



**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.

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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