



Community Development Agency  
santa-ana.org/cd  
Item # 14

**City of Santa Ana**  
**20 Civic Center Plaza, Santa Ana, CA 92701**  
**Staff Report**  
**October 5, 2021**

---

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

---

**AGENDA TITLE:**

Approve an Agreement with City Net to Provide Street Outreach and Engagement Services and an Enhanced Pilot Program to Divert Santa Ana Police Department Calls for Service for Quality-of-Life Services, in an Amount not to Exceed \$1,300,000 through June 30, 2022 (Non-General Fund (**Revive Santa Ana Program**))

**RECOMMENDED ACTION**

1. Authorize the City Manager to execute an agreement with City Net in an amount not to exceed \$1,300,000 to provide street outreach and engagement services and an enhanced Pilot Program to divert Santa Ana Police Department calls for service for quality-of-life services from November 1, 2021 through June 30, 2022, subject to non-substantive changes approved by the City Manager and City Attorney.
2. Authorize the City Manager to execute agreements required by state or federal agencies for the use of HHAP and ARPA funding.

**DISCUSSION**

In October, 2019, the City Council approved an agreement with City Net to provide a pilot program for street outreach and engagement services for individuals experiencing homelessness in Santa Ana. Following their early successes, the pilot agreement was amended and extended through October 2021. Since this time, City Net has provided over 9,000 outreach contacts and has successfully exited over 700 individuals off the streets of Santa Ana. With approval of this item, agreement #A-2021-104 will be terminated and a new agreement will be executed that will include the enhanced Pilot Program.

People living on the streets are confronted with unimaginable challenges every day, and deploying effective programs and mental health workers to meet their diverse needs is essential to achieve positive results. The Santa Ana outreach and engagement program and Quality of Life Team officers' efforts have brought into glaring focus the mental health perils of people living on the streets. The streets have become unsuitable waiting rooms

for individuals needing both housing and mental health services. Over the last 12 months, 16 percent of Santa Ana Police Department (SAPD) calls for service have been homeless-related and many of these calls were regarding mental health concerns. To address both on-going street outreach/engagement services and calls for service, staff proposes an innovative response to traditional street outreach and engagement that will divert non-violent mental health or substance abuse calls for service for individuals experiencing homelessness away from the Police Department and from the mySantaAna App to these teams. The goal is to transition calls to subject-matter experts who are highly trained in their profession of homeless services crisis intervention, mental health, addiction and medical services to provide the best response to those in need. These experts rely on trauma-informed techniques to de-escalate situations and bring them to a non-violent resolution. Teams will only request the SAPD to respond if the situation presents criminal activity or public safety concerns.

With the goal of expanding outreach services, the City released a request for proposals (RFP), including a program to divert 911 calls. The City received applications from three organizations. A review committee composed of the Community Development Agency and Santa Ana Police Department staff rated the applications and interviewed the three organizations. It is the review team's recommendation that City Net is best suited to provide these services. City Net has successfully provided a similar program this past year for the City of Anaheim. City Net has worked on a myriad of the most visible homeless encampments in Southern California, including the Santa Ana River Trail, the Civic Center Plaza of the Flags, and more recently, El Centro Cultural de Mexico. They have been a tremendous partner, working collaboratively with SAPD, providing referrals to shelter, and providing case management for a number of individuals experiencing homelessness in Santa Ana.

During the pilot program, City Net will provide teams working across the City, seven days a week from 7 a.m. to 9 p.m. The program will be evaluated in spring 2022 to determine the recommended outreach program and financial requirements needed for Fiscal Year 2022-23.

### **FISCAL IMPACT**

<b>Fiscal Year</b>	<b>Accounting Unit-Account</b>	<b>Fund Description</b>	<b>Accounting Unit, Account Description</b>	<b>Amount</b>
FY 21-22 (Nov.-June)	18118013-69135	American Rescue Plan Act	ARPA-CDA, Payment to Subagent	\$1,000,000
FY 21-22 (Nov.-June)	12218716-69135	Emergency and Health Grants	HHAP-1, Payment to Subagent	\$ 300,000
<b>Total</b>				<b>\$1,300,000</b>

Approve Street Outreach and Engagement Agreement with City Net  
October 5, 2021  
Page 3

Funds may vary slightly should additional American Rescue Plan Act (ARPA) funding be allocated to this Pilot program, thus reducing Homeless Housing, Assistance and Prevention (HHAP) funding.

**EXHIBIT(S)**

1. Agreement with City Net

Submitted By: Steven Mendoza, Assistant City Manager

Approved By: Kristine Ridge, City Manager