



SAN DIEGO  
HOUSING  
COMMISSION

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# San Diego Housing Commission (SDHC)

## City of San Diego Coordinated Street Outreach Program

Presentation to the SDHC Board of Commissioners  
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# Coordinated Street Outreach Program

## Introduction

- **October 27, 2020** – City Council authorized:
  - Operating agreement between SDHC and People Assisting the Homeless (PATH) for the operation of the City of San Diego Coordinated Street Outreach Program
  - Memorandum of Understanding (MOU) between the City of San Diego and SDHC for the oversight and administration of the City's Coordinated Street Outreach Program (R-2021-178)
- Innovative program
  - Aligns with national best practices
  - Strategically engages individuals prioritized for housing through the regional Coordinated Entry System
  - Focuses outreach resources in a neighborhood-based approach
  - Identifies concentrations of unsheltered individuals with an emphasis on diverting individuals from the homelessness response system
  - Fosters connections to permanent housing placements
  - Meets basic needs and provides connections to bridge housing, emergency shelter and other supportive services



# Coordinated Street Outreach Program Service Model

- Focus on quality of engagement
- Neighborhood-based approach
- Street-based case management, housing location and connections to system navigation
- Client-centric and housing-focused
- Housing First/Low Barrier
- Connections to supportive services and shelter
- Basic needs
- Shelter diversion counseling
- Crisis intervention



## Coordinated Street Outreach Program Operator Experience

- 37 years of experience serving individuals experiencing homelessness
- Serving San Diegans since 2013
  - 1,100 people Countywide annually
- Operates Connections Housing
  - City-funded, one-stop supportive service and residential community in downtown San Diego
- PATH San Diego operates a County of San Diego-funded street outreach program
  - Focuses on both engaging and housing unsheltered individuals who were frequent users of the healthcare system
- Developed a successful neighborhood-specific outreach pilot program in 2018



# Coordinated Street Outreach Program

## Overview

### **Mobile Homelessness Response Team**

- Priority focus on engaging clients identified on the By-Name-List
- Ongoing, intensive, street-based case management
- Crisis Intervention & Diversion Counseling
- System Navigation

### **Rapid Response Team**

- Focused activity in areas with known concentrations of individuals experiencing unsheltered homelessness
- Housing-focused problem solving
- Improving client sense of safety and assisting in meeting basic needs
- Data-driven and referral-based



# Coordinated Street Outreach Program Overview (Continued)

## **Resource Coordination**

- Whole Person Wellness
- Mid-City Outreach Program
- Bridge Shelter Outreach
- Senior Outreach Coordinator

## **Staffing Model & Hours of Operation**

- Daily Coverage
- Weekends/After Hours

## **Referrals & Resource Allocation**

- Community-Based
- Data-Driven

## **Community Engagement Strategy**

- Community



# Coordinated Street Outreach Program

## Program Metrics

- March to May 2021:
  - 546 Individuals served by the Mobile Homelessness Response & Rapid Response Teams
  - 38 Exits to Permanent or Longer-Term Housing
  - 63 Placements into Shelter
  - 685 Instances of Supportive Services provided:
    - Accessing Documents & Benefits
    - Food & Nutrition resources
    - Hygiene, Clothing and Sleeping resources
    - Transportation
    - Acquisition of Identification and/or Social Security Card
  - 39 Instances of Supportive Service Referrals:
    - Employment Services
    - Legal Services
    - Medical Services
    - Mental Health Services
    - Substance Use Services



# Coordinated Street Outreach Program Budget

FUNDING SOURCE	FY2022 Current HHAP	FY 2022 Amended City GF	TOTAL
SDHC Administration	\$75,000	\$50,000	\$125,000
PATH Operating Contract	\$1,425,000	\$950,000	\$2,375,000
<b>TOTAL</b>	<b>\$1,500,000</b>	<b>\$1,000,000</b>	<b>\$2,500,000</b>

- Option years will be exercised contingent on appropriation of funds by the City of San Diego.





# Coordinated Street Outreach Program

## Anticipated Staffing Increases

POSITION	FY2022 Current FTEs	FY2022 Proposed FTEs	TOTAL Increase
Director of Housing Innovations	0.05	0.05	0.00
Associate Director of Outreach	1.00	0.51	-0.49
Team Leader/Program Manager	3.00	3.00	0.00
Mobile Homelessness Team Outreach Specialist	6.00	13.0	+7
Mobile Homelessness Team Clinical Outreach Specialist	0.00	1.00	+1
Rapid Response Team Outreach Specialist	5.77	8.00	+2.25
Rapid Response Team Lead Outreach Specialist	0.00	2.00	+2.00
Peer Support Specialist	2.00	2.00	0.00
Program Associate	1.00	1.26	+0.25
Housing Specialist	0.50	1.00	+0.50
<b>TOTAL</b>	<b>18.32</b>	<b>31.90</b>	<b>+13.50</b>



# Coordinated Street Outreach Program

## Staff Recommendations

### That the SDHC Board of Commissioners recommend that the Housing Authority of the City of San Diego take the following actions:

1. Authorize an amendment to the Fiscal Year 2022 operating agreement between SDHC and PATH to incorporate up to an additional \$1,000,000 funded through an allocation from the City of San Diego Homeless Strategies Department General Fund to SDHC, under the terms set forth in the Coordinated Street Outreach MOU between the City of San Diego and SDHC.
2. Authorize SDHC's President & Chief Executive Officer (President & CEO), or designee, to execute all documents and instruments necessary and/or appropriate to implement these approvals, in a form and format approved by General Counsel, and to take such actions necessary and/or appropriate to implement these approvals.
3. Authorize SDHC's President & CEO, or designee, to substitute funding sources and/or increase compensation by not more than 20 percent of the total agreement amount for the proposed agreement, if necessary, without further action by SDHC's Board of Commissioners (Board), but only if and to the extent that funds are determined to be available for such purposes.



# Questions & Comments

