



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

Quarterly Report: January - March 2022



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 first quarter of fiscal year 2022.

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

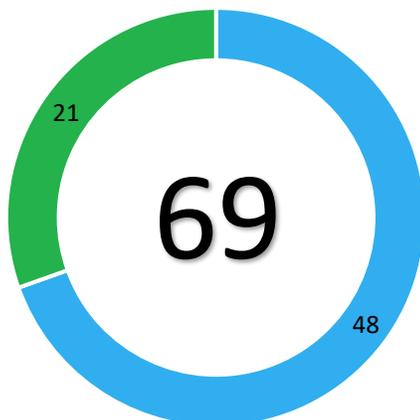
- Contacted 69 total individuals experiencing homelessness and newly enrolled 48 adults and 2 children. Many of these newly enrolled adults are being carried over from the previous iteration of this program. 16 of the individuals contacted this quarter were connected to a temporary or permanent home.
- Responded to 617 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 program staff operate out of LMPD headquarters in downtown La Mesa and respond 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.

Total Number of Clients Served

■ New Clients in Quarter ■ Continuing Clients



Instances of Service*

373



Calls for Service

617

of Calls LMPD Officers requested HOME assistance
HOME Team Assistance: 24

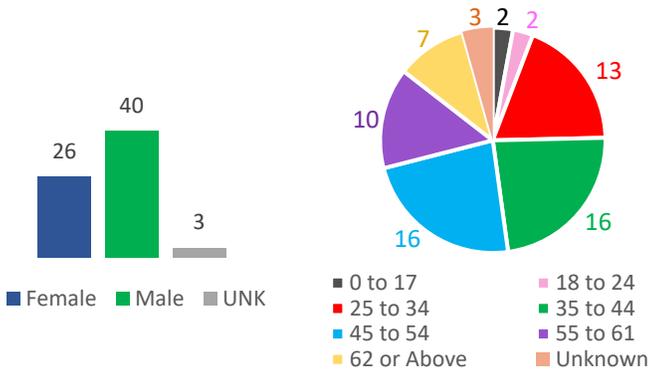


of Calls the HOME team requested:
Officer Assistance: 10
PERT Assistance: 0

*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.

Client Demographics and Household Composition

Total Clients Served Demographics



Single Person Households



Adult only Households



Households with Children



Chronically Homeless

76%

Housing Outcomes



15 households (sixteen people) people left the HOME program to a temporary or permanent placement during the quarter.



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



9 households (ten 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.

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, Medi-Cal, and General Relief.

The HOME Team was able to connect 4 people with these services by transporting, supporting, and advocating 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 identifying documents. Obtaining these documents was an absolute necessity for their success.

The East County Transitional Living Center continues to be a great partner for the HOME Team and individuals experiencing homelessness in East County.

The HOME Team acquired a new van during this quarter. This van will allow the HOME Team to transport people and their belongings to appointments and exit destinations more efficiently than with the previous van. Importantly, the new van is more accessible to people that have disabilities or are experiencing mobility issues. The HOME Team is now able to carry additional food, clothes, and hygiene supplies to distribute to clients.

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 30 prioritized for on-going meal support.
	HOME program staff distributed \$6,579.56 in direct financial assistance, including vehicle repair, and funds used to secure new rental units.
	5 Clients received accommodation in a motel, designed to provide short-term, bridge shelter for those with a concrete housing plan.
	HOME program staff arranged 92 rides to apartment viewings, shelter stays, program intake interviews, and other critical appointments via ridesharing service.

Calls for Service

The HOME Team responded to 617 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, 179 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, 105 were direct responses to calls to the HOME hotline and email requests made by community members regarding someone experiencing homelessness.

Additionally, 438 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 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 bridge housing (in the form of motel stays) to 4 individuals who were able to exit the program directly after leaving bridge housing. The people who accessed this assistance worked with the HOME Team very closely over the course of many months and were able to secure an exit plan in the form of a bed agreement with a shelter or signed lease with a landlord before entering the motel. The HOME Team was also able to make a special accommodation for a 1-night stay (during a storm) for an elderly and medically vulnerable individual.

Client success stories

One HOME Team success story from this quarter is a product of a tremendous amount of collaboration between the County of San Diego, Urban Street Angels TAY hotel located in La Mesa, and the HOME Team. The client was 24 years old when they enrolled in the HOME Program. This client was recently released from prison and spent the majority of their traumatic life alternating between homelessness, group homes, and shelters. This living situation severely exacerbated the mental health struggles that this client experienced. The HOME Team completed numerous referrals and assessments before this client was matched to their Emergency Housing Voucher (EHV). An Emergency Housing Voucher is a new program that provides an expedited Section 8 Voucher (funded through the County of San Diego) to individuals who are experiencing homelessness. While this client and the HOME Team collaborated on identifying a landlord who would honor this voucher, Urban Street Angels TAY hotel was able to provide a place for this client to maintain safety and security, look for housing accommodations, and get connected to ongoing mental health support. Through this collaboration, the client was able to utilize the voucher provided by the county which would not have, otherwise, been possible.

Another HOME Team success story involves a client that the HOME Team had been working with since November of 2021. This client reached out to the HOME Team because they were interested in getting off the street and addressing their struggles with mental health and opiate addiction. After completing

an assessment and placing this person in the Coordinated Entry System, the HOME Team assisted this client with getting connected to mental health support at East County Mental Health and opiate addiction support at Assisted Replacement Medication Therapy (ARMT) Medical Specialists. This client was eventually matched to a Permanent Supportive Housing Unit. Once this match happened, the HOME Team and the client worked very closely to ensure that all necessary documents were submitted on time. This client was able to move into their unit during March of 2022. This client is still connected to ongoing mental health and addiction support. While the client is in this unit their rent will be 30% of their net income, and after 2 years, this client will have the opportunity to apply to a traditional Section 8 voucher provided they continue to meet the requirements.

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 Mental 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 into 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