

EVALUATION OF SMART PILOT PROGRAM 2022



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an overview

OUTREACH HISTORY

The City of Santa Ana has been at the forefront of addressing homelessness in Orange County, despite being historically disadvantaged due to a lack of regional and equitable distribution of services and resources. Santa Ana has a variety of non-profit, governmental, and private agencies that provide many supportive services. The City also has the most homeless shelter beds in the county and has numerous affordable housing projects, including a number of permanent supportive housing options as a means to end homelessness. The Santa Ana Police Department (SAPD) has been assisting in connecting individuals with services for decades with their Homeless Evaluation Assessment Response Team (HEART), recognizing the value and importance of community engagement. The City has since added many new resources and has adapted its response to the changing needs and impacts of the homeless population.

2016

As SAPD began to receive more service calls regarding homelessness, the City partnered with City Net, a non-profit providing services for individuals experiencing homelessness. Santa Ana provided City Net a small HUD grant to allow them to offer outreach, engagement, and case management services to about 400 unhoused individuals in and around the Civic Center during limited hours to connect them with emergency shelter, housing, and critical services. Over the years, their scope and outreach hours have expanded as the need for their services has increased.

2017

City Council approved the Homeless Prevention, Intervention and Mitigation Plan to address the escalating number of individuals experiencing homelessness in Santa Ana. The City built capacity to address the issue in three ways: creating a new role for a Homeless Services Manager, adding a HEART Officer, and establishing the Quality of Life Team (QOLT).

2018

The City was engaged in federal litigation involving the County of Orange and other cities to address homelessness preceding Federal Judge David O. Carter's courtroom hearings, which tasked cities to create additional shelter beds. In August 2018, the City Council declared a Shelter Crisis and subsequently began providing shelter beds within the City of Santa Ana.

2019

The City of Santa Ana developed a 4 Point Strategic Plan regarding homelessness:

1. Clean: Reduce Negative impacts to Community ensuring Santa Ana is clean and safe
2. Outreach: Be persistent in our contact with anyone experiencing homelessness
3. Housing: Reduce the number of Santa Ana's Unsheltered Homeless
4. Communications: Have an Engaged and Informed Community Regarding Homelessness and Homeless Solutions.



**Homeless
Evaluation
Assessment
Response
Team**



**Quality
Of
Life
Team**



**Santa Ana
Multidisciplinary
Agency
Response
Team**



INCREASING OUTREACH

Through learned experiences, the City of Santa Ana has realized that proactive outreach and engagement has the biggest impact on the community at large. In 2019, the City expanded City Net's contract to include additional teams of two staff members working five days a week, from 7 a.m. to 5:30 p.m. Two days a week, City Net teamed up with SAPD to respond to calls together.

In 2020, at the height of the COVID-19 pandemic, the City began to look at outreach differently. As calls for service continued to increase, it became clear that a more persistent response to those living on the streets was needed. The City of Anaheim had recently formed a Community Care Response Team, utilizing City Net for a call center as well as in-person outreach. Anaheim 911 dispatchers diverted non-emergency, homeless-related calls to City Net, and both City Net's in-person and phone outreach teams had expanded hours of operation. This program has been highly successful in Anaheim, and fit the bill for what Santa Ana needed. The Santa Ana City Council authorized and awarded a contract to City Net to expand their services and start a pilot program for the Santa Ana Multidisciplinary Response Team (SMART) to receive 911 dispatch calls seven days a week from 9 a.m. to 9 p.m., expand outreach hours from 7 a.m. to 9 p.m., and have teams on the streets seven days a week. SMART includes homeless services outreach case managers, a safety coordinator, and access to medical, mental, and behavioral health assistance in the field without an additional call.

SMART Pilot Program Goals:

1. Exit homeless individuals from the streets of Santa Ana.
2. Divert approximately 500 calls a month for non-emergency, non-violent, homeless-related services to facilitate a quick connection between individuals experiencing homelessness and appropriate services;
3. Provide safe COVID-19 information and interventions to vulnerable homeless neighbors.
4. Develop a pilot for a regional response to homelessness that connects homeless neighbors to housing solutions throughout the region, through full participation in the Orange County Continuum of Care.



"I can't say enough about City Net's integrity and work ethic. They work tirelessly seven days a week to find solutions for each individual they encounter. The ability for Santa Ana to be able to dispatch either SMART or SAPD depending upon the situation provides the absolute best outcomes."

– Terri Eggers, Homeless Services Manager

calls for service

December 1, 2021 - May 17, 2022

RESULTS

During the pilot period, SMART live dispatchers received referrals from multiple sources: SAPD and OCFA dispatchers, the mySantaAna app, and as direct calls to the City Net Outreach Line.

How has SMART handled calls since December 2021?

The City found that by inserting social services professionals into situations that previously would have been handled by police officers, the City was better able to utilize City resources. SAPD and QOLT were standing by, ready to assist on calls when additional support was needed. With City Net taking non-emergency dispatch calls for homeless supportive services, SAPD and other emergency responders were better able to focus on public safety and respond to criminal activity.

SMART dispatchers had the flexibility to handle a call without dispatching an outreach team to the field, such as requests for services outside the scope of SMART. If someone was calling to request food, clothing, utility assistance, or had a general inquiry about homelessness, the dispatcher could provide information on those outside services without sending a team member to the site.

6,566

Calls/Referrals

4,383

Dispatched calls

66.8%

Requests required dispatching SMART

472

street exits to shelters, permanent supportive housing, or to family since the launch of SMART

"Between 2017 and 2020, the City of Santa Ana saw an 82% increase in calls for service related to the unhoused population, which took away police resources from criminal activity. The benefit of transferring an unhoused person to the SMART program is that they're able to offer services such as shelter, mental health services or any other support services they may need."

- Gabriela Jilek, Police Communications Supervisor



*Program Evaluation***STATISTICS***December 1, 2021 - May 17, 2022*

2,887 outreach contacts
1,399 unique individuals

What was SMART's average response time to calls received?

Response time is based on several factors. City Net utilizes a standard computer-based dispatch system which logs:

- Initial Call Time Received
- Time Call was Dispatched
- Time the Responding Resource Identified they were en-route to the Call
- Time Resources Arrived on Scene
- Completion Time

After a normalization of provided data, 4,383 unique calls were reviewed within the City Net Dispatch System.

City Net's Average:

- Response time to 4,383 calls was 32 minutes.
- Time on Scene was 21 minutes per call.
- Total Time on Call was 53 minutes per call.

City Net dispatched 4,383 Calls for Service to SMART. These call are broken down into four categories:

1. Community Calls – 2,784 direct calls to City Net dispatch (64% of all calls).
2. First Responders – 589 calls from SAPD resources in the field or SAPD/OCFA Dispatch Centers (13% of all calls).
3. mySantaAna App – 570 Homeless-related app requests were sent to City Net (13% of all calls).
4. Proactive Contact – 440 calls were a result of City Net staff identifying a homeless related issue (10% of all calls).

How many homeless individuals were contacted by SMART?

There were 2,887 street outreach contacts including 1,399 unique individuals where first name, last name, and date of birth were captured. Forty-eight (48%) percent of all contacts were unique. The remaining 1,488 were duplicate contacts with known individuals or contacts with individuals who declined to give their full name.

How many individuals has the City assisted off the street since the launch of SMART?

472 street exits to shelters, permanent supportive housing, or family in-state or out-of-state.

Calls received

There were 6,566 total incoming calls/app referrals to City Net SMART Dispatch. 4,383 calls resulted in SMART being dispatched to the field. Sixty-Six Percent (66%) of all incoming requests for assistance required dispatching of SMART.

"City Net's SMART approach to homeless street outreach has allowed all involved in this complex issue to focus on our Department strengths and let professionals in homeless outreach perform the complex tasks associated with daily street engagements with the homeless community."

– Ken Gominsky, Homeless Services Manager

IMPACTS



What were the Santa Ana Police Department average response times?

SAPD Response Time Averages (Dec. 1 - May 17)				
Priority	2018-2019	2019-2020	2020-2021	2021-2022
1	6m 34s	6m 07s	5m 04s	5m 25s
2	10m 70s	8m 28s	9m 43s	10m 05s
3	N/A	N/A	26m	28m 16s
4	38m 22s	30m 31s	32m 07s	34m 43s

How did the SMART Pilot Program ultimately impact SAPD?

During the pilot program period, overall calls for homeless-related incidents increased by 45% over the same period the year before. The Santa Ana Police Department responded to 9,758 transient-related calls, a 1% increase over the same period, while the SMART program responded to 4,383 additional calls. This increased number of total calls was thanks in part to the City's significant public outreach and marketing of the SMART hotline.

Did the SMART program achieve its goals?

Goal	Results
1. Exit homeless individuals from Santa Ana streets	SMART had 2,887 street outreach contacts, including 1,399 unique individuals, resulting in 472 street exits to shelter, housing or family reunification. That equates to more than 2 individuals exiting the street daily during the pilot program.
2. Divert 500 non-emergency homeless service calls monthly	Over 1,000 homeless-related calls were diverted monthly. SMART responded to 4,383 requests that first-responders would have had to address: 2,784 calls to City Net, 589 calls from SAPD/OCFA dispatch or officers in the field, 570 from the mySantaAna app, 440 proactive contacts by SMART.
3. COVID-19 information and interventions for homeless	554 individuals were assisted with information on COVID-19 resources and given personal protective equipment.
4. Develop a pilot for regional homelessness response	987 clients were enrolled in case management, entered into a countywide homeless management information system and the countywide coordinated entry system to be matched with long-term housing.

Over 1,000 calls diverted monthly, over double the monthly goal

"The City of Santa Ana would be lost without City Net. They spend countless hours outreaching and case managing those in most need that would take time away from officers enforcing laws if they were not around. Proof is in the amount of calls for service they handle that PD is no longer required to respond to."

- Juan Montiel, SAPD Sergeant