



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

Quarterly Report: October – December 2022



HOME Program Overview

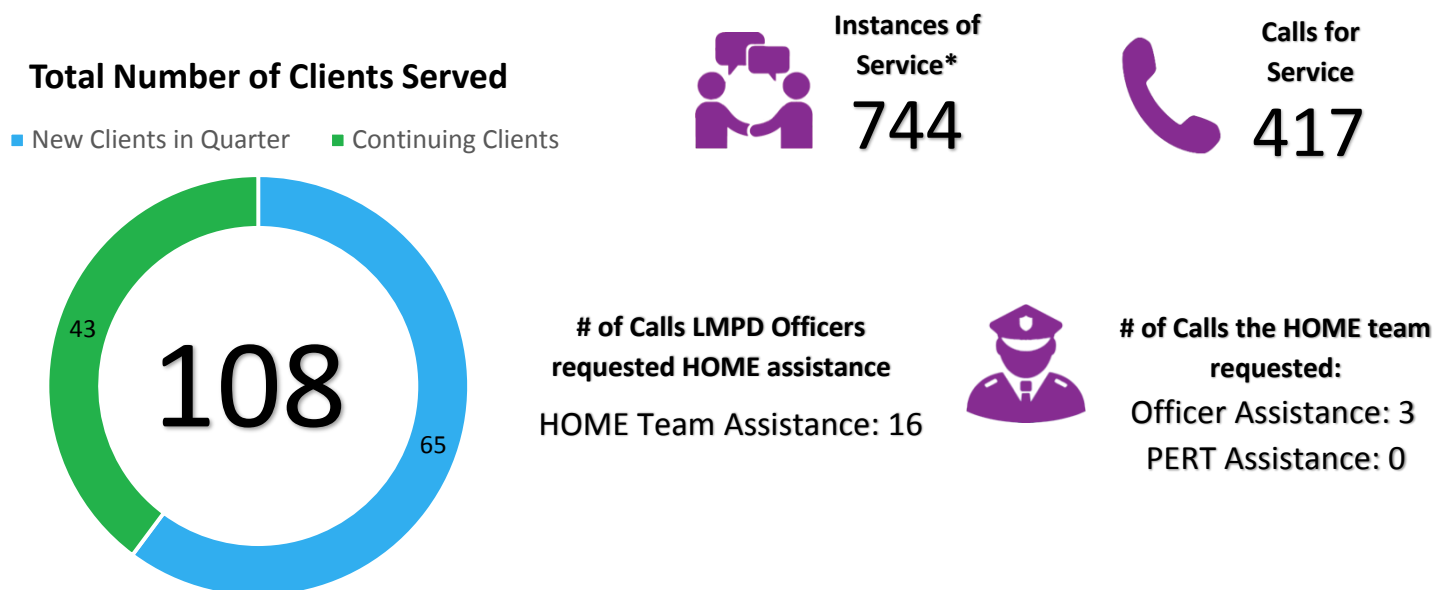
The Homeless Outreach and Mobile Engagement (HOME) Team is an initiative of the City of La Mesa and the La Mesa Police Department (LMPD). The HOME Team provides a **housing-first** and **trauma-informed** approach to addressing homelessness in La Mesa. The HOME Team utilizes **progressive engagement**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

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

- Contacted 108 total individuals experiencing homelessness and newly enrolled 50 adults and 15 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 17 individuals contacted this quarter were connected to a temporary or permanent home.
- Responded to 417 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

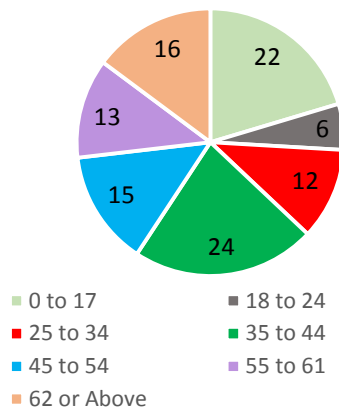
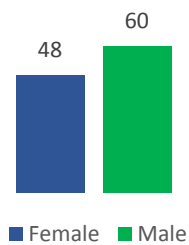
The HOME Team operates out of LMPD headquarters in downtown La Mesa and responds to non-emergency calls for service related to homelessness that are generated through police dispatch, HOME email, and The HOME Hotline. Each of these calls is first attended by a HOME Team outreach specialist; PD or PERT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

56%

Housing Outcomes



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



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



6 households (**Fifteen 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.



6 housing matches were provided through the Coordinated Entry System.

Housing Matches

Housing matches provided through the Coordinated Entry System (CES) are an essential part for 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 and complete the housing process.

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 clients in navigating 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 having consistent access to a van continues to be an important resource for clients. During this 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 **60** prioritized for on-going meal support.

	<p>HOME program staff distributed \$3,411.55 in direct financial assistance, including vehicle repair, and funds used to secure new rental units.</p>
	<p>3 households received accommodation in a motel, designed to provide short-term, bridge shelter for those with a concrete housing plan.</p>
	<p>HOME program staff arranged 68 rides to apartment viewings, shelter stays, program intake interviews, and other critical appointments via ridesharing service.</p>
	<p>5 clients were connected to ongoing physical, mental, and/or behavioral healthcare.</p>

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 417 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, 96 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, 158 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

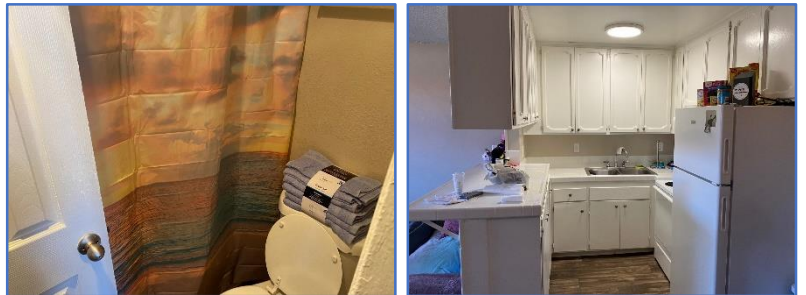
program workload and service provision through data tracking, and improved safety of The HOME Team members and the community.

Hotel Utilization

The HOME Team provided bridge housing (in the form of motel stays) to 3 households. 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. Specifically, The HOME Team was able to utilize a hotel to assist a woman with 3 of her children who was fleeing from a domestic violence situation and had a lease secured that would allow her and her children to move into a new apartment away from their abuser.

Client success stories

During this quarter, The HOME Team concluded a case that they have been working on since August of 2021. The HOME Team worked very closely with a woman that had been living on the street since she left her La Mesa apartment to escape a serious domestic violence situation. Due to a plethora of factors, the client had been unsuccessful in a variety of programs that were aimed



Client's apartment secured using the County's Emergency Housing Voucher.

towards providing both short and long-term housing. For example, when the client was matched with an Emergency Housing Voucher (EHV) in the past, the client was unable to follow through on receiving their voucher due to the complexity and amount of follow-through this type of voucher requires. However, after working with the HOME Team and being matched to another EHV, The HOME Team was able to support the client in completing all of the steps needed to receive their voucher. After the voucher was received, the HOME Team and this client spent about 2 months searching and applying to apartments that would accept this client with their EHV. During this time, the HOME Team also supported this client in becoming connected to behavioral health treatment through McAlister Inc. Once an apartment was identified and the client's application was accepted, the HOME Team assisted with facilitating a county inspection of the unit. The client was able to successfully move into their unit on 11/14/22. The EHV allows the client to pay 30% of their income towards rent while San Diego county covers the rest. This voucher is not time limited and will be provided to this client as long as they do not break conditions of the program. This client continues to do well and is still connected to programs outside of HOME that will continue to support this client on a long-term basis.

Another HOME Team success story involves a veteran and their family who had been living on the street since July of 2021. After meeting with the HOME Team, the veteran was quickly matched to a housing program through Veteran's Village of San Diego (VVSD). VVSD was able to fund an emergency hotel room for this family due to this client's veteran status and the presence of young children. While in this hotel, the veteran and HOME worked closely on getting this veteran's driver's license re-instated. The veteran was also able to start working a second job due to the new-found security of their family provided by the hotel room. This client was able to successfully move into their unit on 11/21/22.

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

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
Grand Total	696	372	257

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
Grand Total	3894	3107	77	41	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
Grand Total	594	\$ 53,689.64	43	82	57	20	48

Total People Housed to Date: 102