

14. Homeless Services Division Third Quarter Report

**Department(s):**

**Recommended Action:** Receive and file the Quarterly Report for Homeless Services Projects and Activities for the period of January 1, 2024 through March 31, 2024



**City of Santa Ana**  
**20 Civic Center Plaza, Santa Ana, CA 92701**  
**Staff Report**  
**May 7, 2024**

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**TOPIC:** Homeless Services Division Third Quarter Report

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**AGENDA TITLE**

Homeless Services Division Third Quarter Report

**RECOMMENDED ACTION**

Receive and file the Quarterly Report for Homeless Services Projects and Activities for the period of January 1, 2024 through March 31, 2024

**GOVERNMENT CODE §84308 APPLIES:** No

**DISCUSSION**

This report to the City Council of the City of Santa Ana (City) for the quarter beginning January 1, 2024 and ending March 31, 2024, provides information on homeless services grants and activities coordinated through the City's Homeless Services Division. This quarter's report provides updates on the Santa Ana Multi-Disciplinary Response Teams (SMART) Outreach and Engagement Program, including the Jail Release Program, activities and services provided at the City's Shelter (Navigation Center), the number of individuals housed this quarter, Emergency Shelter Grant Program data, and a Quality of Life Team (QOLT) summary.

**FISCAL IMPACT**

There is no fiscal impact associated with this action.

**EXHIBIT(S)**

1. Homeless Services Division Quarterly Report

Submitted By: Michael L. Garcia, Executive Director of Community Development

Approved By: Alvaro Nuñez, Acting City Manager



# City of Santa Ana – Quarterly Report

## Third Quarter of FY 2023-2024

JANUARY1, 2024 – MARCH 31, 2024

EXHIBIT 1

### Homeless Services Division Quarterly Report

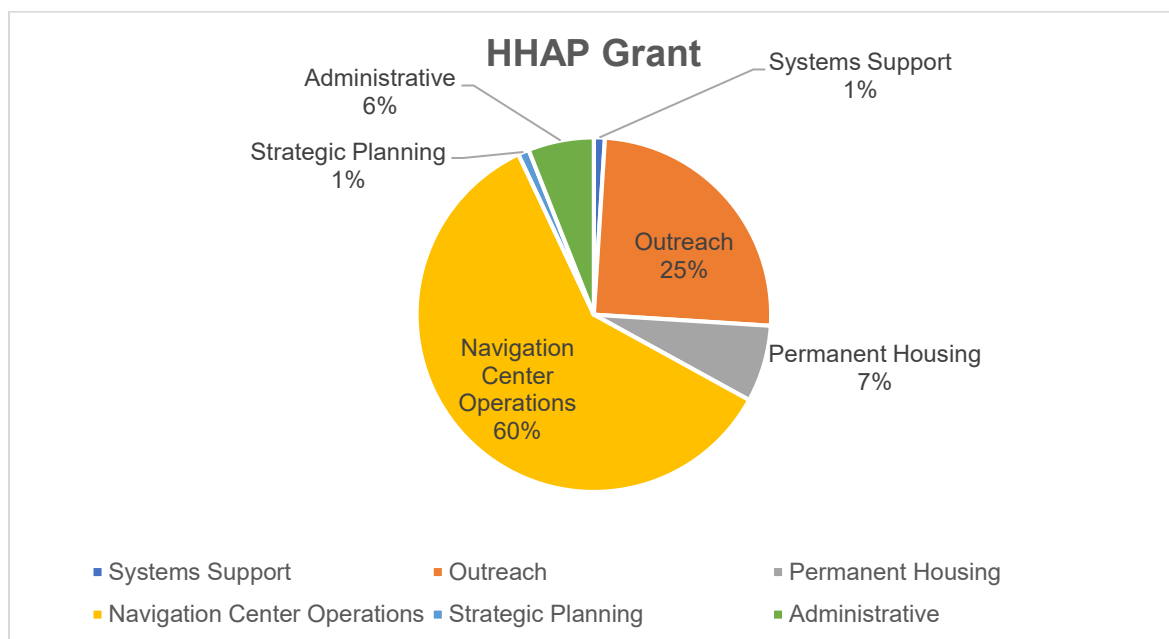
The Homeless Services Division along with our partners, have a comprehensive approach to addressing homelessness. We focus on outreach, provide access to services and shelter, partner with the Housing Division and continuously create space for innovative programs to reduce and prevent homelessness.

#### Current Financial Condition

##### *Homeless Housing Assistance and Prevention (HHAP)*

The primary source of funding for homeless service programs is the Homeless Housing Assistance and Prevention (HHAP) block grant, originating from the California Interagency Council on Homelessness (CAL ICH). Funds support regional coordination and expand/develop local capacity to address the immediate homeless challenges in our community. The City is utilizing HHAP funding for the following eligible expenditure activities:

- Outreach and Coordination
- Delivery of Permanent Housing
- Systems Support
- Strategic Planning
- Construction and Operation of the Navigation Center
- Administrative costs





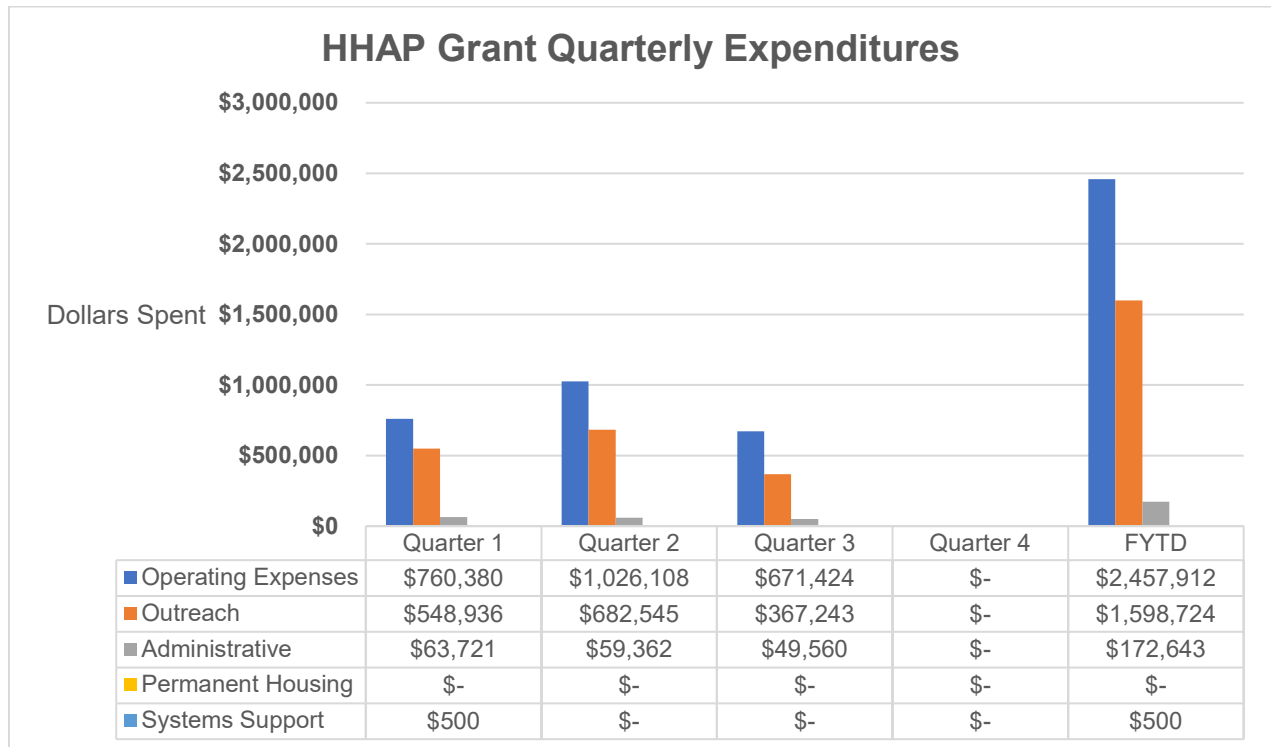
# City of Santa Ana – Quarterly Report

## *Third Quarter of FY 2023-2024*

JANUARY1, 2024 – MARCH 31, 2024

EXHIBIT 1

Quarterly Expenditures:





# City of Santa Ana – Quarterly Report

## Third Quarter of FY 2023-2024

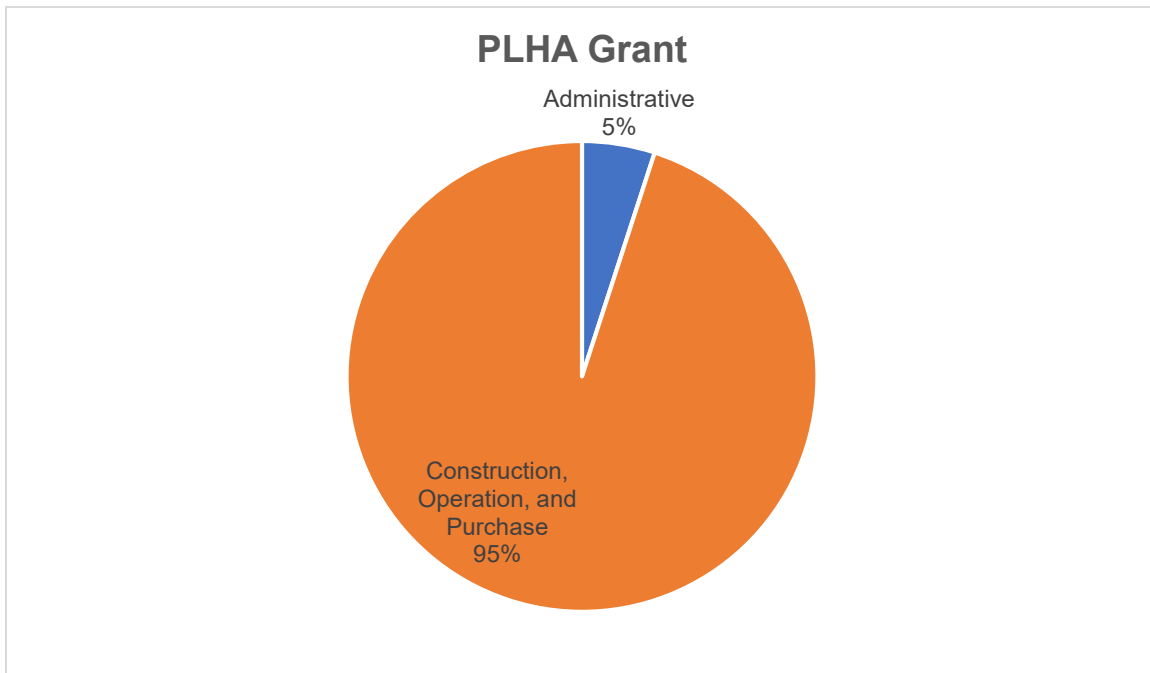
JANUARY1, 2024 – MARCH 31, 2024

EXHIBIT 1

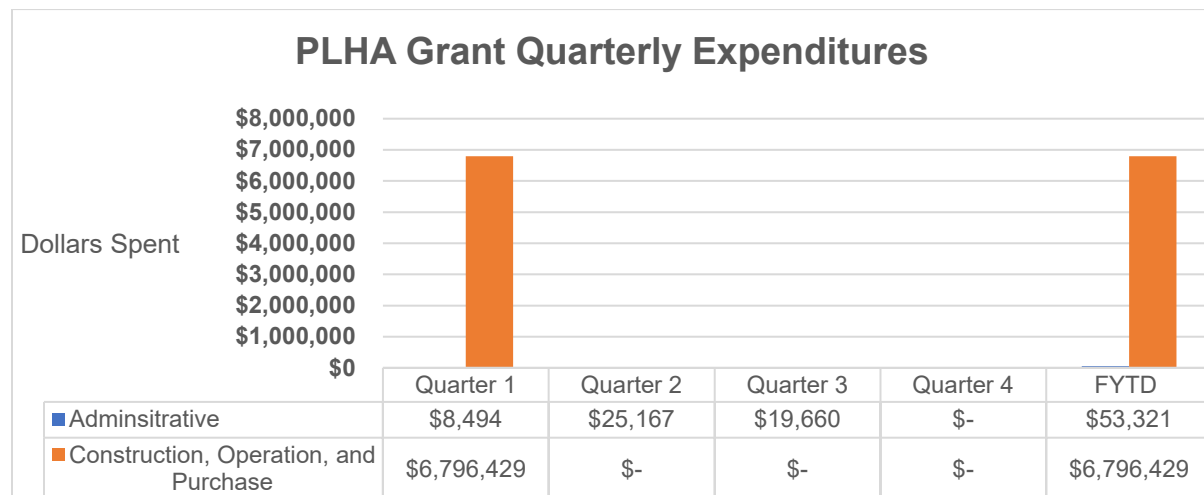
### Permanent Local Housing Allocation (PLHA)

The City of Santa Ana receives State PLHA funding from the California Department of Housing and Community Development (CA HCD). PLHA provides for housing-related projects and programs that assist in addressing unmet housing needs of our community. Expenditures under the City's 5-year plan has allocated funding to:

- Construction, Operation, and Purchase of the Navigation Center
- Administrative Costs



### Quarterly Expenditures:





# City of Santa Ana – Quarterly Report

## Third Quarter of FY 2023-2024

JANUARY1, 2024 – MARCH 31, 2024

EXHIBIT 1

### **SMART Outreach**

The SMART program provides outreach and engagement teams, seven (7) days a week to address non-emergency outreach focused on providing services, addressing mental health, connecting clients to shelter and housing and helping people out of homelessness.

Outreach Contacts	1,564
Case Management	1,474
Street Exits	303
Calls Dispatched	2,040
Housed	12

### **Jail Release Program – SMART**

Recognizing the gap in our system to assist individuals being released from the City's jail to the streets, the new Jail Release Program was created. Upon request from the City's Jail, City Net's case managers meet with homeless neighbors at the jail upon exit to develop a plan that will include services aimed to end the individual's homelessness.

Total referrals for the Jail Release Program: 41

Total number of clients that refused services during the intake processing: 40

<b>SMART Jail Release Outreach</b>	<b>Served Clients (January - March 2024)</b>
<b>Accepted Service</b>	<b>1</b>
Mental Health	1
Substance Abuse Services	0
Shelter Follow-Up/ Call Back	0
Housing Services Referral	0
Taken to Shelter	0
Reconnection/Diversion Services	0
Other	0



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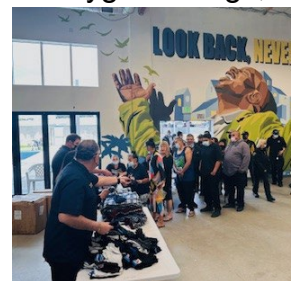
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### Navigation Center Program Updates

The City works closely with Illumination Foundation to ensure that clients are receiving robust service offerings. Below are the activities provided in Quarter Three:

Activities/Services – Q3	
Illumination Foundation Medical Group (IFMG)	Compassionate Companion - Recreational Activities
Veyo and OC Access Transportation	Case Management and Housing Navigation
SA College and CSULB nursing students assisting IFMG	Notary Services
Mariners Church	Alcoholics Anonymous and Narcotics Anonymous
Sights and Sketches (free prescription glasses and vision screening)	Disney Workforce Readiness
OC Healthcare Agency	Pepperdine behavioral health groups
Monthly Baptism Services	OC Social Services
Stress Reduction	Priority Center Parenting Classes
Santa Ana WORK Center on-site services	Day Habilitation Programs to maximize independence
Numerous Off-Site Partners	Lifeline free cell phones
Virtual Girl Scout Meetings	Financial Literacy with Consumer Credit

In March, the Santa Ana Elks Lodge donated men and women's hygiene bags, sweatshirts, socks, gloves and scarves. A handful of Elks members came on site to distribute the items to eager Navigation Center guests who were very appreciative.



The data below reflects an average census day at the Navigation Center. This particular census day was March 15, 2024, where 164 individuals were guests. The race and ethnicity charts shows that the majority of the individuals identify as Multiracial followed by Hispanic/Latino. The largest age grouping is from 45-54 years old, followed by 25-34 years old, and shows a substantial number of individuals over the age of 62 years old.



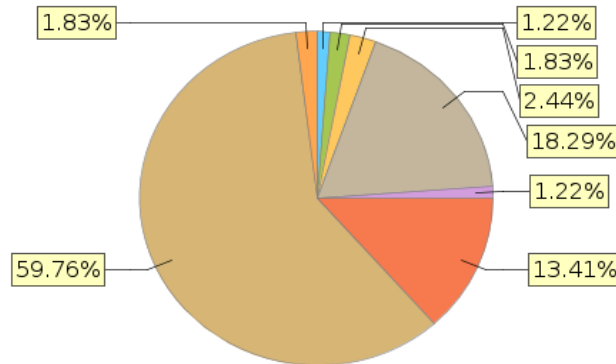
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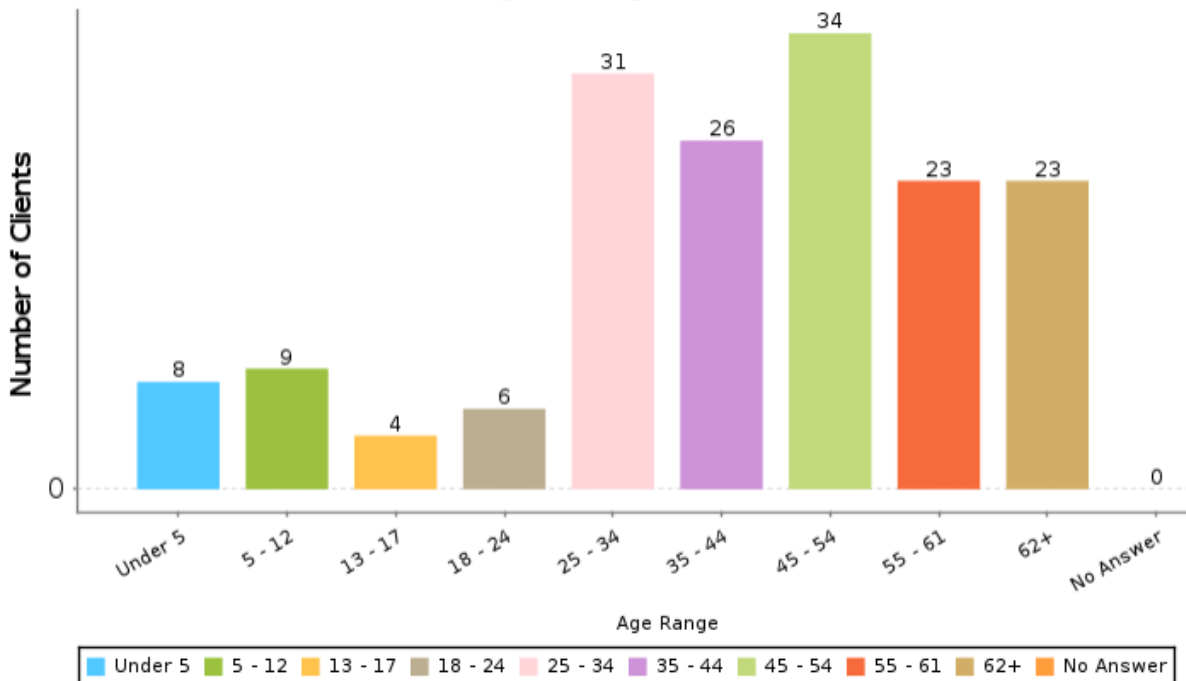
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**Race and Ethnicity Chart**



American Indian, Alaska Native, or Indigenous   Asian or Asian American   Black, African American, or African  
Hispanic/Latina/e/o   Native Hawaiian or Pacific Islander   White   Multiracial  
Client doesn't know / prefers not to answer

**Age Range Chart**



Under 5   5 - 12   13 - 17   18 - 24   25 - 34   35 - 44   45 - 54   55 - 61   62+   No Answer





# City of Santa Ana – Quarterly Report

## *Third Quarter of FY 2023-2024*

JANUARY1, 2024 – MARCH 31, 2024

EXHIBIT 1

### **Individuals Housed**

During this quarter, a total of **forty-two (42) unhoused individuals found permanent housing**.

**Nineteen (19) of these individuals were guests at the Navigation Center** and found permanent housing through either Permanent Supportive Housing, Housing Choice Voucher, Illumination Foundation's Micro Community or renting a room without a subsidy, or were reunited with family.

**Twenty-three (23) individuals/households experiencing homelessness (not at the Navigation Center)**, found permanent housing through the Housing Authority's programs of, Veterans Affairs Supportive Housing (VASH), Foster Youth to Independence (FYI), Project-Based Voucher (PBV), and Mainstream (MS5) vouchers.

### **Individuals at the Navigation Center Pending Housing as of April 12, 2024**

Seven (7) individuals hold a tenant-based Housing Voucher through the Housing Authority and are actively looking for housing.

Six (6) individuals are matched to a tenant-based opportunity through the Coordinated Entry System, pending completion of documentation and determination of eligibility.

Nine (9) individuals are pending eligibility for a project-based supportive housing community following completion of documentation.

One (1) individual has a Rapid Re-Housing opportunity through Volunteers of America.



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JANUARY1, 2024 – MARCH 31, 2024

EXHIBIT 1

### **Emergency Solutions Grant Program**

The City awards Emergency Solutions Grant program funds annually to non-profit homeless service providers. In this fiscal year, funds are utilized for SAPD street outreach and engagement, a Domestic Violence emergency shelter, to rapidly rehouse homeless individuals and families, and to prevent families/individuals from becoming homeless. During this quarter, organizations have worked diligently to enroll and deliver services to our residents. Quantitative data is shown below.

Organization Name	Project Name	Served Clients (Jan – March 2024)
Santa Ana Police Department	HEART Program Outreach	7
Illumination Foundation	Rapid Re-Housing	3
Illumination Foundation	Homeless Prevention	0
Interval House	Domestic Violence Shelter	37
WISE Place	Steps to Independence – Rapid Re-Housing	3

Staff has continued to serve the community in the following ways throughout Q3:

- Reviewed and made continuous improvements to the layout, content, and forms on the Homeless Services webpage for easier access and understanding.
- Fielded Homeless Hotline calls and emails from the public and provided information, referrals and education to business owners, residents and individuals experiencing homelessness.
- As a requirement of State and Federal funding, staff submitted required quarterly reports.
- As part of the HHAP Round 5 application, that was submitted on March 27<sup>th</sup>, Homeless Services staff held a Community meeting and created a Survey to obtain input on how this Round of HHAP funding should be spent on homeless programs.



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### **Quality of Life (QOLT) Selected Summaries**

- Customer Service Requests were opened and submitted with Caltrans to address homeless hot spots on their properties. Caltrans properties continue to receive complaints from the surrounding businesses and residents.
- City Staff, along with staff representing Cal Trans and the California Highway Patrol met to discuss encampments on Cal Trans properties and operational strategies moving forward.
- QOLT continues to provide support to Union Pacific on clean-up efforts as the City considers additional measures.

QOLT and City Net routinely contact individuals on the Caltrans, Union Pacific railroad and OCFC Channel property to offer homeless outreach services. These services include mental health, domestic violence, substance abuse related services as well as shelter. Many unhoused individuals are found to be service resistant.