



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

Quarterly Report: October – December 2023



HOME Program Overview

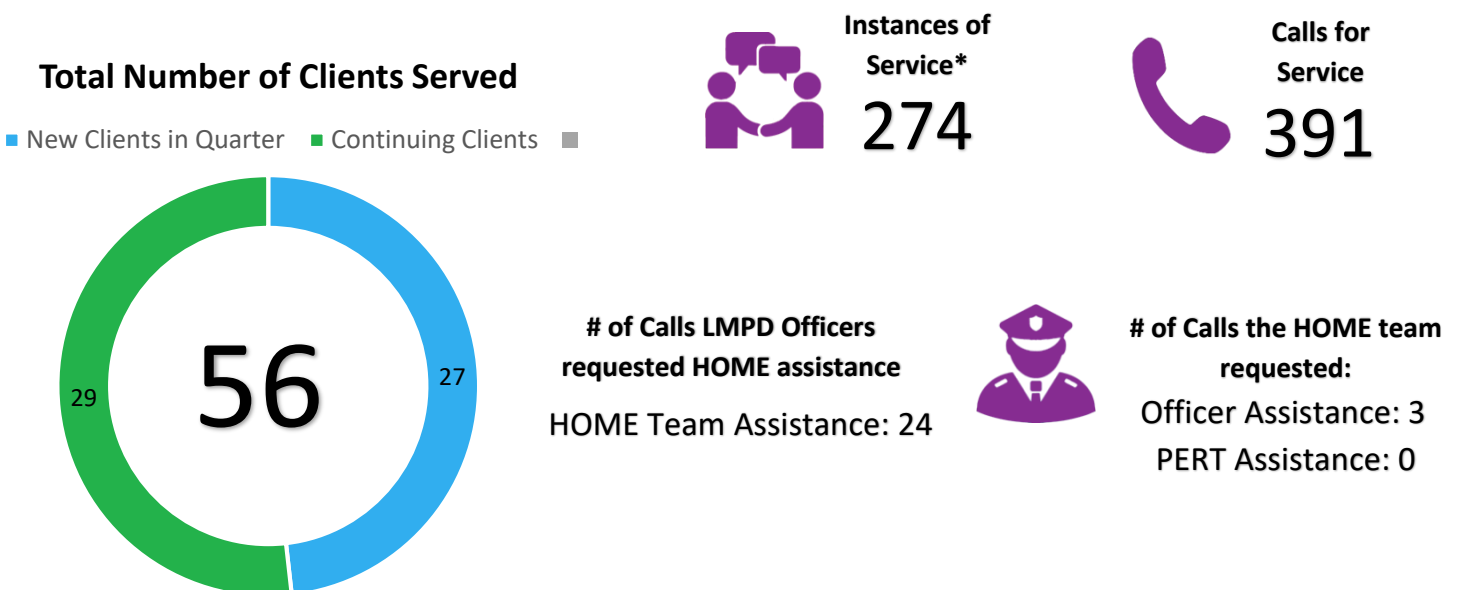
The Homeless Outreach and Mobile Engagement (HOME) Team is an initiative of the City of La Mesa and the La Mesa Police Department (LMPD). The HOME Team provides a **housing-first** and **trauma-informed** approach to addressing homelessness in La Mesa. The HOME Team utilizes **progressive engagement** and **harm reduction** to assist individuals who are unable to access homeless services on their own. This report breaks down the the HOME Team efforts and successes during the 4th quarter of 2023.

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

- Contacted 56 total individuals experiencing homelessness and newly enrolled 27 adults and 0 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 11 individuals contacted this quarter were connected to a temporary or permanent home.
- Responded to 391 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

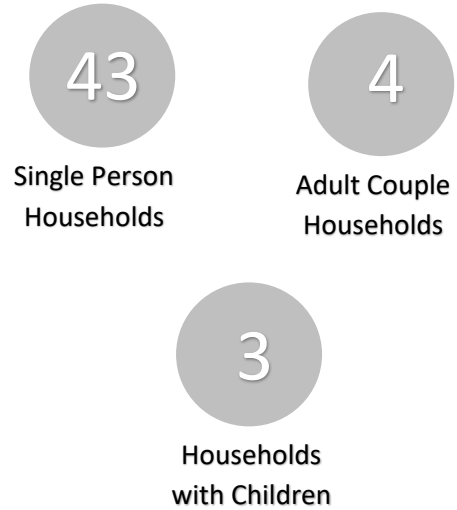
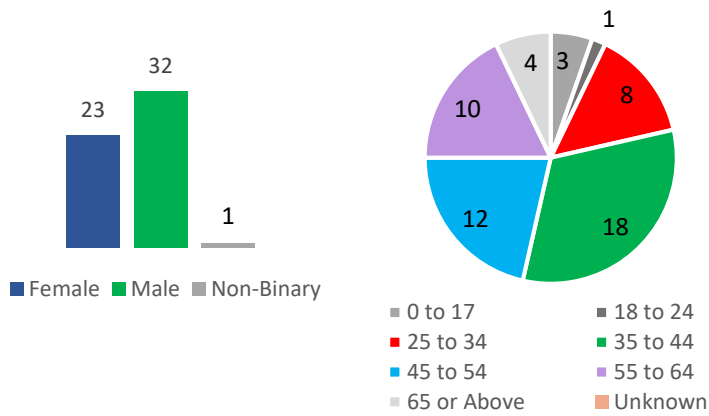
The HOME Team operates out of LMPD headquarters in downtown La Mesa and responds to non-emergency calls for service related to homelessness that are generated through police dispatch, HOME email, and The HOME Hotline. Each of these calls is first attended by a HOME Team outreach specialist; PD or PERT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



Chronically Homeless

55%

Housing Outcomes



9 households (**11 people**) people left the HOME program to a temporary or permanent placement during the quarter.



1 household (**1 person**) exited to **temporary housing**, defined as an emergency shelter, transitional housing, or other location that provides housing/shelter without tenure.



8 households (**10 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 was 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. 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 through the Family Resource Centers located in Lemon Grove and El Cajon.







The HOME Team began providing Housing Navigation during the middle of the 3rd quarter, and this is the first quarter where it is included in the reporting. Housing Navigation assists individuals who have an income, housing voucher, or rental assistance subsidy that could support a rental unit on an ongoing basis. The HOME Team Housing Navigator works with these clients to identify suitable units, pay for application fees, advocate to landlords, and provide financial assistance to cover the move-in costs related to the rental unit.

The HOME Team 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 a 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 56 prioritized for on-going meal support.
	HOME program staff distributed \$1,344.96 in direct financial assistance, including vehicle repair, and funds used to secure new rental units.
	1 household received accommodation in a motel, designed to provide short-term, bridge shelter for those with a concrete housing plan.
	HOME program staff arranged 91 rides to apartment viewings, shelter stays, program intake interviews, and other critical appointments via ridesharing service.
	4 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 member's 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 overburdened 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 391 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, 88 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.

Additionally, some calls were service-driven 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 provided motel assistance to 1 client during the quarter. One of the clients that the HOME Team met during the quarter was a young person who was currently working as a CNA. This person needed to leave the living situation they were in due to a family dispute. After coming in contact with the HOME Team. The HOME Team Housing Navigator was able to work with this person on creating a budget and identifying a unit within their price range.

Client success stories

One of the people that was able to get connected to housing this quarter was a veteran that the HOME Team had been working with since 12/1/2022. This veteran and their disabled girlfriend had been experiencing chronic homelessness for the greater part of a decade. After meeting this veteran, the HOME Team was able to complete a HUD – VASH referral which is a section 8 adjacent voucher reserved for veterans. The HOME Team worked closely with this veteran and their partner to collect and submit all of the necessary paperwork, provide transportation to vital appointments, and liaise between the client and VA. The HOME Team Housing Navigator provided essential assistance by completing & submitting multiple rental applications on behalf of the client. Due to the rental market in San Diego County, the Housing Navigator assisted the veteran with applying for a time-extension on their voucher. Eventually, the veteran was able to secure a unit in Otay. This veteran's unit is within walking distance to a variety of stores and public transportation. The veteran will be responsible for paying 30% of their income towards rent. This veteran and their girlfriend were officially housed on 11/8/2023. This veteran has agreed to share some pictures of them signing their first lease in over 10 years as well as them in their new home.



The HOME Team was also able to help a person who was newly experiencing homelessness for the first time. This person was awaiting an employment start date at a local restaurant located in La Mesa. This person reached out to the HOME Team to see what type of assistance they could get connected to. The HOME Team was able to provide access to appropriate clothing and purchased a pair of non-slip shoes. The HOME Team was then able to connect them with the housing navigator who was able to map out a budget with this person to determine their budget for a rental unit. Once their budget was determined, the housing navigator contacted a local landlord and advocated on behalf of this client to secure a lease. Once this lease was secured, the HOME Team was able to provide some bridge housing in the form of a motel room until the move-in date occurred. The HOME Team provided this person with both the deposit and 1st month's rent, and the person was able to secure a year-long lease in a unit that is close to a form of public transportation that goes near this person's place of employment. This case was open and closed in 21 days and is a great example of how rapid and effective responses can resolve some cases of homelessness quickly.

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
Q3 2023	71	43	28
Q4 2023	56	27	29
Grand Total	966	523	376

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
Q3 2023	173	447	12	3	0
Q4 2023	274	391	24	3	0
Grand Total	5468	4764	148	56	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
Q3 2023	59	\$ 7,560.47	2	2	2	6	6
Q4 2023	91	\$ 1,344.96	1	10	8	1	1
Grand Total	859	\$ 67,386.98	48	115	76	34	62

Total People Housed: 149