



City of Santa Ana
20 Civic Center Plaza, Santa Ana, CA 92701
Staff Report
July 19, 2022

TOPIC: Street Outreach and Engagement Agreement with City Net

AGENDA TITLE:

Approve an Amendment to the Agreement with City Net to Provide Street Outreach and Engagement Services and to Respond to Diverted Santa Ana Police Department Calls for Service for Quality-of-Life Services, in an Amount not to Exceed \$2,483,599.59 through June 30, 2023 (Non-General Fund) **(Revive Santa Ana Program)**

RECOMMENDED ACTION

1. Authorize the City Manager to execute an amendment to the agreement with City Net to provide enhanced street outreach and engagement services, including diverted Santa Ana Police Department calls for service for quality-of-life services, from July 20, 2022 through June 30, 2023, in an amount not to exceed \$2,483,599.59, subject to non-substantive changes approved by the City Manager and City Attorney.
2. Authorize the City Manager to execute all funding agreements required by state or federal agencies for the use of funding, including Homeless Housing Assistance and Prevention (HHAP) Program and American Rescue Plan Act (ARPA).

DISCUSSION

On October 5, 2021, the City Council approved an amendment to the agreement with City Net to commence an enhanced street outreach and engagement pilot program to accept 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 their teams. The goal of this program was 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. The pilot program was named the Santa Ana Multi-Disciplinary Homeless Response Team (SMART).

During this pilot program, City Net provided two to three SMART outreach teams from 7 a.m. to 9 p.m., Mondays through Fridays, and one team from 9 a.m. to 9 p.m. on weekends. From December 1, 2021 to June 15, 2022, these teams delivered over 3,000

outreach contacts and successfully exited over 500 individuals off the streets of Santa Ana. City Net teams also responded to over 4,700 dispatched calls for service from direct community calls, first responders, and the mySantaAna app. These teams also proactively outreached to over 500 contacts. The response time for City Net to respond to calls averaged 32 minutes, consistent with Priority Three and Four SAPD calls for service. The ability for City Net teams to respond to these specific calls previously handled by SAPD, and to engage with the individuals experiencing homelessness an average of 21 minutes, speaks to the success of this program. On these occasions, Quality of Life (QOLT) officers were freed up to respond to higher priority calls. At times, City Net would be able to take over certain SAPD calls in the field, also releasing officers to handle the higher-need calls. A more detailed evaluation of the data for the pilot program from December 1, 2021 to May 17, 2022 is attached as Exhibit 1.

While street outreach efforts in Santa Ana are systematic, coordinated, and comprehensive, it is important to know that it often takes many contacts in the field before an individual accepts services. This may be frustrating for community members who mistakenly assume that a call to outreach teams or SAPD correlate with the individual always going to jail or shelter. Outreach workers, including SAPD, cannot force an individual into shelter, not take an individual to jail without reason. Additionally, shelter, for some, will never be a viable option. Mental health disorders, including a lack of treatment for the most seriously mentally ill, causes the kind of delusions and irregular behavior that make living in a shelter untenable. For these individuals, it is the persistent outreach and encouragement by outreach workers that may lead to mental health or substance abuse treatment, or a permanent housing option.

To achieve the best response from outreach services, it is essential to deploy the correct street outreach team. Having the ability to deploy either SAPD or mental health homeless outreach workers, is ideal.

ENVIRONMENTAL IMPACT

There is no environmental impact associated with this action.

FISCAL IMPACT

Upon approval, funds will be available in the following expenditure account:

Fiscal Year	Accounting Account	Unit-	Fund Description	Accounting Account Description	Unit, Amount
FY 22-23 (mid-July-June)	18118013-69135		American Rescue Plan Act	ARPA-CDA, Payment to Subagent	\$2,133,600.50
FY 22-23 (mid-July-June)	12218716-69135		Emergency and Health Grants	HHAP-2, Payment to Subagent	\$ 349,999.08
Total					\$2,483,599.59

EXHIBIT(S)

1. Evaluation of Pilot City Net SMART project
2. Agreement with City Net

Submitted By: Steven Mendoza, Assistant City Manager

Approved By: Kristine Ridge, City Manager