EXHIBIT 4

SMART Pilot Program

Santa Ana Multi-Disciplinary Homeless Response Team

SMART

Goals and Results

SMART PILOT PROGRAM GOALS

- **Goal 1**- Exit homeless individuals from the streets of Santa Ana
- **Goal 2** - Divert 500 calls a month for non-emergency, homeless related services
- **Goal 3** – Provide COVID-19 information and interventions
- **Goal 4** - Develop a regional response to homelessness through the Orange County Continuum of Care

SMART PILOT PROGRAM RESULTS

- **Goal 1** - Exit homeless individuals from the streets of Santa Ana

  Results - 472 Individuals successfully exited the streets, to shelter, housing or family reunification.

- **Goal 2** - Divert 500 calls a month for non-emergency, homeless-related services

  Results - Over 1,000 homeless-related calls were diverted monthly.

SMART PILOT PROGRAM RESULTS

- **Goal 3** - Provide safe COVID-19 information and interventions.

    Results - 554 individuals were assisted with COVID-19 resources.

- **Goal 4** - Develop a regional response to homelessness through participation in the Orange County Continuum of Care.

    Results - 987 clients were enrolled in case management, entered into HMIS.

SMART

Outreach and Impacts

INCREASED OUTREACH

➢Created a Live Community Call Line

➢Responded to Calls from First Responders

➢Responded to MySantaAna app reports

IMPACTS

- Over 1,000 calls diverted monthly
- 6,566   Calls/Referrals
- 4,383   Dispatched Calls
- 2,877   Outreach Contacts
- 472   Successful Street Exits to shelters, permanent support housing or family reunification

Moving Forward

- New Metrics have been codified within the contract

- 10% of total contract will be held back and only paid based on contractor performance

- Staff will evaluate metrics on a quarterly basis and only release funds after successful achievement of metrics

Quarterly Metric Review

	Quarterly Goal	Annual Goal
Street Exits	150	600
Outreach Contacts	1,312	5,250
COVID-19 Engagements	125	500
Calls Dispatched	1,750	7,000
Case Management	200	800

Questions