed to delays in services and resources. During inclement weather, certain enforcement activities may be limited.

Why can't you tow a car that someone is living in? How is vehicle habitation addressed?

- The City offers an overnight "Safe Parking Program" for people living in their vehicles. The Safe Parking lots provide resources such as restrooms and outreach services. The City is currently not enforcing the Vehicle Habitation Ordinance while litigation is pending. A person may still be cited for other vehicle-related violations, whether or not they appear to be residing in a vehicle.

Goals

- Respond to reports more quickly; deploy outreach specialists more efficiently; and resolve health and safety issues more effectively