



City of La Mesa Homeless Outreach & Mobile Engagement (HOME) Program

Quarterly Report: April – June 2023



HOME Program Overview

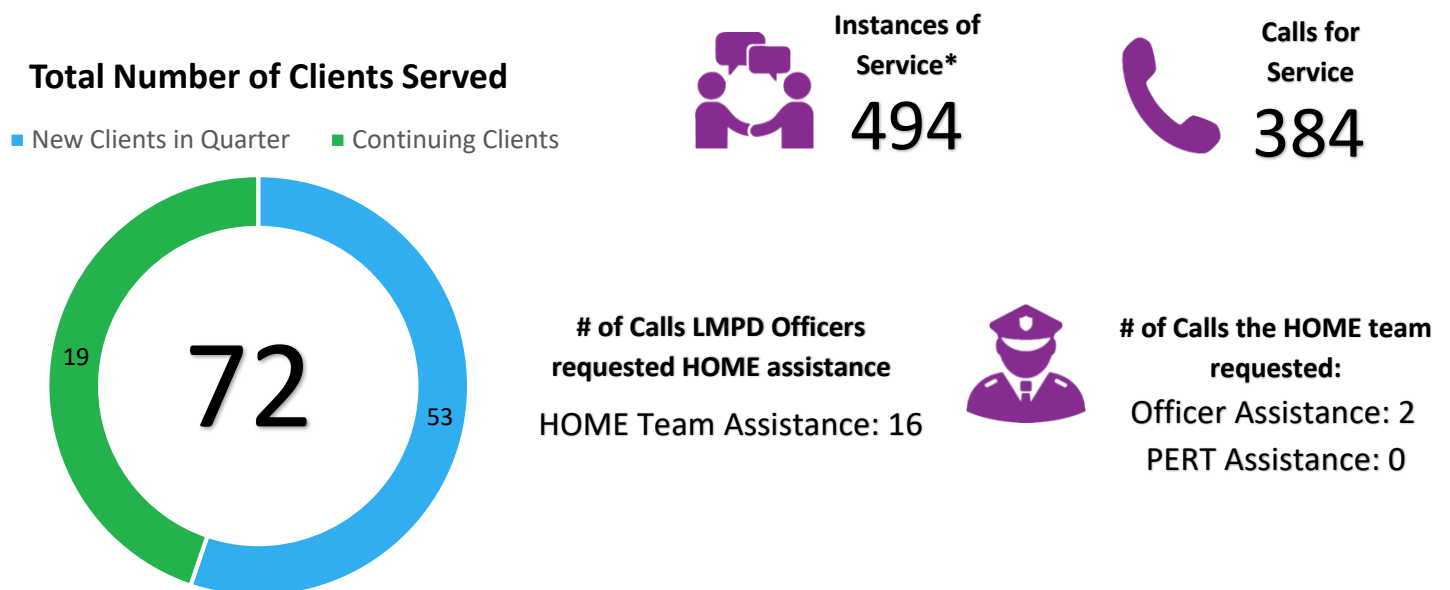
The Homeless Outreach and Mobile Engagement (HOME) Team is an initiative of the City of La Mesa and the La Mesa Police Department (LMPD). The HOME Team provides a **housing-first** and **trauma-informed** approach to addressing homelessness in La Mesa. The HOME Team utilizes **progressive engagement** and **harm reduction** to assist individuals who are unable to access homeless services on their own. This report breaks down the HOME Team efforts and successes during the second quarter of 2023.

Since the beginning of the quarter, the HOME program outreach specialists have:

- Contacted 72 total individuals experiencing homelessness and newly enrolled 39 adults and 14 children. Many of these newly enrolled adults are one-time contacts that were provided short-term services as they passed through La Mesa. A total of 9 individuals contacted this quarter were connected to a temporary or permanent home.
- Responded to 384 service calls routed through LMPD dispatch, HOME hotline or city email, and as follow-ups to previous contacts. Historically, many of these calls would have been handled by city emergency response services and law enforcement.
- Prioritized the most vulnerable individuals in the City of La Mesa, including individuals living on the street with chronic physical and mental health conditions, households with children, and individuals facing chronic homelessness.

Clients Served

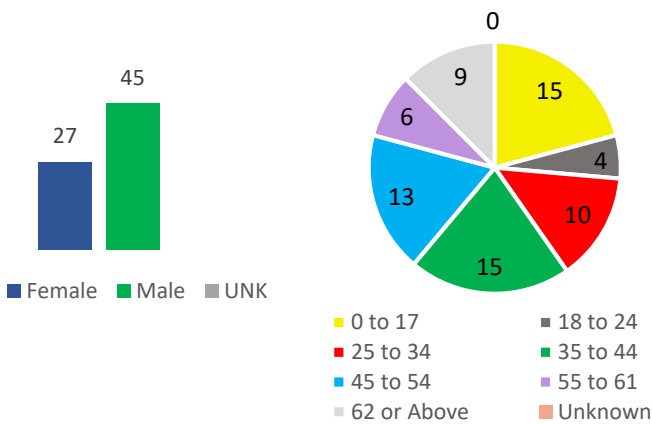
The HOME Team operates out of LMPD headquarters in downtown La Mesa and responds to non-emergency calls for service related to homelessness that are generated through police dispatch, HOME email, and the HOME Hotline. Each of these calls is first attended by a HOME Team outreach specialist; PD or PERT officers are only requested for rare cases involving legal or safety concerns.



*Instances of service are included in the total calls for service. This number represent interactions with clients that are enrolled in the county's case management system. More than one client may be present during a single call for service.

Client Demographics and Household Composition

Total Clients Served Demographics



Single Person Households



Adult Couple Households



Households with Children



Chronically Homeless

70%

Housing Outcomes



7 households (**Nine people**) people left the HOME program to a temporary or permanent placement during the quarter.



5 households (**Five people**) exited to **temporary housing**, defined as an emergency shelter, transitional housing, or other location that provides housing/shelter without tenure.



2 households (**Four people**) exited to **permanent housing**, defined as a leased unit meeting United States Department of Housing and Urban Development (HUD) occupancy standards with or without supportive services, such as mental health counseling.



4 housing matches were provided through the Coordinated Entry System.

Housing Matches

Housing matches provided through the Coordinated Entry System (CES) are an essential part of people attempting to access permanent housing. In short, a housing match is when a person is connected to a housing provider for assistance in the form of a subsidized room or ongoing rental assistance. Once a person has been matched through CES, the HOME Team does their best to help a client connect with the housing provider to complete the housing process. During this quarter, the HOME Team received 4 housing matches. Two of these matches were for the same person that HOME has lost contact with. Connecting people to housing without matches continues to be a significant struggle for the HOME Team.

Client Services

The HOME Team continues to excel in helping clients navigate and connect with a variety of existing services within the community. Some of these services include ongoing nutritional, medical, and financial support through programs such as Cal-Fresh, Medical, and General Relief.

The HOME Team was able to connect multiple people with these services by transporting and supporting these clients in navigating these services at the Family Resource Centers located in Lemon Grove and El Cajon.

The HOME Team also continues to assist with acquiring identifying documentation. Almost all of the clients who successfully exited the program during this quarter worked with the HOME Team to acquire both State Identification cards and/ or Social Security Cards; attaining these documents was an absolute necessity for their housing placements.






The HOME Team has begun working closely with a non-profit: 2nd Chance. This non-profit provides a Job Readiness Training (JRT) course for clients who struggle with connecting to employment due to their homelessness status and/ or involvement with the justice system. As part of the JRT, the participants are provided with professional interview attire. During the last week of JRT, the participants take part in a round of interviews with potential employers including but not limited to Western Towing, ACE Parking, and Sycuan Casino.

The HOME Team having consistent access to a van continues to be an important resource for clients. During the quarter, the HOME Team utilized the van to view units for rent in El Cajon, Downtown San Diego, and San Diego County. Being able to go to units quickly and with little notice has resulted in clients being able to successfully exit our program into rental assistance programs. The HOME Team has also utilized this van to clear encampments by taking clients and their belongings to storage, housing opportunities, or alternative camping locations. Most importantly, this van is accessible to people that have disabilities or are experiencing mobility issues.

During this quarter, the HOME Team has provided some form of financial and/or basic-needs assistance to all enrolled clients with the dual objectives of moving them toward a housing outcome and keeping them safe during the COVID-19 pandemic. These objectives have not changed throughout this quarter.



All clients received COVID-19-related services, including updates related to local public-health guidelines, vaccine information, hygiene supplies, and personal protective equipment (PPE), such as face masks and hand sanitizer.

	All clients received food, water, or other nutrition services, with approximately 72 prioritized for on-going meal support.
	HOME program staff distributed \$2,581.44 in direct financial assistance, including vehicle repair, and funds used to secure new rental units.
	0 households received accommodation in a motel, designed to provide short-term, bridge shelter for those with a concrete housing plan.
	HOME program staff arranged 59 rides to apartment viewings, shelter stays, program intake interviews, and other critical appointments via ridesharing service.
	3 clients were connected to ongoing physical, mental, and/or behavioral healthcare.

Ongoing Care

Throughout the life of the program, HOME has noticed that the majority of calls related to someone experiencing homelessness were generated because of another community members concern for a person’s mental, physical, or behavioral health. Because of this, the HOME Team has prioritized connecting people to ongoing healthcare through organizations such as Family Health Centers, East County Behavioral Health, and Jane Westin. All of these organizations provide low to no-cost services to people experiencing homelessness. Connecting people to ongoing and preventative care such as what is being offered at these organizations is essential to addressing issues that invariably result in emergent health situations for people experiencing homelessness. These situations result in over-burdened emergency rooms, ambulances, and other emergency services. Additionally, due to the limited nature of HOME services provided to a person after they are housed, having connections to ongoing community support is an important part of someone maintaining housing stability.

Calls for Service

The HOME Team responded to 384 calls for service during the quarter. This number includes service calls routed through LMPD dispatch, HOME hotline or city email, and follow-ups to previous contacts. Of these calls for service, 89 calls were new requests for assistance related to homelessness in the City. Historically, these calls would have been addressed by city emergency response services and law enforcement.

Of these calls, 212 were direct responses to calls to the HOME hotline and email requests made by community members regarding someone experiencing homelessness.

Additionally, 171 incidents of service included appointments with clients or proactive rapport-building contacts, in support of the HOME Team’s mission.

During the entirety of this quarter, the HOME Team was connected to the La Mesa Police Department's dispatch center via police radio. Starting the 4th quarter of 2021, the HOME Team has been able to realize the benefits of the technology and partnerships with call-takers through decreased response times to current calls for service, improved support to police officers, enhanced understanding of the program workload and service provision through data tracking, and improved safety of the HOME Team members and the community.

Hotel Utilization

The HOME Team did not utilize any motel assistance during the quarter. Typically, motel assistance has been utilized by HOME as a form of bridge housing. Bridge housing is utilized when a unit has been secured, but, for a variety of reasons, cannot be utilized until a future date.

Client success stories

One of the success stories this quarter began with a Call for Service to a residence in La Mesa. A La Mesa resident called the police because their adult son was refusing to leave their residence after a family dispute. This dispute, ultimately, needed to be deescalated by a police officer. After the situation was stabilized, the officer asked the HOME Team to come speak with the son to discuss some homeless services as the son was being asked to leave the residence. The HOME Team came out to the scene, and spoke with the son about the various resources in the county and how to access them. The HOME Team began with providing this individual with a California ID voucher and a gas card to get to the DMV. Once this person reacquired their ID, they completed their housing assessment. While completing their housing assessment with the HOME Team, the HOME clinician was able to identify a program that specifically served the population that this client was a part of. After being enrolled in this program, this client was able to move into an apartment. This client also began working at a grocery store in La Mesa. A percentage of this client's paycheck will go towards rent while they are able to continue to grow in their career and figure out the next steps for themselves.

The HOME Team was also able to reconnect someone with their family in Florida. A young man reached out to the HOME Team because they had recently become sober and realized that they were stuck in California with no state ID, birth certificate, or social security card. Additionally, because this individual never had a California ID, the ID vouchers utilized by the HOME Team would not be sufficient to get this person a new California ID. The HOME Team and this person discussed various options, and the possibility of this person reuniting with their mother & brother in Florida presented itself. The HOME Team clinician was able to speak with this person's mother & brother to verify that this person would have a place to stay provided the HOME Team would be able to cover the cost of transportation. In fact, this person's brother told the HOME Team that this person would also begin working with them at their construction company.

Community Support Partnerships

- Journey Community Church continues to provide any and all food items to the HOME Program, allowing HOME staff to feed up to 60 people per week
- La Mesa Village Association
- La Mesa Thrift Shop

- La Mesa First United Methodist Church
- Empire Thrift Store of El Cajon
- Eagle Scouts

Community Resource Partnerships

- Home-Start, Inc.
- East County Behavioral Health
- Center Star ACT
- McAlister Inc.
- La Mesa – Spring Valley School District Social Workers
- East County Homeless Task Force
- San Diego County Mental Health
- In addition, HOME staff has developed a word-of-mouth network of donors and residents and regularly interface with anyone interested in helping those facing hardship on the streets of La Mesa.
- Assisted Replacement Medication Therapy Medical Specialists
- The Lodge of La Mesa (Transition Age Youth)
- Borrego Health-Centro Medico El Cajon
- New Found Homes ILF
- Mission Academy
- 2nd Chance

HOME Program Historical Statistics

Client Enrollment

Quarter	Total Clients Served	New Clients	Continuing Clients
Q4 2020	56	n/a	n/a
Q1 2021	108	61	47
Q2 2021	75	44	31
Q3 2021	86	44	31
Q4 2021	25	10	15
Q1 2022	69	48	21
Q2 2022	96	62	34
Q3 2022	73	38	35
Q4 2022	108	65	43
Q1 2023	71	28	43
Q2 2023	72	53	19
Grand Total	839	453	319

Calls for Service

Quarter	Instances of Service ¹	Calls for Service	Calls Officers requested HOME Assistance	Calls HOME requested Officer Assistance	Calls HOME requested PERT assistance
Q4 2020	191	110	---	1	1
Q1 2021	397	187	---	0	1
Q2 2021	349	355	---	0	0
Q3 2021	393	134	---	0	0
Q4 2021	237	81	---	0	0
Q1 2022	373	617	24	10	0
Q2 2022	626	657	11	22	4
Q3 2022	584	549	26	5	1
Q4 2022	744	417	16	3	0
Q1 2023	633	435	19	7	0
Q2 2023	494	384	16	2	0
Grand Total	5021	3926	112	50	7

¹ Instances of service are included in the total calls for service. This number represent interactions with clients that are enrolled in the county's case management system. More than one client may be present during a single call for service.

Services and Housing

Quarter	HOME Rides	Direct Financial Assistance	Clients who Received Motel Vouchers	Clients Permanently Housed	Households Permanently Housed	Clients Temporarily Housed	Households Temporarily Housed
Q4 2020	18	\$ 3,357.00	7	5	---	3	---
Q1 2021	16	\$ 10,506.00	7	---	4	---	19
Q2 2021	7	\$ 4,967.00	9	8	7	---	5
Q3 2021	144	\$ 16,623.42	7	8	3	---	5
Q4 2021	84	\$ 1,071.40	0	12	11	---	4
Q1 2022	92	\$ 6,579.56	5	10	9	6	6
Q2 2022	96	\$ 3,727.96	2	16	11	5	3
Q3 2022	68	\$ 3,445.75	3	8	6	4	4
Q4 2022	69	\$ 3,411.55	3	15	6	2	2
Q1 2023	56	\$ 2,210.47	2	17	7	2	2
Q2 2023	59	\$ 2,581.44	0	4	2	5	5
Grand Total	709	\$ 58,481.55	45	103	66	27	55

Total People Housed to Date: 130