



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

Quarterly Report: July - September 2022



## HOME Program Overview

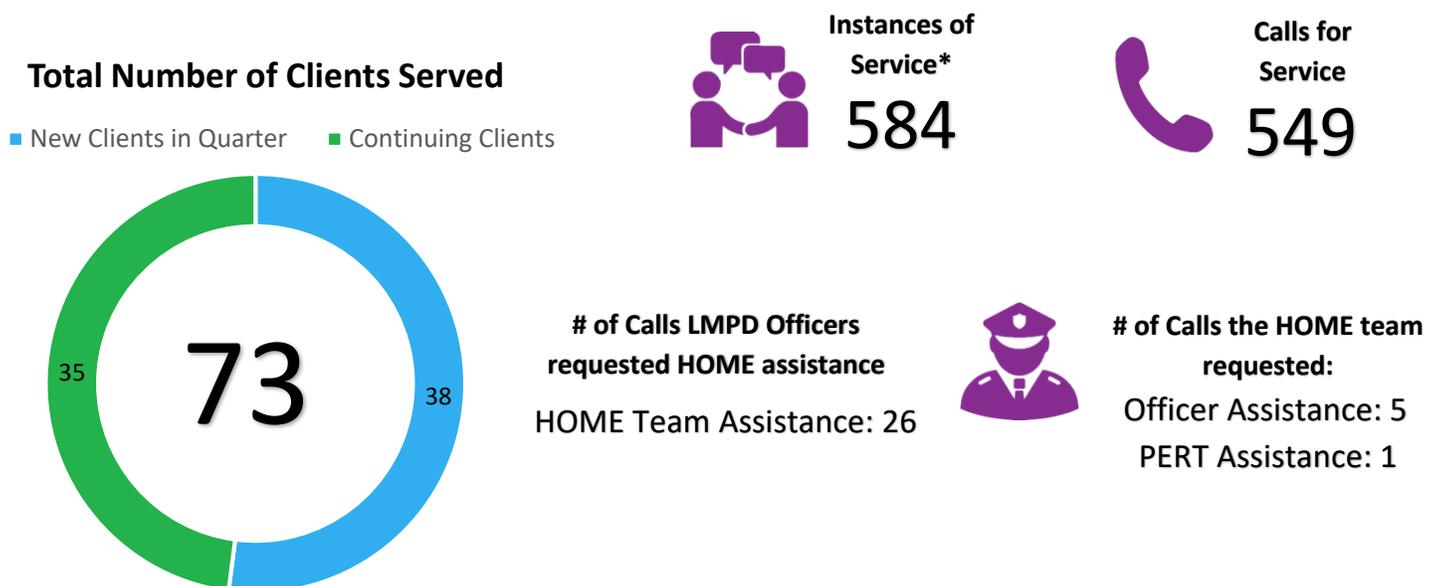
The Homeless Outreach and Mobile Engagement (HOME) Team is an initiative of the City of La Mesa and the La Mesa Police Department (LMPD). The HOME Team provides a **housing-first** and **trauma-informed** approach to addressing homelessness in La Mesa. The HOME Team utilizes **progressive engagement** 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 third quarter of 2022.

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

- Contacted 73 total individuals experiencing homelessness and newly enrolled 29 adults and 6 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 12 individuals contacted this quarter were connected to a temporary or permanent home.
- Responded to 549 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

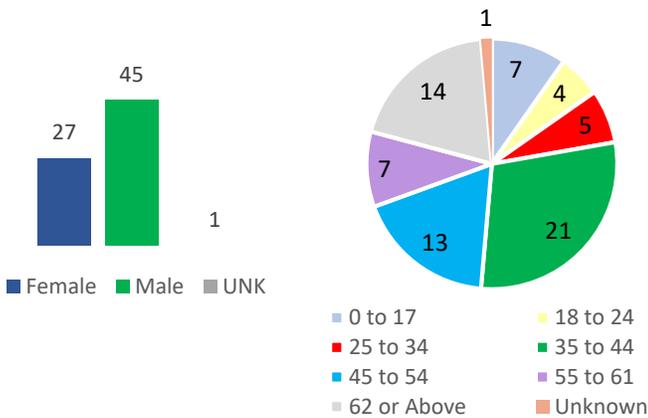
The HOME Team operates out of LMPD headquarters in downtown La Mesa and responds to non-emergency calls for service related to homelessness that are generated through police dispatch, HOME email, and The HOME Hotline. Each of these calls is first attended by a HOME Team outreach specialist; PD or PERT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

54%

## Housing Outcomes



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



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



6 households (**Eight 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 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.

East County Transitional Living Center continues to be a great partner for the HOME Team and individuals experiencing homelessness in East County. HOME has also begun partnering with the Mission Academy located on Elm Street in San Diego to provide other transitional housing opportunities for La Mesa residents.

The HOME Team's 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 <b>73</b> prioritized for on-going meal support.
	HOME program staff distributed \$3,445.75 in direct financial assistance, including vehicle repair, and funds used to secure new rental units.
	<b>3 Clients</b> received accommodation in a motel, designed to provide short-term, bridge shelter for those with a concrete housing plan.



HOME program staff arranged 68 rides to apartment viewings, shelter stays, program intake interviews, and other critical appointments via ridesharing service.

## Calls for Service

The HOME Team responded to 549 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, 197 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, 208 were direct responses from calls to the HOME hotline and email requests made by community members regarding someone experiencing homelessness.

Additionally, 229 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 bridge housing (in the form of motel stays) to 3 individuals. 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 before entering the motel. The HOME Team was also able to make a special accommodation for a 2-night stay for an elderly and medically vulnerable individual while their vehicle was being repaired.

## Client success stories

During this quarter, The HOME Team met a woman and her two teenage children that were living out of their vehicle. Both of the children were students of a local high school, and they were being forced to go back and forth from staying with an older sister and living in a small SUV with their mom. The mom worked closely with the HOME Team to find a shelter option through Catholic Charities. Once this option was identified, The HOME Team submitted a Case Management plan that allowed this family to enter into the placement. While at this placement, the mom was able to focus on finding a unit that would be both affordable and accommodating to their family. After finding a unit, the HOME Team was able to provide the financial assistance necessary to pay the first month of renter's insurance and internet connection (which was necessary for the children's education). This family is now happily housed within the La Mesa City limits, and the children were able to continue their education with minimal disruption.

Another HOME Team success story involves a client that had been living in the dugout at one of La Mesa's baseball fields on and off for over ten years. The HOME Team worked with this client on an

intermittent basis (utilizing the progressive engagement model) since the inception of the HOME Team. After meeting this client over 20 times, this client finally agreed to work with the HOME Team, complete an assessment, and go into the Coordinated Entry System (CES). Once in the Coordinated Entry System, this client was quickly matched to a rental assistance opportunity. The client then worked with the HOME Team to acquire all of their necessary documentation. The HOME Team also supported this client with transportation to meetings with their housing provider as well as to potential rental units to view. Once a unit was identified, the HOME Team supported this client by moving them and their belongings to the new unit. A new lock and security system have been added to this dugout to ensure an encampment does not return.

### 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 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

## 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
<b>Grand Total</b>	<b>588</b>	<b>307</b>	<b>214</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
<b>Grand Total</b>	<b>3150</b>	<b>2690</b>	<b>61</b>	<b>38</b>	<b>7</b>

### 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
<b>Grand Total</b>	<b>525</b>	<b>\$ 50,278.09</b>	<b>40</b>	<b>67</b>	<b>51</b>	<b>18</b>	<b>46</b>

**Total People Housed to Date: 85**

<sup>1</sup> 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.