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San Diego Housing Commission (SDHC) City of San Diego Coordinated Street Outreach Program Presentation to the SDHC Board of Commissioners October 16, 2020

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Coordinated Street Outreach Program

Introduction

- **October 14, 2019:** City Council accepted the City of San Diego Community Action Plan on Homelessness (R-312700).
- **June 8, 2020:** City Council took action as part of the Fiscal Year 2021 City of San Diego budget approval to allocate \$1,500,000 for the purpose of providing Coordinated Street Outreach services in the City of San Diego (R-313071).
- **June 16, 2020:** City Council authorized the execution of a Memorandum of Understanding between the City of San Diego and the Housing Commission for Homeless Housing Assistance Program (HHAP) Block Grant Funded Programs, which including the appropriation of \$250,000 to cover a two-year period, for the purpose of creating a Senior Outreach Coordinator position that would be employed through the Housing Commission (R-313113).



Coordinated Street Outreach Program

Introduction (Continued)

- Critical Component of the City's Homelessness Crisis Response System
- Aligned with the Regional Task Force on the Homeless' "Policy Guidelines for Regional Response for Addressing Unsheltered Homelessness and Encampments"
- Transition to street-based case management
- Client-centered and housing-focused service model





Coordinated Street Outreach Program Request for Proposals

- Request for Proposal was issued July 29, 2020.
- 1,943 notifications were sent through the PlanetBids system.
- 3 proposals were received by the deadline of August 26, 2020.
- SDHC is recommending to award the contract to People Assisting the Homeless (PATH).



Coordinated Street Outreach Program

People Assisting The Homeless (PATH)

- 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 People Assisting The Homeless (PATH) (Continued)

- Neighborhood Specific
- Problem Solving
- Qualified Personnel
- Relevant Resources
- Consistency and Rapport



Coordinated Street Outreach Program Overview

Service Model

- Quality of engagement vs. quantity of engagements
- Neighborhood-based approach
- Street-based Case Management
- Client-centric and Housing-focused
- Housing First/Low Barrier
- Connections to supportive services and shelter
- Basic needs



Coordinated Street Outreach Program Overview (continued)

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
- Enhanced Outreach Teams
- Mid-City Outreach Program
- Senior Outreach Coordinator

Staffing Model & Hours of Operation

- Daily Coverage
- Weekends/After Hours

Referrals & Resource Allocation

- Community Based
- Data Drive

Community Engagement Strategy

- Community
- Civic





Coordinated Street Outreach Program Program Metrics

SDHC will review reporting metrics and data elements on a monthly basis.

- Client Prioritization and Enrollment
- Exits to permanent and other longer-term housing
- Exits to shelter
- Length of time to obtain positive exit
- Enrollment to Case Management Conversions
- Resource Referrals



Coordinated Street Outreach Program COVID-19 Precautions

- Compliance with all local, state and federal public health orders.
- Alignment with guidance from U.S. Department of Housing and Urban Development and the Centers for Disease Control and Prevention
 - Preventing & Managing the Spread of Infectious Disease for People Experiencing Homelessness
 - Preventing & Managing the Spread of Infectious Disease within Encampments
 - Interim Guidance for Homeless Service Providers to Plan and Respond to Coronavirus Disease 2019
- Personal Protective Equipment for both clients and staff
- Screening/Isolation Procedures
 - Universal Screening Tool
 - Temporary Lodging Process
 - Partnerships with primary care providers



Coordinated Street Outreach Program Budget

FUNDING SOURCE	FUNDING USE	FY 2021 (8 Month Term)	FY 2022 (Projected)
Homeless Strategies Department – General Fund	SDHC Administration	\$50,000	\$75,000
	PATH Operating Contract	\$1,027,643	\$1,425,000
TOTAL		\$1,077,643	\$1,500,000

- The initial contract term will be pro-rated for an eight-month period.
- Fiscal Year (FY) 2021 operating contract includes one-time expenditures related to program start-up.
- Option years will be exercised contingent on appropriation of funds by the City of San Diego.



Coordinated Street Outreach Program

SDHC Responsibilities

- SDHC shall be responsible for the general management, administration, and oversight of the Coordinated Street Outreach program in the City of San Diego
- SDHC shall collect monthly reporting on program performance metrics and outcomes from the contracted operator and provide regular reporting summaries to the City in a form and format agreed upon by both parties.
- SDHC shall accommodate specialized data requests to meet City needs related to public information provision or grant compliance.



Coordinated Street Outreach Program

City Responsibilities

- The City shall provide funding for the \$1,500,000 Coordinated Outreach program from the Homeless Strategies Department General Fund.
- The City shall provide support for the ongoing operation of the City’s “Survey 123” application, currently utilized by all City-funded outreach teams.
- The City shall explore the expansion of the “Get It Done” application to serve as a mechanism to receive, review and refer applicable community requests for outreach services.



Coordinated Street Outreach Program Staff Recommendations

That SDHC recommend that the Housing Authority of the City of San Diego (Housing Authority) take the following actions:

- Authorize the execution of an agreement with People Assisting The Homeless (PATH) to operate the City of San Diego's (City) Coordinated Street Outreach Program, for a one-year term in the amount of \$1,425,000, with one one-year option to renew at SDHC's sole discretion, in which the initial contract term will be pro-rated for an eight-month period, from November 1, 2020, to June 30, 2021, in the amount of \$1,027,643.
- 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;



Coordinated Street Outreach Program Staff Recommendations (Continued)

- 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; and

That SDHC recommend that the Housing Authority and San Diego City Council take the following action:

- Authorize the execution of a Memorandum of Understanding between the City of San Diego and the Housing Commission for the oversight and administration of the City's Coordinated Street Outreach Program.





Questions & Comments

