



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

**Quarterly Report: July – September 2024**



## HOME Program Overview

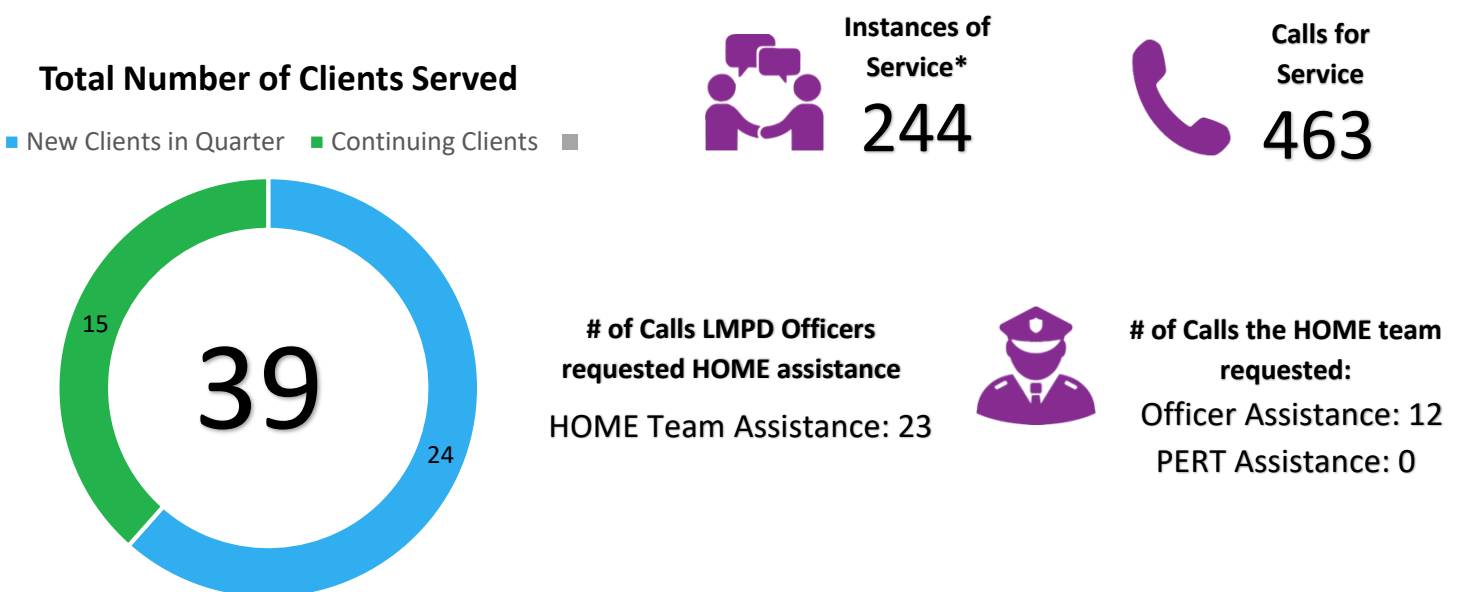
The Homeless Outreach and Mobile Engagement (HOME) Team is an initiative of the City of La Mesa and the La Mesa Police Department (LMPD). The HOME Team provides a **housing-first** and **trauma-informed** approach to addressing homelessness in La Mesa. The HOME Team utilizes **progressive engagement** 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 3rd quarter of 2024.

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

- Contacted 39 total individuals experiencing homelessness and newly enrolled 24 adults and 0 children. Many of these newly enrolled adults are one-time contacts who were provided short-term services as they passed through La Mesa. A total of 6 individuals contacted this quarter were connected to a temporary or permanent home.
- Responded to 463 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.

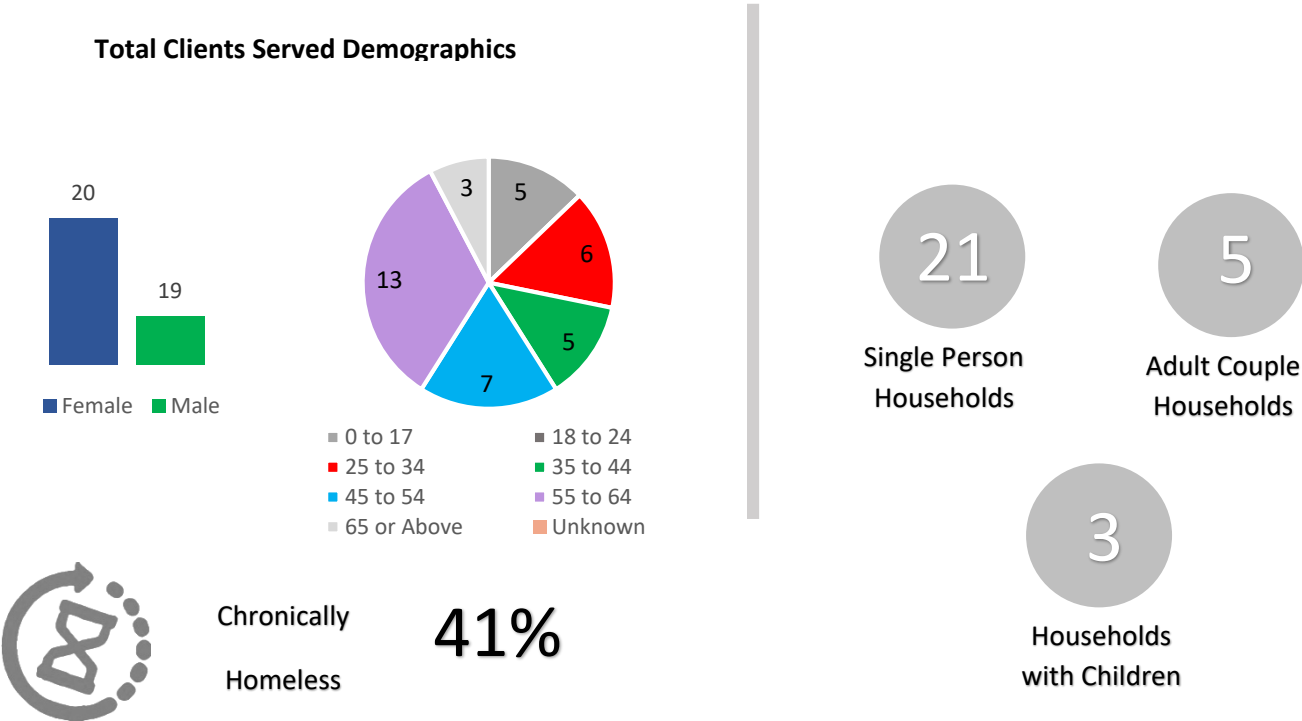
## Clients Served

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



Housing Outcomes

	4 household ( <b>6 people</b> ) people left the HOME program to a temporary or permanent placement during the quarter.
	2 households ( <b>2 persons</b> ) exited to <b>temporary housing</b> , defined as an emergency shelter, transitional housing, or other location that provides housing/shelter without tenure.
	2 households ( <b>4 people</b> ) exited to <b>permanent housing</b> , 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 in navigating these services at the Family Resource Centers located in Lemon Grove and El Cajon.

The HOME Team has continued to provide housing navigation throughout this quarter. Housing Navigation aids individuals who have an income, housing voucher, or rental assistance subsidies 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. This position has traditionally been contracted through HomeStart. However, the person filing this position left during the 1<sup>st</sup> quarter of 2024. The HOME Team clinician has been filing this role in the absence of this position.







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 a necessity for their housing placements.

The HOME Team has continued working closely with a non-profit: 2<sup>nd</sup> 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.

	<b>All clients</b> 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.
	<b>All clients</b> received food, water, or other nutrition services, with approximately 39 prioritized for on-going meal support.
	HOME program staff distributed <b>\$20,935.20</b> in direct financial assistance, including vehicle repair, and funds used to secure new rental units.
	<b>1 household (1 person)</b> received accommodation in a motel, designed to provide short-term, bridge shelter for those with a concrete housing plan.
	HOME program staff arranged 61 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, Jane Westin, Alvarado Parkway Institute, and Volunteers in Medicine. 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 463 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, 78 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, 228 were direct responses to calls to the HOME hotline and email requests made by community members regarding someone experiencing homelessness.

Additionally, 207 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. This client was a female veteran who had been approved for housing; however, their move in was contingent upon the unit passing a housing inspection from the San Diego Housing Commission. This inspection typically takes a few days to schedule and complete. The HOME Team was able to bridge this gap by paying for a few nights at a local hotel.

### Client Success Stories

One of the HOME successes for this quarter includes a woman in her 60s who had been living on the street since early 2022. Their enrollment with the HOME Team occurred on 8/30/23. This woman is a veteran who had lost their housing and was having trouble navigating the services that they were entitled to due to their veteran status. The HOME Team started by getting in touch with the Veteran's Administrations Supportive Housing (VASH) program to confirm client eligibility and determine how HOME could facilitate the next steps towards housing. In addition to this, the HOME Team provided transportation to the VA Medical Center – San Diego in La Jolla for the purpose of getting this client connected to ongoing mental health support. HOME Team was able to help this veteran acquire and submit all needed paperwork for their VASH voucher. Additionally, this veteran was able to enroll and begin receiving mental health services on an outpatient basis. Once this voucher was acquired, the HOME Team assisted with housing navigation and apartment application submittal. After completing more than 5 applications to different apartments, this client was accepted to an apartment. Once the HOME Team had a move-in date for this client, the HOME Team was able to provide bridge housing in the form of a motel stay. This client ultimately moved into their unit on 8/5/24. Going forward, this client will be required to pay 30% of their income towards their rent. They will also have access to ongoing case management and mental health support through the VA.

Another success story from this quarter involves a couple staying in their truck on the streets of La Mesa. HOME got connected to this couple after they were contacted by police. The HOME team and this couple worked closely together to identify a plan to move into housing. The male half of this couple expressed a desire to go back to work. He was referred to the 2<sup>nd</sup> Chance program to gain access to the support necessary to re-enter the work force. The female half of this couple had significant medical issues that needed to be addressed, so the HOME Team worked closely with both of them to establish medical and nutritional support through Medi-Cal & Cal-Fresh. The Male half of

this couple attended, completed, and graduated from the 2<sup>nd</sup> Chance program, and he was able to leverage this accomplishment to attain employment as an emergency flood response specialist. Additionally, this couple worked closely with HOME housing navigation to identify a unit that was within the couple's price range. Once an apartment was identified, the HOME Team provided 1<sup>st</sup> months and security deposit to secure the unit. This couple moved into their unit on 07/23/24.

### 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
- 2<sup>nd</sup> Chance
- Alvarado Parkway Institute
- Bayview Crisis Stabilization Unit
- Volunteers in Medicine

## 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
Q1 2024	43	29	14
Q2 2024	40	21	19
Q3 2024	39	24	15
<b>Grand Total</b>	<b>1088</b>	<b>597</b>	<b>424</b>



## Calls for Service

Quarter	Instances of Service <sup>1</sup>	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
Q1 2024	273	443	19	2	0
Q2 2024	261	473	13	9	0
Q3 2024	244	463	23	12	0
<b>Grand Total</b>	<b>6246</b>	<b>6143</b>	<b>203</b>	<b>79</b>	<b>7</b>

<sup>1</sup>Instances of service are included in the total calls for service. This number represents 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	Hou Tem H
Q4 2020	18	\$ 3,357.00	7	5	---	3	
Q1 2021	16	\$ 10,506.00	7	---	4	---	
Q2 2021	7	\$ 4,967.00	9	8	7	---	
Q3 2021	144	\$ 16,623.42	7	8	3	---	
Q4 2021	84	\$ 1,071.40	0	12	11	---	
Q1 2022	92	\$ 6,579.56	5	10	9	6	
Q2 2022	96	\$ 3,727.96	2	16	11	5	
Q3 2022	68	\$ 3,445.75	3	8	6	4	
Q4 2022	69	\$ 3,411.55	3	15	6	2	
Q1 2023	56	\$ 2,210.47	2	17	7	2	
Q2 2023	59	\$ 2,581.44	0	4	2	5	
Q3 2023	59	\$ 7,560.47	2	2	2	6	
Q4 2023	91	\$ 1,344.96	1	10	8	1	
Q1 2024	52	\$ 3,506.91	1	7	6	1	
Q2 2024	86	\$ 8,428.53	0	9	4	5	
Q3 2024	61	\$ 20,935.20	1	4	2	2	
<b>Grand Total</b>	<b>1058</b>	<b>\$ 100,257.62</b>	<b>50</b>	<b>135</b>	<b>88</b>	<b>42</b>	

<b>Total People Housed</b>	<b>177</b>
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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
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Q3 2023	59	\$ 7,560.47	2	2	2	6	6
Q4 2023	91	\$ 1,344.96	1	10	8	1	1
Q1 2024	52	\$ 3,506.91	1	7	6	1	7
Q2 2024	86	\$ 8,428.53	0	9	4	5	5
Q3 2024	61	\$ 20,935.20	1	4	2	2	2
<b>Grand Total</b>	<b>1058</b>	<b>\$ 100,257.62</b>	<b>50</b>	<b>135</b>	<b>88</b>	<b>42</b>	<b>76</b>

<b>Total People Housed</b>	<b>177</b>
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