

## **Alcala, Abigail**

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**From:** Victor D Mendez <[REDACTED]>  
**Sent:** Monday, December 4, 2023 2:19 PM  
**To:** Bacerra, Phil  
**Subject:** ITEM #8 - RESENT AT 2:10 PM  
**Attachments:** City Net Email\_Victor Mendez.pdf; Reno\_Homeless.pdf; CITY NET 2024 CONTRACT.pdf

Phil

I am forwarding you some documents on the subject Council item which can aid in the discussion with the rest of the members.

Please find the following:

Emails to Supervisor Sarmiento - I have requested that the County consider expanding the hours for intake at Yale Center beyond 3 pm. Ken told me this has been a difficult point with the County.

With all the money the City is investing in this service for the expansion of operating hours, there is some disconnect between the effort and the resources. I came about this through my own individual instance and a follow up with Ken.

Wall St Journal Article on Reno - Please read this article about Reno's efforts to reduce homelessness. It is very well aligned to your issues on the City Net contract.

Item # 8 - I am attaching the staff report as it refers to the need to increase City Net salaries to align to market and to hire quality staff. With the ongoing shortage of police officers nationwide, the City should consider the same wage standards for their police officers.

**VICTOR D MENDEZ**

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**RE: Yale Center Intake Hours**

1 message

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**Valenzuela, Carlos** <carlos.valenzuela@ocgov.com>  
To: Victor D Mendez <[REDACTED]>

Fri, Dec 1, 2023 at 3:29 PM

3pm seems pretty early as a cut off.

**Carlos Valenzuela***Policy Advisor*

Office of Vicente Sarmiento

Board of Supervisors, 2<sup>nd</sup>  
District

County Administration North

400 W. Civic Center Drive

Santa Ana, CA. 92701

Office: 714-834-3220

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**From:** Victor D Mendez <[REDACTED]>  
**Sent:** Friday, December 1, 2023 2:20 PM  
**To:** Valenzuela, Carlos <carlos.valenzuela@ocgov.com>  
**Subject:** Re: Yale Center Intake Hours

**Attention:** This email originated from outside the County of Orange. Use caution when opening attachments or links.

Thanks

Yale Center has a hard cut off of 3 pm for placements

That leaves 8 hours of City still doing outreach

There is a reservation system that can be used but I think real time placements are the best

Victor D Mendez

On Fri, Dec 1, 2023 at 2:08 PM Valenzuela, Carlos <carlos.valenzuela@ocgov.com> wrote:

Thanks Victor, I will pass on the info to my colleague that advises him on issues dealing with homelessness in our office.



**Carlos Valenzuela**

*Policy Advisor*

Office of Vicente Sarmiento

Board of Supervisors, 2<sup>nd</sup>  
District

County Administration North

400 W. Civic Center Drive

Santa Ana, CA. 92701

Office: 714-834-3220

**From:** Victor D Mendez <[REDACTED]>  
**Sent:** Thursday, November 30, 2023 9:38 PM  
**To:** Valenzuela, Carlos <carlos.valenzuela@ocgov.com>  
**Subject:** Yale Center Intake Hours

**Attention:** This email originated from outside the County of Orange. Use caution when opening attachments or links.

Carlos -

Last night City Net came out in response to my call. There was a fire at the bus stop across the street from 2222 East First a few weeks ago and there was a woman who seemed to be initiating an encampment.

City Net called back and told me they could not do anything for her as her only placement option was at the Santa Ana-based Yale Center and they had stopped intake for the night. It seemed she had a place to go in the morning.

The City of Santa Ana is expected to approve an expansion of service hours for City Net to 7 am-11 pm, 7 days a week.

It would seem to make the best use of the service expansion would be for Yale to expand the hours it can accept a City Net placement. This can help ensure effective placement and create continuity in the effort to reduce homelessness.

Please discuss with Vince and see if something can be done to make the most effective use of this valuable service.

The City Net contract for 2024 calls out for \$3.841 million for these services. The staff report (with my highlights) is attached.

**VICTOR D MENDEZ**



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## U.S. NEWS

# Reno Halves Homeless Living on Its Streets

New campus with a big tent and sleeping pods provides shelter and services

By Jim Caplan

RENO, Nev.—The “Biggest Little City in the World” is earning a new distinction: one of the few cities in the West to get large numbers of homeless off its streets.

Reno teamed with Sparks, a neighboring city, and surrounding Washoe County to build a Nevada Cares Campus in 2021 that could accommodate more than 600 people in a giant tent and satellite sleeping pods. Since that year, the number of homeless living on the street has plummeted to 329 this year from 780, according to annual point-in-time counts.

The 58% drop is striking when compared with many other Western cities which have seen their unsheltered homeless populations grow or stagnate since the pandemic, amid soaring drug addiction and a federal appeals-court order that prevents cities in the region from clearing streets without providing enough beds.

Once people see off the street, the other part of Reno’s approach kicks in: helping them find a job, access other services and move them into permanent housing.

Other cities are taking notice. “The Reno model is a good model,” said Mayor Dave Bronson of Anchorage, Alaska, which is struggling to get hundreds of people out of the cold, following a deluge of snowstorms. The Republican mayor tried to get such a tent in 2021, but it was shot down by the Democratic assembly on concerns such as it would be too prisonlike.

In 2018, the U.S. Court of Appeals for the Ninth Circuit found removing anyone camping in a public space in its Western U.S. jurisdiction when there isn’t a shelter bed for them constitutes cruel and unusual punishment. That has made it difficult for cities such

as Los Angeles and San Francisco to clear their streets.

Reno has begun enforcing no-camping rules now that it has sufficient beds. As a result, the downtown casino district that used to be overrun with homeless people has far fewer.

“They are really cleaning it up,” nearby resident Victoria Raffetto said.

Jorge Ramirez-More had been on the street for a year before he moved into the county tent. There, he said, staff workers helped him find a job as a production operator. “It’s like having someone on your side helping you in the most difficult time of your life,” said Ramirez-More.

After 15 months of living in the tent, Ramirez-More, 62, rented an 8-by-8-foot room inside one of several modular buildings in a low-income housing complex nearby. The rooms rent for \$555 a month.

Reno sprang into action in 2020 after its number of unsheltered homeless more than tripled amid pandemic-related job losses and soaring housing costs. Its existing shelter could hold 156 people.

“We as a community felt like if we didn’t get ahead of this, we would fail like San Francisco,” said Par Tolles, a local real-estate developer and business leader. “So we on the public and private side put our heads together on what we could do about it.”

In early 2021, Reno, Sparks and Washoe County went in on building a horseshoe-shaped fabric structure almost the size of a football field. They also acquired 15 acres a mile east of downtown Reno to put the 504-person capacity tent as part of a homeless campus that also included rows of tents on a former baseball field capable of holding another 50 people.

The initial cost for acquisition and development was about \$17 million, mostly in federal Covid emergency funds



Tracy Whitmire, left, earlier this year moved off the streets into the Nevada Cares Campus east of downtown Reno.

**The city is enforcing no-camping rules now that it has sufficient beds.**

with no demonstrated ability to do more than temporarily get people off the street. “I think they are just warehousing people,” said Clark.

Initially, the tent faced theft and other crime issues, but of-

ficials said that was largely caused by understaffing. The rules are strict: Residents have to pass through a metal detector to enter, drugs and alcohol are prohibited and no visitors are allowed, including family.

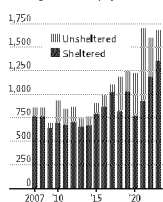
“It feels like a prison sometimes,” said Tracy Whitmire, a 45-year-old victim of domestic abuse who moved off the streets into the campus in February. “But we’re safe and no one can harm me.”

Police and advocates for the homeless are trying to get other people still living on the streets to come in out of the cold. “You may have to ask them eight or nine times until they say yes,” said Grant Denton, a formerly homeless man who oversees what is called the “Safe Camp” of modular housing that has replaced the individual tents.

Walking on a sidewalk outside the campus one day in mid-November, Denton tried to persuade Cindy Tillier to seek refuge inside. “I can’t stay in that crazy place,” the 65-year-old Tillier, who sleeps along railroad tracks, told Denton.

Former homeless people like Roscoe Roper spread the word. One of 29 ambassadors hired to help keep the streets clean, Roper said he has persuaded several people to find housing. “Possible we can find you a better spot, bro?” Roper recently asked Donald Viggo, 41, who lay slumped against a building. “I’m just chillin’,” said Viggo, who shuffled away. Roper said he would ask him again the next time he sees him.

Reno, Sparks and Washoe County homeless population



Source: Department of Housing and Community Development, Washoe County and Reno.

## Judge Blocks Montana Law Banning TikTok

By Meghan Borowczyk

TikTok won a reprieve in Montana after a federal judge ruled a state law banning the app can’t go into effect in January, saying it “likely violates the First Amendment.”

The judge on Thursday granted a preliminary injunction blocking the law, which was passed by the Montana Legislature earlier this year, pending the outcome of a lawsuit filed by the social-media company. The legality of the ban itself will be decided later in a bench trial.

“While there may be a public interest in protecting Montana consumers, the state has not shown how this TikTok bill does that,” U.S. District Judge Donald Molloy wrote. He also said TikTok’s side had better arguments and demonstrated a likelihood to prevail in the eventual case. Without TikTok, users “are deprived of communicating by their preferred means of speech, and thus First Amendment scrutiny is appropriate,” Molloy wrote. The state had argued that the law wasn’t a violation of the First Amendment.

On Thursday, a spokeswoman for the state said the decision is a preliminary matter. “The judge indicated several times that the analysis could change as the case proceeds and the state has the opportunity

to present a full factual record,” said Emily Cantrell, the spokeswoman. “We look forward to presenting the complete legal argument to defend the law.”

TikTok said that it was pleased the judge granted the preliminary injunction. “Hundreds of thousands of Montanans can continue to express themselves, earn a living, and find community on TikTok,” the company said.

Montana lawmakers introduced the bill in February, citing concerns that the company, owned by Beijing-based ByteDance, could be forced by the Chinese government to spy on its 150 million U.S. users. The bill passed the Legislature by April and was signed into law by Republican Gov. Greg Gianforte in May.

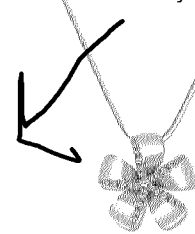
TikTok has repeatedly said that it has never shared user data with the Chinese Communist Party and that it would refuse if asked. The company sued Montana’s attorney general over the ban in federal court and requested a preliminary injunction to stop it from going into effect.

In an October hearing, Molloy challenged the state’s assertions about protecting residents’ safety and privacy, saying it confused him, because users share their data with TikTok voluntarily.



Grant Denton, a formerly homeless man, tried to persuade Cindy Tillier to move into the Nevada Cares Campus.

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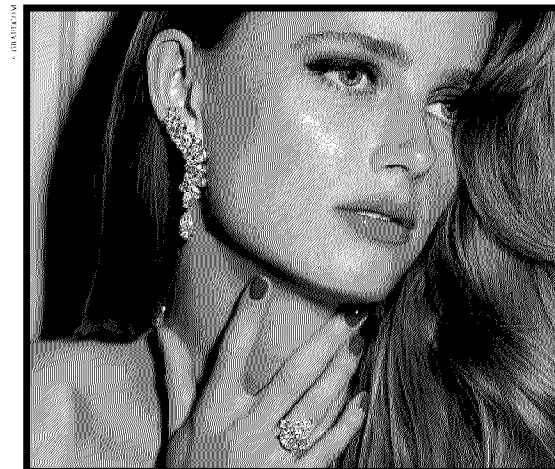
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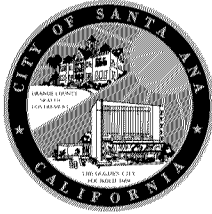
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**City of Santa Ana**  
**20 Civic Center Plaza, Santa Ana, CA 92701**  
**Staff Report**  
**December 5, 2023**

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**TOPIC:** Approve a Street Outreach and Engagement Agreement with City Net

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**AGENDA TITLE**

Approve an Agreement with City Net to Provide Street Outreach and Engagement Services for Quality-of-Life Services, in an Amount Not to Exceed \$3,841,845.51, Beginning January 1, 2024 Through December 31, 2024 (Non-General Fund)

**RECOMMENDED ACTION**

1. Authorize the Interim City Manager to execute an agreement with Kingdom Causes, Inc. DBA City Net in an amount not to exceed \$3,841,845.51 for the Santa Ana Multidisciplinary Street Outreach and Engagement (SMART) Program that responds to reports for quality-of-life services from January 1, 2024 through December 31, 2024, subject to non-substantive changes approved by the City Manager and City Attorney (Agreement No. 2023-XXX).
2. Authorize the Interim City Manager to execute agreements required by state or federal agencies for the use of Homeless Housing, Assistance and Prevention (HHAP) funding, or for any additional funding that may become available.

**GOVERNMENT CODE §84308 APPLIES:** Yes

**DISCUSSION**

The City of Santa Ana currently contracts with City Net to provide a trauma informed, non-law enforcement, homeless outreach and engagement resource, referred to as SMART (Santa Ana's Multi-Disciplinary Homeless Response Team). City Net staff are subject matter experts in the field of homelessness, trained in crisis intervention, mental health, addiction, and medical services and are capable of providing services in the field to assist individuals out of homelessness. City Net responds to reports of non-criminal homelessness related activity identified through the MySantaAna app, the community call line, and Santa Ana Police Department dispatch. The dispatched calls for service for non-criminal homelessness issues previously handled by SAPD Officers, now transitioned to the SMART team, provide additional time for Officers to respond to calls for service of a criminal nature.

The last contract approved by the City Council was on December 6, 2022 in an amount of \$2,801,700.10. At that time, the City Council directed staff to identify specific

performance metrics that could enhance the City's overall mission to reduce homeless activity and to withhold a percentage of the total contract value if the metrics were not met. To meet this directive, a quarterly evaluation of performance by City staff was incorporated into the 2022 SMART contract. A progress report on the contract performance metrics was shared with City Council on October 17, 2023. Included in the report was staff's determination that contract performance goals and performance deliverables were responsive and provided a benefit to the City.

City Net's deliverables for the upcoming 2024 contract are listed below and again, must be achieved in order for ten percent (10%) of the contract to be released to the vendor:

	<b>Annual Goal</b>
<b>Outreach Contacts<sup>i</sup></b>	4,000
<b>Substance Abuse Assessment</b>	120
<b>Phone Calls Dispatched</b>	8,000
<b>Case Management<sup>iii</sup></b>	1,020
<b>Jail Release Program Positive Exits</b>	25
<b>Street Exits<sup>iv</sup></b>	850

The proposed 2024 Contract's Scope of Work and Budget extends the SMART program's operating hours from current hours of 7 a.m. to 9 p.m., Monday through Friday, and 9 a.m. to 9 p.m. on weekends, to 7 a.m. to 11 p.m., seven days a week. If the extended evening hours become unwarranted as determined by City staff, the hours will be reduced and will be reflected in invoices to the City. The Scope of Work also incorporates a new Jail Release Program to provide outreach to clients exiting from the Santa Ana jail in need of housing and shelter services.

The Budget reflects a competitive package accounting for inflation, health insurance coverage, and an increase in staff salaries to align with the salaries and contracts offered by other cities. Collectively, these increases have created a larger than normal year-over-year increase. A 2023 Market Wage Analysis determined that many of City Nets salaries were low, based on industry standards, which over the past year resulted in staffing shortages as several staff separated from the non-profit for higher paying positions. Base salaries for 2024 upward have been adjusted so that staff are compensated competitively according to current market rates. Providing industry standard compensation will help attract and retain top talent and foster a motivated and dedicated workforce.

### **FISCAL IMPACT**

The current fiscal year funding is available in the FY 2023-24 budget and future fiscal year funding will be included in the proposed budgets for City Council consideration. Funds per fiscal year may vary based upon actual invoicing of hours and services worked.

Approve a Street Outreach and Engagement Agreement with City Net

December 5, 2023

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<b>Fiscal Year</b>	<b>Accounting Unit-Account</b>	<b>Fund Description</b>	<b>Accounting Unit, Account Description</b>	<b>Amount</b>
FY 23-24	12218717-69135	Emergency and Health Grants	HHAP 3 – Payment to Subagent	\$1,885,922.70
FY 24-25	12218718-69135	Emergency and Health Grants	HHAP 4 – Payment to Subagent	\$1,347,037.51
FY 24-25	12218717-69135	Emergency and Health Grants	HHAP 3 – Payment to Subagent	\$608,885.30
			<b>Total</b>	<b>\$3,841,845.51</b>

**EXHIBIT(S)**

1. Agreement with City Net

Submitted By: Michael L. Garcia, Executive Director of Community Development

Approved By: Tom Hatch, Interim City Manager