



City Net



Dashboard Report-- October 2020

Outreach and Engagement Highlightsⁱ

	Outreach Contacts ⁱⁱ	Outreach Line Calls	GOAL: Street Exits ⁱⁱⁱ	ACTUAL: Street Exits
April-Dec 2016	208		45	55
2017	415		60	139
2018	679		60	133
Jan-March 2019	169		15	43
April-June 2019	271	247	15	32
July-Sep 2019	492	245	15	40
Oct-Dec 2019	388	170	15	63
Jan-March 2020	420	208	15	36
April-June 2020	476	154	15	58
July-Sep 2020	387	223	15	78
Oct 2020	101	115	5	21
TOTAL	4,006	1,362	275	698

Clients currently engaged in Case Management^{iv}: 54

Shelter Placements (of emergency shelter street exits above)

Shelter	City	Operator	#
AES	Anaheim	Salvation Army	35
Bridges at Kraemer Place	Anaheim	Mercy House	92
La Mesa Shelter	Anaheim	Illumination Foundation	10
La Palma Women's Shelter	Anaheim	Salvation Army	1
Via Esperanza	Anaheim	Pathways of Hope	19
Way Shelter	Anaheim	Illumination Foundation	4
Quarantine Facility	Anaheim	City Net	0
Navigation Center	Buena Park	Mercy House	58
Airport Shelter	Fullerton	Illumination Foundation	0
Safe Parking	Fullerton	Pathways of Hope	0

Shelter	City	Operator	#
Navigation Center	Placentia	PATH	10
Roomkey/VPS	multiple	Illumination Foundation	31
Family Care Center	Orange	Mercy House	25
Hospitality House	Santa Ana	Salvation Army	3
Courtyard	Santa Ana	TMM/City Net	27
Link Shelter	Santa Ana	Mercy House	3
Armory	Santa Ana	City Net	3
TTES	Tustin	OCRM	3
Full/La Habra EQF	Fullerton	City Net	1
Other Shelters	various	various	72

(Note: Some clients have documented community ties (last permanent address, school district enrollments, id, employment history, etc.) in multiple cities which qualify them for entry into emergency shelters outside of existing city and/or SPA. Some referrals also may have been made before SPA restrictions.)

Street Outreach and Engagement Notes

- 148 (21%) of street exits were directly into placements HUD classifies as "permanent" placements; the others are sheltered in more temporary arrangements with the hopes of transferring into permanent housing.
- 136 clients have transitioned from housing in the First Southern Baptist Church Buena Park emergency shelter (or from living in their car outside FSBCBP) into other types of housing.

Recent Street Outreach/ Case Management Successes (most recent at top)

10/23/20: City Net engaged this client in 2018 and reconnected with him in Buena Park in October 2020. He wanted to be able to better himself so he could be there for his daughter and make her proud of him. We reserved a bed for him in a shelter which would still allow him to leave and visit his daughter. 9/29/20: Homeless female client is a long-time outreach contact for City Net; we first engaged her October 2014. She has been chronically homeless due to drug use and the loss of



City Net



Dashboard Report-- October 2020

her boyfriend. She was finally ready to connect to services and start her work on a housing plan, so we referred and connected her to Buena Park Navigational Center.

10/8/20: City Net first engaged homeless female client in 2017. She was resistant towards shelter, and not trusting of City Net to work towards permanent housing. Over the past few years City Net continued to build a relationship with client and worked to provide case management. We tried to motivate the client to begin working toward long-term housing, and collected all the documentation to place her on the waitlist for permanent supportive housing. At the time the client was still hesitant to go to the shelter even though her daughter was already staying there, however, her case manager consistently reminded her it was an option if she would like to try it. Eventually, the client decided she would like to go to shelter and we reserved a bed at the Buena Park Navigation Center. The individual and her daughter are no longer living in their vehicle on the streets of Buena Park and working diligently towards transitioning into long-term housing from the shelter.

9/10/20: Homeless male client was staying in his car in Buena Park. His girlfriend is pregnant so he knew he had to get a job to help provide for his growing family. He wanted help in connecting to resources and a place to stay so we referred and entered client into the Buena Park Navigation Center. The client recently started a new job, has a bed to sleep in at night, and is working on a housing plan for his family.

8/25/20: City Net has worked with homeless male client on and off since 2017. He has been living in his vehicle in Buena Park for over ten years. He has not always been ready for services, but recently City Net case managers encountered client and spoke with him about Project Room Key, a shelter program for individuals vulnerable to COVID-19. Due to client's age and health concerns his case managers felt this could be a good fit. The client was open and willing to try this shelter program, and his case manager referred and entered him into Project Room Key.

8/11/20: City Net first engaged homeless male client in Buena Park in December 2019. He was living on his mother's front lawn in a tent and staying in his car throughout the city. Client wanted a referral to go to Bridges at Kraemer Place but did not show for his intake. After a few months, the client contacted City Net case manager. In August, client shared he was ready to get off the streets and go to shelter. City Net met client and transported him to the new Buena Park Navigation Center. The client and his mother were thankful for the opportunity to work with City Net again and are optimistic about improving his quality of life.

7/28/20: City Net engaged homeless male client after he called the City Net Outreach Line attempting to relocate with a friend out of state. He moved to California for treatment but found himself homeless after 6 months throughout Orange County. City Net coordinated with him and his friend and verified he could stay with her in a two-bedroom apartment. Using HOPE FUNDS, City Net purchased a Greyhound Bus ticket out of state and provided him with transportation to the ARTIC the following day. City Net also arranged his last stay with a local church before his departure the following morning.

7/14/20: City Net has engaged homeless female client for several years. She most often lives in a van with her mom in the city. They both have been resistant towards shelter, but the daughter has been frequently influenced by her mom's unwillingness to try a shelter. After the opening of the Buena Park Navigation Center, City Net case managers spoke with both about the new shelter. They were still unsure, but after a few conversations the daughter was willing to try despite the mother's decision not to go. City Net case manager provided her with a referral and the daughter entered the shelter on 7/14/20.



City Net



Dashboard Report-- October 2020

6/24/20: City Net first engaged homeless female and teenage son sleeping on the streets of Buena Park in May 2020. The family had been sleeping in their vehicle but mom lost job and vehicle, so they no longer had anywhere to sleep. After staying at the First Southern Baptist Church shelter for the weekend, they began staying on the streets. When City Net initially engaged the family, they had no income, no place to stay, no phone, needed medical services, and the son was needed schooling. City Net began working with family to address each of these issues in turn. Using HOPE FUNDS, City Net assisted family in paying for a motel while waiting for a shelter opening to become available. We assisted them on where to get a government phone, connected them with social services and helped them with receiving Cash-Aid, Food Stamps, and health insurance. The family was then able to receive the proper health care they were needing, food, and other essentials. In addition, City Net assisted the family in applying for the son's birth certificate so he would be able to complete his enrollment into school. Ultimately, City Net connected this family of two with Illumination Foundation on 6/4 when they entered temporary shelter as they continued looking for more permanent housing. Illumination Foundation enrolled the family into their housing program, and the mother and son moved into their own studio apartment on 6/24.

6/9/20: City Net engaged homeless female on June 2nd. She recently became homeless after going between hospital and room and boards. She began staying at the First Southern Baptist Church shelter on 5/26 and was looking for assistance in relocating to live with her boyfriend out of state. City Net spoke with her boyfriend and confirmed client would have a stable place to live upon arrival. Using HOPE FUNDS, City Net purchased a Greyhound Bus ticket for the client, and she arrived at her new home on June 9th. Since then, the client called her case manager and thanked City Net for helping her in such a significant way.

5/19/20: City Net has been working with homeless male client since 2019. During recent outreach, we engaged client at a local park when he expressed his interest to get back into shelter. City Net contacted collaborating agency, PATH and were successfully able to refer the client to the Placentia Navigation Center. The client was transported to the shelter by City Net.

5/7/20: City Net team was referred to homeless male client on 5/4 by Buena Park Police Department. BPPD encountered client living in his vehicle behind a local grocery store. City Net met client the following day and completed an intake. The team learned that client has serious chronic health conditions and wanted to offer him a referral to the Project Room Key/Vulnerable Population Shelter program. City Net placed the referral and client entered program on 5/7. City Net learned that client has one missing document to be eligible for permanent supportive housing and collected the document and prepared him for a permanent housing opportunity.

4/30/20: City Net Buena Park team met homeless female in July 2019. Case managers worked with her towards shelter and other housing options. City Net referred client to Bridges at Kraemer Place on several occasions and provided her with other case management supportive services to maintain a positive rapport. Earlier this year, the client introduced us to her significant other. Couple met with the Buena Park team expressing interest in shelter because they were both experiencing homelessness and staying at a local park. City Net completed intake with homeless male and provided case management support. At the beginning of the month, the city of Buena Park, through the BPPD HLOs, provided couple with a temporary bridge at a local motel until a shelter opportunity became available for them. City Net referred and entered couple into Placentia Navigation Center and completed their housing assessment to prepare for them for long-term housing.



City Net



Dashboard Report-- October 2020

4/8/20: City Net has engaged homeless couple since October of 2019. They were living in their vehicle in Buena Park since June of 2018. Due to mental health issues, couple needed shelter with privacy and not in a room with many others. City Net Case Managers applied to American Family Housing on behalf of couple, and after months of waiting they moved into an apartment through AFH on 4/8/20. They will live here until able to find a permanent place of their own.

3/14/20: City Net first met with female client at a public school in Buena Park on a referral from the family support specialist at the school. One of the client's children, who has a disability, attends the school. The family, after a legal battle with their landlord, faced eviction and no longer had funds to pay for their motel. They were at risk of sleeping in their car. City net met with family and completed an intake to help them move towards stable housing. City Net referred the family to Social Services to get assistance through the CalWorks program. The family received support for their motel for an additional 15 days. During this time, City Net collaborated with local agencies for financial support until there was an opening in a family shelter. City Net spoke to agencies including Lutheran Social Services, Eastside Christian Church, and the office of St. Vincent de Paul to advocate for the family. City Net matched the family to Rapid Rehousing with Families Forward and the client successfully located a room for rent.

2/25/20: City Net first encountered homeless male client in 2018 and have been offering him services ever since. In the past he declined shelter but became more open to the idea as time went on. On the morning of 2/25/20 client spoke with the Buena Park Homeless Liaison Officers at Brenner Park, and asked them about getting into shelter. The HLOs referred this to City Net, case managers met with the client, reserved a bed at Bridges and transported him there the same day.

ⁱ This report reflects all City Net street outreach and engagement activities in Buena Park. City Net is funded in Buena Park by contracts from the North Orange County Public Safety Taskforce (NOC PST), the city of Buena Park, and CDBG funds administered by the Economic Development Department.

ⁱⁱ **Outreach Contacts** reflect the number of interactions for the specific purpose of reaching out to unsheltered homeless neighbors in a process of building trust and offering support toward the long-term goal of connecting them with emergency shelter, housing, or critical services; and providing urgent, non-facility-based care. These activities are intended to help homeless neighbors to obtain appropriate supportive services, including assistance in obtaining permanent housing, medical health treatment, mental health treatment, counseling, supervision, and other services essential for achieving independent living; housing stability case management; and other Federal, State, local, or private assistance available to assist the program participant in obtaining housing stability.. This number can be duplicated in any given reporting period.

ⁱⁱⁱ **HUD Street Exits** are defined by HUD and enumerated in the HUD systems performance report, and City Net uses these designations for all street exits achieved through the efforts of two or more agencies working together within the context of the homeless collaborative in the city. HUD designates some of these street exits as "temporary" and some as "permanent", and City Net exercises discretion to count as exited those homeless neighbors who have a reasonable plan in place to move from temporary shelter to permanent housing. Street exits may also reflect duplicated numbers as individuals may enter, then exit, then reenter shelter/housing multiple times during the reporting period, and HUD guidelines require that City Net count these as multiple street exits even when referring to a single individual.

^{iv} **Client Engagement** reflects the current number of homeless neighbors who are voluntarily engaged in a formal, written case management relationship with City Net. Clients sign permission to allow City Net case managers to work with them to achieve progress on a mutually agreed upon plan to attain housing and supportive services. Case managers follow-up with housed clients for 6 months after housing to ensure a successful placement. Active cases are engaged once a week on average and are considered inactive after 90 days of no contact.