



Homeless Services Dashboard Report September 2019



Street Outreach and Engagement

	Outreach Contacts ¹	Outreach Line Calls	Client Engagement ²	Street Exits ³
Dec 2018	25		8	5
Jan-Mar 2019	222		42	9
April-June 2019	221	96	76	7
July 2019	43	44	78	8
Aug 2019	56	36	68	3
Sept 2019	35	36	64	4
TOTAL	602	212		36

- Annual net societal cost savings for exiting **36** homeless neighbors from the streets: **\$314,496⁴**

Community Engagement

City Net staff participated in the following meetings to build relationships with key stakeholders in the region and to build capacity for future collaborative efforts:

- 9/3/19 (also 9/10 and 9/24): Coordinated Entry System (CES) weekly meeting in Riverside. City Net participates in county-wide meeting to ensure that the most vulnerable homeless neighbors are “matched” to available permanent supportive housing opportunities as they arise. City Net advocates for its clients across the County who are eligible to be matched.
- 9/10/19: Corona Cops and Clergy. City Net explored collaborative partnerships at the Corona Cops and Clergy event, which resulted in relationships with the local LDS church, Islamic Center, and the For the People PAC, all of whom expressed interest in strategically supporting our street-outreach partnership. The For the People PAC pledged to provide hygiene kits for three months.

¹ **Outreach Contacts** reflect the number of interactions for the specific purpose of reaching out to unsheltered homeless neighbors in a process of building trust and offering support toward the long-term goal of connecting them with emergency shelter, housing, or critical services; and providing urgent, non-facility-based care. These activities are intended to help homeless neighbors to obtain appropriate supportive services, including assistance in obtaining permanent housing, medical health treatment, mental health treatment, counseling, supervision, and other services essential for achieving independent living; housing stability case management; and other Federal, State, local, or private assistance available to assist the program participant in obtaining housing stability.. This number can be duplicated in any given reporting period.

² **Client Engagement** reflects the current number of homeless neighbors who are voluntarily engaged in a formal case management relationship with City Net. Case managers work with clients to achieve progress on a mutually agreed upon plan to attain housing and supportive services. Case managers follow-up with housed clients for 6 months after housing to ensure a successful placement. Active cases are engaged once a week on average and are considered inactive after 90 days of no contact.

³ **HUD Street Exits** are defined by HUD and enumerated in the HUD systems performance report, and City Net uses these designations for all street exits achieved through the efforts of two or more agencies working together within the context of the homeless collaborative in the city. HUD designates some of these street exits as “temporary” and some as “permanent”, and City Net exercises discretion to count as exited those homeless neighbors who have a reasonable plan in place to move from temporary shelter to permanent housing.

⁴ The average gross monthly cost for each homeless neighbor is \$1,446 per month, according to a landmark 2009 financial study of 9,186 homeless individuals in Los Angeles County (“Where We Sleep: Costs When Homeless and Housed in Los Angeles” Economic Roundtable, 2009, <http://www.economicrt.org/pub/>). The study derived this amount by examining the monthly cost burden shared by 16 public and private agencies and programs: Department of Public Health, Department of Mental Health, Probation Department, Homeless Services Authority services, Department of Health Services (DHS) hospital-inpatient, DHS outpatient clinic, DHS emergency room, Department of Public Social Services (DPSS) General Relief, DPSS Food Stamps, DPSS General Relief Housing Vouchers, Sheriff mental health jail facility, Sheriff general jail facility, Sheriff medical jail facility, private hospitals-emergency room, private hospitals- inpatient, and paramedics. There is still a cost burden when homeless neighbors are housed, because they continue to draw on these agencies, but the study found the costs were reduced by 50%, saving \$728 per month per person when a homeless neighbor is housed.



Homeless Services Dashboard Report

September 2019



- 9/18/19: Faith Community Dinner. City Net met with Corona faith community leaders prior to the City Council meeting to discuss collaborative, solutions-oriented approaches to homelessness in the community.
- 9/18/19: City Net's President made presentation on homeless efforts to date to the City Council in its September meeting.
- 9/16 and 9/17/19: Diversion Training. City Net case managers attended a two-day Diversion Training hosted by Lighthouse Social Services, where they strengthened their knowledge and skills in keeping people housed, thereby preventing homelessness and diverting them from shelter system by retaining their existing housing.
- 9/24/19: City Net management training. City Net supervisors and lead case managers engaged in a day-long training to strengthen leadership and management skills to better organize and sustain efforts to serve homeless neighbors.
- 9/26/19: Corona State of the City event– City Net hosted a table at this event and engaged with many residents and partners about the activities and resources we offer. We heard the Mayor give his annual State of the City address, and then afterwards attended a mixer on the City Hall rooftop to engage with a City Council Member and the President of the Historical Preservation Society.
- 9/26/19: Human Options Domestic Violence Training. City Net case managers participated in day-long domestic violence training. They were trained to train other City Net case managers so that all cities will benefit from better and more effective outreach to homeless neighbors who are also victims of domestic violence.
- 9/27/19: Riverside Mayor's Faith Summit 19 – Riverside Mayor Rusty Bailey hosted this event at The Grove Community Church in Riverside. City Net staffed a table and engaged with several Riverside Police Officers as well as a Police Chaplain. Our President also served on a panel with other homeless service providers in speaking to regional concerns regarding homeless issues; afterwards we hosted a lunch table with interested partners.
- 9/30/19: Homeless Liaison Officer (HLO) Training. City Net leads a one-hour session during periodic day-long HLO training classes led by retired Anaheim PD HLO Sgt. Mike Lozeau. Sgt. Lozeau has developed the only Police Officers Standards and Training (POST) Certified course in the state of California on starting and maintaining an HLO program. Officers from around the state participate in these trainings for their professional development and career advancement.

Summary of Outreach Event Activities and Locations

Date	Client Activity(ies)	Location(s)
9/4/19	Client engagement, outreach contact	McKinley shopping center, behind FedEx office, Serfas Club Park, City Park
9/6/19	Case management	Corona City Library
9/9/19	Client engagement, outreach contact	Serfas Club Park, McKinley Shopping Center, Sixth street
9/11/19	Client engagement, outreach contact, new intake	Serfas Club Park, Main Street (north and south end). Sixth Street from Main to Lincoln). McKinley shopping centers. Border Ave and Via Pacifica Crunch fitness shopping center.
9/13/19	Client engagement, outreach contact	716 W. Main, North Main Plaza.
9/16/19	Client engagement, staff training	Diversion Training, phone call with client
9/18/19	Client engagement, outreach contact, new intake	Business plaza on Vicentia/6th, Serfas Club Park, 6th/Main, City Park, Corona City Mall



Homeless Services Dashboard Report

September 2019



Date	Client Activity(ies)	Location(s)
9/20/19	Client engagement	McKinley Plaza, Serfas Club Park
9/23/19	Client engagement	Client phone call
9/25/19	Client engagement, outreach contact, new intake	Serfas Club encampment, 6th street, Rimpau Ave
9/27/19	Case management	Corona City Library

Client Expenses

Date	Vendor	Amount	Description
9/13/19	Lyft	\$38.58	Lyft ride for client trip to Path of Life shelter
9/19/19	Greyhound	\$261.50	Bus fare for client relocation
9/19/19	Dollar Tree	\$10.00	Snacks and water for client relocation
9/20/19	McDonald's	\$35.00	Food gift cards for client relocation
	TOTAL	\$345.08	

Recent Street Outreach/ Case Management Successes (most recent at top)

9/23/19: Client has been homeless for 5 years. She stated that the cause of her homelessness began when she started using drugs with a family member. Client no longer wanted to be in that situation, so she left her home state and found herself hitchhiking all over the country. She has been homeless in California for three years now but was finally ready to make a change and head back to her home state where she would be reunited with her father. CPD Officer Hartman made the call and reached out to the client's father who was thrilled to have his daughter come home. In the past, the client's father traveled to California to try to locate his daughter but had been unable to bring her home. City Net along with the Corona Police Department coordinated to make the client's relocation possible.

9/11/19: Client reached out to City Net for resources through the Outreach Line. He called City Net in hopes to take refuge from the weather. When case managers spoke with him, he stated that he has been homeless for one year and stayed at different parks outdoors. He disclosed that he used to live with his wife and children in Corona. They had difficulties which caused him to leave the home, but client believes his wife is willing to work on their marriage if he can find stable employment. Due to the treacherous conditions of living outdoors for a year, the client was struggling to get back on his feet. Case managers discussed shelter options with the client so that he would have a secure place to sleep and be able to work on obtaining employment. The client showed interest in going to a shelter and we recommended a referral to Path of Life Shelter and assisted him with transportation. Now that the client is in a shelter, he is working on finding employment and wishes to reconnect with his family soon. City Net continues to check in with the client to ensure that he is staying on track working towards his goals.

8/12/19: While we were on outreach, we encountered homeless male client. As we approached him, he mentioned it was pleasant that we were talking to him because everyone has been ignoring him due to his appearance. We explained to him that we were an outreach team and wanted to connect him to resources if he was looking for assistance. He told us he



Homeless Services Dashboard Report September 2019



really wanted to get into a shelter so that he would have somewhere to stay to get stable and start looking for employment. City Net was able to refer client to the Path of Life shelter and provided him transportation to the shelter. Client is hoping to get into the transitional program soon, to be able to establish himself and get back to working.

8/5/19: We initially met homeless male client in December during Corona's census count, living near the freeway ramp next to the McKinley shopping plaza. Recently during outreach with Corona PD, we encountered client and his partner in the tunnels near the riverbed. When we spoke with him, he told us he has been homeless for two years in California and was originally from out of state. He moved to California due to an argument he had with his family. He expressed interest in detox and possibly shelter. We called 211 together and they gave him an appointment to complete his initial intake. After speaking with 211, we discussed shelter, explaining to him that he would need a stable place to stay until he can get into a detox center. Although he was hesitant at first, he decided to give it a try and City Net provided him transport to the shelter. After client started staying at the shelter, he was able to get to the walk-in center for 211 to complete his intake in person. We continue to work closely with client to look for alternative detoxes while he waits for an opening through 211.

7/10/19: While on outreach with Corona PD, team received a disturbance call at the public library. The officers mentioned that they have been receiving several calls from this transient individual and would like for us to talk to him. When we arrived, we met client who has been homeless for many years and moved to Corona seven months ago. While we were completing the intake, client disclosed that he had a partner who lived in Cypress, but he was unsure whether she would talk to him. We offered to contact her on his behalf to explain his situation. While talking to his partner we were able to mediate their previous problems and they mended their differences. She agreed to let him stay with her and asked if we could assist with getting him to her house. City Net helped with his transportation to her property in Cypress.

7/8/19: We initially met homeless family three months ago during outreach. At the time, the family was looking to obtain motel voucher assistance while they worked on finding employment. They were also concerned about safety at a shelter and for that reason they were hesitant to go to one. On 7/8/2019 Officer Carbajal encountered the family at Promenade Park. While talking to the officer, the mother disclosed that they have been staying at the park and storing their belongings at a resident's home. The officer also discovered that their son has not been registered for school in over a year. Client informed the officer that it has been challenging to enroll her son in school when they do not have stability. We encouraged the client to go to The Path of Life family shelter and work towards stability. Client agreed to go to the shelter with her family. Since then, the family has been able to enroll their son in school and applied for rapid rehousing program.

6/28/19: Male client who has experienced homelessness on and off since he was a child. His most traumatic episode of homelessness began when his father passed away a couple of years ago. It was then when he lost everything; his vehicle, job and home were all taken from him. The client has been to various shelter programs including The Salvation Army, and The Courtyard in Orange County. The client often claimed he had a substance abuse issue just to get into a program even when he did not. Most recently the client found himself homeless again in Corona and sleeping in his mother's vehicle. On 6/28 case managers met with the client and his mother. She informed case managers that his goal was to go into the Rescue Mission. The client and his father had experienced homelessness when he was a child and he had fond memories of The Rescue Mission. Because the process to get into the mission requires time, case managers were eager to get the client into an emergency shelter. On that same day case managers referred the client to Path of Life shelter in Riverside. Because he was not familiar with the area, City Net provided the client with a 7-day bus pass to be able to come to Corona



Homeless Services Dashboard Report September 2019



daily to reconnect with his mother. Case managers continue to work with the client to help guide him until he is accepted into the Rescue Mission.

6/24/19: Case managers met client on outreach during one of the city's monthly park clean ups. While talking to the client, he disclosed that he has been homeless for 5 years and was sober until the day he moved into the park. He also disclosed that his homelessness was caused by broken relationships with his children. Throughout our conversation, the client would frequently mention his desire to get sober and mend the problems between his family. The following week case managers proceeded to encourage him to complete the intake with 211 for a medical detox, but he was discouraged and gave up. After multiple interactions and follow ups, case managers built a trusting relationship with him. On 6/17 City Park was cleared and individuals were no longer allowed to have their tents there. This is when the client finally realized he needed to take the necessary steps to move forward. Case managers reintroduced the idea of a medical detox for him and he was on board. City Net called Menifee Global Detox for him to complete the initial intake, then received an appointment for a phone interview. On the day of his interview case managers searched for the client to make sure he completed the interview. After two weeks of extensive intakes, the client was given an admittance date! On the day of his admittance, City Net helped him gather his belongings and transported him to the facility for a warm hand off. Case managers have called to check in on the client and he is doing well; he will be connected to another rehabilitation facility after his detox. Through continuous efforts the client is now heading towards recovery and is no longer homeless.

5/15/19: Homeless couple has lived in Corona for many years. Six months ago, they found themselves struggling financially and their families moved away which ultimately led them to becoming homeless. City Net met the couple at City Hall, they wanted to get into shelter because the girlfriend has congestive heart failure. The male client mentioned that his mother may be able to take them in so that they won't have to stay outdoors with their health problems. City Net case managers reached out to his mother and she was very receptive to having him come home. In collaborative efforts with Corona PD, case managers transported the clients to the Greyhound bus station in Claremont. City Net assisted with the fares for the clients and purchased lunch and food gift cards for their ride home. Case managers followed up with the clients and provided different resources for their new housing destination. We followed-up after the trip and the clients reported they made it safely and they are now in a stable environment working towards employment.

4/26/19: Older homeless woman has lived in Corona for over 10 years and has struggled with substance abuse and homelessness. She has reportedly been living in and out of a house that is often raided by Corona PD for drug and gang activity. For the past 6 months, client has been living with her mother in a senior community. The policy of this senior community does not allow her to live with her mother and so far, she has not been seen by security. Because she may be forced to leave at any given moment, client's brother called the City Net outreach line on her behalf. Client and brother met with staff at the Corona Public Library during in-reach and discussed various housing options. After much discussion, client agreed to go to Set Free in Lake Elsinore. On 4/29, client was transported to Set Free with our staff and was dropped off for intake.

4/22/19: Young male client has been homeless for the past 7 years. He reported of struggling with drug addiction and was diagnosed with a form of developmental delay. He came to Corona hoping to find resources and a place to sleep as he makes his way to Redding, CA. Client stated that he would like to connect with his case worker in Redding who is working on placing him into a group home. Staff members approached client at City Park on 4/22/19 where he had been staying for the past 3 days. After meeting with staff, client expressed an interest in case management services from City Net and was willing to explore any shelter options that is available to him. Client agreed to stay at the Path of Life shelter in



Homeless Services Dashboard Report September 2019



Riverside. Staff transported client to the Settlement House in the City Net van. Client was able to obtain a sack lunch and a new outfit from their thrift store. Client was then transported to Path of Life and was dropped off for intake.

4/2/19: In early March a homeless woman was referred to City Net by city staff, who in turn was alerted by a Pastor in Norco. Client was a Corona resident who became homeless and living in her car with her emotional support dog. She struggles with mental health issues and is on disability, but not a large enough amount to make rent. She has been on the list for Section 8 housing for 3 years. While living in her car she had been making installment payments on an old 24-foot trailer she was planning to live in. To further complicate matters, the trailer was in Hemet and she wanted to live locally but didn't have a car that could tow the trailer. City Net's case manager helped her through multiple RV Park applications and city staff reached out to various local stakeholders to find financial assistance and other resources. It was a group effort and many different organizations (Crossroads, City of Riverside, Corona-Norco Rescue Mission, Path of Life, Starting Over, and more) were contacted, which yielded the money she needed to move into an RV Park. City Net staff helped her with her move in and paperwork. Furthermore, City Net and Crossroads Church worked together to pay her deposit, application fee, first month's rent and towing fees (\$1450 in total). Client was very thankful and grateful for everyone's assistance and was relieved to finally have a place to call home.

3/11/19: Client reached out to City Net via the outreach line and inquired about City Net services. She was previously staying in a church home but was unable to stay due to a conflict with other housemates. Client has experienced homelessness off and on over the years and is accustomed to going from one home to another. She reached out to New Beginnings, a church that she recently connected with. From there, she was referred to City Net and made an appointment to meet with Case Managers later that week. Client was in desperate need of shelter and was willing to go anywhere where she felt comfortable. City Net then recommended the client to Set Free - a transitional program for men and women in Lake Elsinore. After speaking with the staff at Set Free and a moment of prayer, the client decided to go to Set Free and was transported to Lake Elsinore with City Net staff. Client was welcomed with open arms to a household of women who said to her at her arrival that they "never turn anyone away."

3/7/19: Client was approached by City Net at Rinpau Park. Client expressed a strong desire to be sober and to get off the streets due to the dangers of her environment and cold weather. Client is a well-known homeless neighbor who has been approached by Corona Police Department numerous times and has often shown signs of significant disabilities. With the help of City Net, client was able to obtain new, warm clothes and a sack lunch from the Settlement House. Client was later transported by City Net to the Social Services office to apply for benefits. Client completed her day as City Net funded transportation to Path of Life. Staff connected with client again a week later when she was in Corona visiting her son. Client reported that she had a positive experience at the shelter and that she was only visiting Corona.

3/6/19: Client reached out to City Net via the outreach line. He sometimes lives in a house owned by a relative, but she cannot always accommodate client. Client was looking to stay away from Corona and be somewhere safe and warm. After presenting client with multiple options, he agreed to go to Path of Life Homeless Shelter in Riverside. After completing an intake with City Net, client was given a bus pass and directions on how to reach the shelter. Client later contacted staff and reported that he made it safely to the shelter and shared his gratitude. Client recently contacted staff earlier this week and reported that he is still at the shelter and thanked City Net for the assistance.



Homeless Services Dashboard Report

September 2019



Housing Destination Chart

	HUD HMIS Exit	HMIS Code	Type	Exits
Homeless Shelters	Place not meant for habitation	16	Temporary	0
	Emergency shelter, including hotel or motel paid for with emergency shelter voucher	1	Temporary	20
	Safe Haven	18	Temporary	0
	Transitional Housing for homeless persons (including homeless youth)	2	Temporary	3
Sheltered Temporary Situations	Hotel or motel paid for without emergency shelter voucher	14	Temporary	5
	Residential project or halfway house with no homeless criteria	29	Temporary	0
	Staying or living with family, temporary tenure (room, apartment, or house)	12	Temporary	0
	Staying or living with friends, temporary tenure (room, apartment, or house)	13	Temporary	1
Institutional Situations	Psychiatric hospital or other psychiatric facility	4	Temporary	1
	Substance abuse treatment facility or detox center	5	Temporary	1
	Hospital or other residential non-psychiatric medical facility	6	Temporary	0
	Jail, prison, or juvenile detention facility	7	Temporary	0
	Foster care home or foster care group home	15	Temporary	0
	Long-term care facility or nursing home	25	Permanent	0
Continuum PH	Rental by client, with RRH or equivalent subsidy	31	Permanent	0
	Permanent housing (other than RRH) for formerly homeless persons	3	Permanent	0
Rent/Own with Subsidy	Rental by client, with GPD TIP housing subsidy	28	Permanent	0
	Rental by client, with VASH housing subsidy	19	Permanent	0
	Rental by client, with other ongoing housing subsidy	20	Permanent	0
	Owned by client, with ongoing housing subsidy	21	Permanent	0
Rent/Own no Subsidy	Rental by client, no ongoing housing subsidy	10	Permanent	1
	Owned by client, no ongoing housing subsidy	11	Permanent	0
Other Perm	Staying or living with family, permanent tenure	22	Permanent	4
	Staying or living with friends, permanent tenure	23	Permanent	0
Other	Deceased	24	Other	0
			TOTAL	36