



# City of Santa Ana – Quarterly Report

## Fourth Quarter of FY 2023-2024

APRIL 1, 2024 – JUNE 30, 2024

### Homeless Services Division Fourth Quarter Report

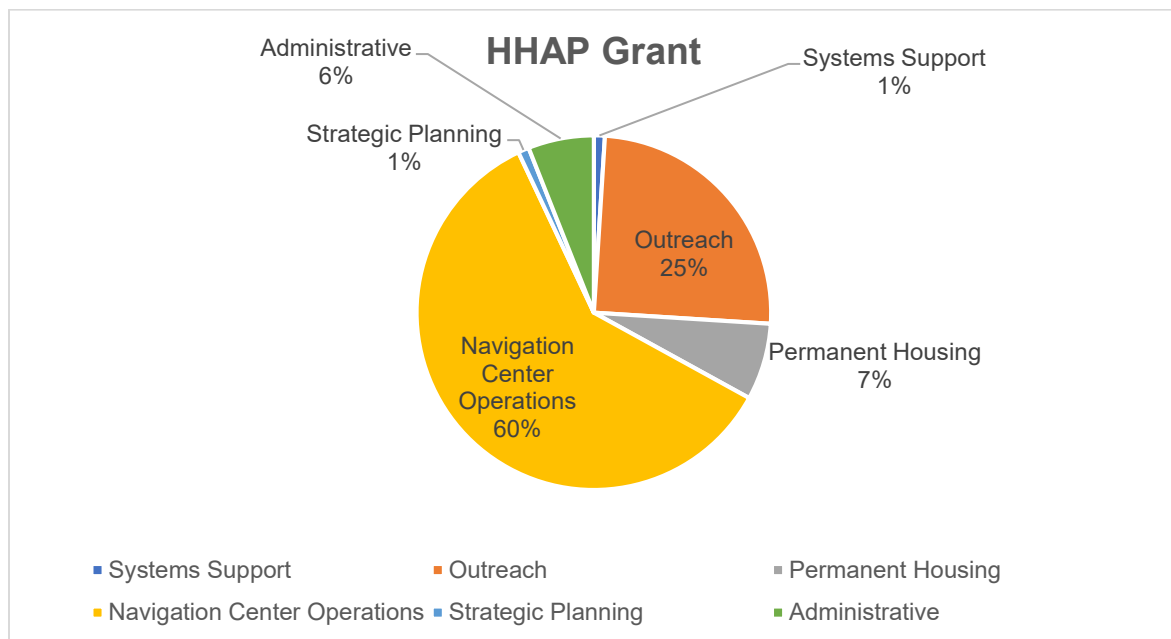
The Homeless Services Division along with our partners, have a comprehensive approach to addressing homelessness. We focus on outreach, provide access to services and shelter, partner with the Housing Division and continuously create space for innovative programs to reduce and prevent homelessness.

#### 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



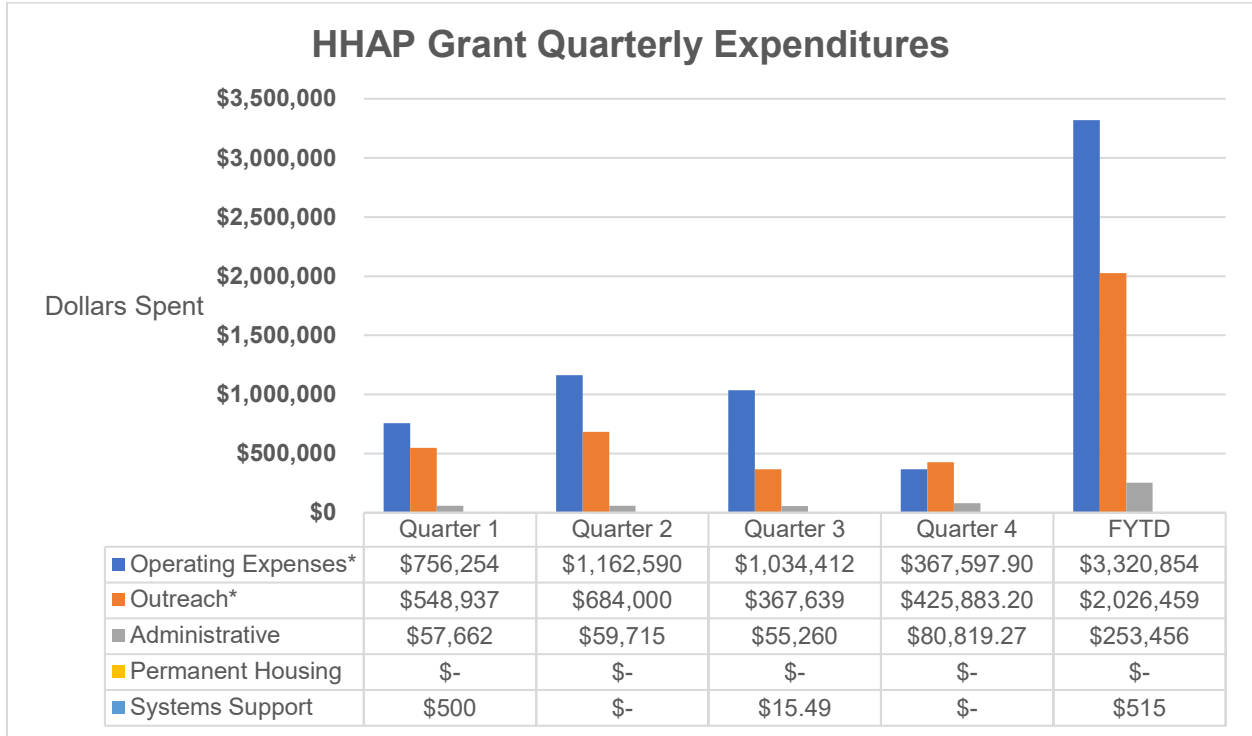


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Quarterly Expenditures:



\*Pending close out on Q4 invoices



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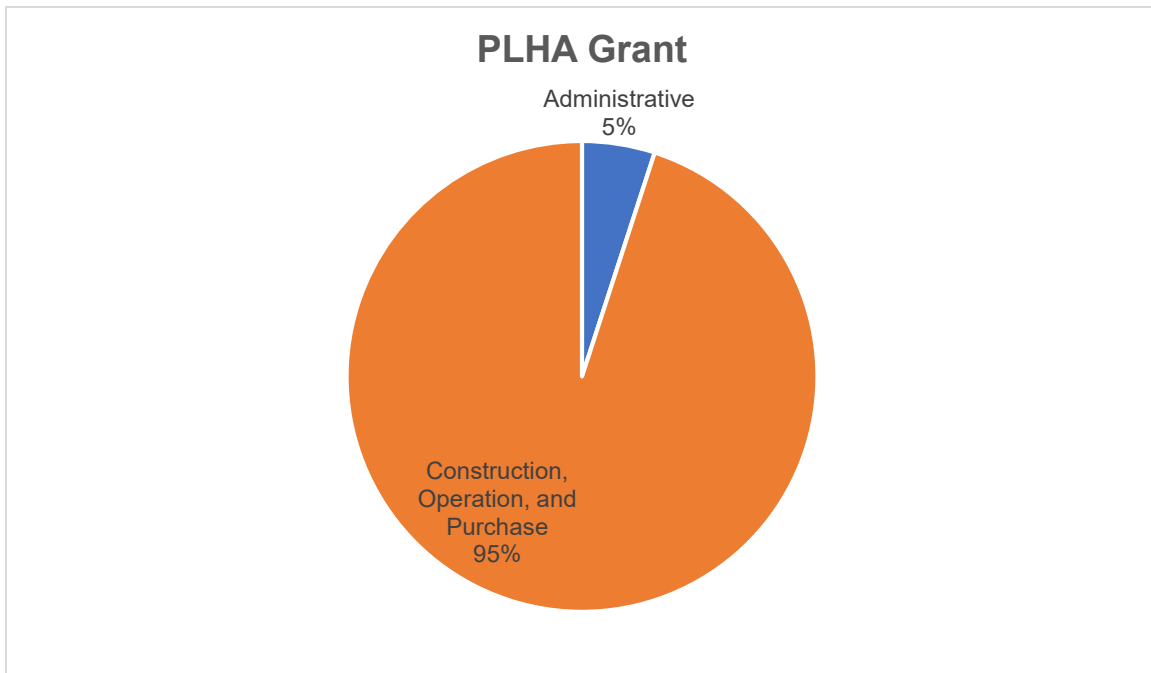
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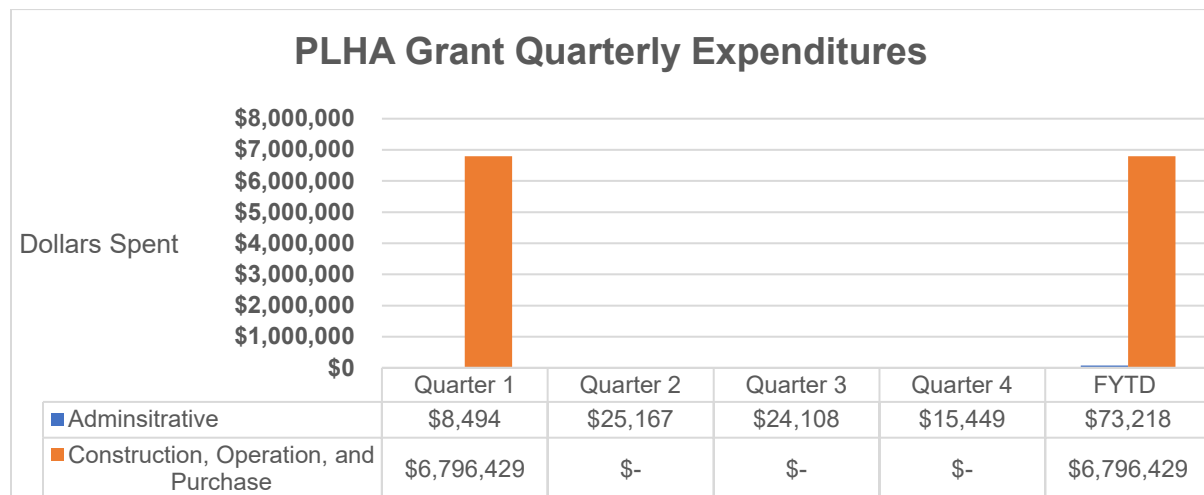
### Permanent Local Housing Allocation (PLHA)

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:





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### **SMART Outreach – Fourth Quarter**

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	1,795
Case Management	1,137
Street Exits	309
Calls Dispatched	3,406
Housed	10
Drug/Alcohol Assessments	56

### **City Net's Police Diversion Program: A Positive Impact - Fourth Quarter**

In February 2024, City Net, in collaboration with Santa Ana's Quality of Life Team (QOLT), launched the Police Diversion Program. This initiative targets the top twenty (20) high-needs individuals identified by the Santa Ana Police Department, providing extensive case management and essential services.

Since the program's start, City Net has successfully placed thirteen (13) of the top twenty (20) individuals into shelters and helped four (4) to accept treatment. These achievements reflect the dedication of both City Net and QOLT to improve lives and enhance community safety.

City Net's frequent engagement strategy is designed to build trust and encourage clients to accept the support they need, demonstrating the power of collaborative efforts in making a positive difference.

### **City Net's Business Liaison Program: Bridging Gaps and Building Connections**

In April 2024, City Net launched the Business Liaison Program to support local businesses facing issues related to homelessness. This initiative aims to provide a direct connection to City Net and Santa Ana's homeless services, promoting business retention.

Since its inception, the program has collaborated with thirteen (13) businesses, including O'Neill Storage, Papi's Tacos, Gelson's, and Kaiser Permanente. The Business Liaison has actively engaged with property owners to understand their



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challenges and offer solutions, such as outreach, directed patrols, and large-scale sweeps with the QOLT team.

The program has organized or assisted in six (6) outreach sweeps, leading to six (6) individuals being transported to shelters. Additionally, the liaison has attended numerous community meetings to promote City Net's resources.

This proactive engagement has provided businesses with a direct point of contact to address homelessness-related issues, demonstrating the program's success in fostering collaboration and community support.

### **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 Four:

<b>Activities/Services – Q4</b>	
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



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On June 20<sup>th</sup> Carnegie hosted the ILLUMI-PALOOZA Summer concert, an exciting event for our clients. The atmosphere was vibrant and filled with joy as the band performed a range of lively tunes. Two of our clients, Thomas and Carlos, had an especially memorable experience, enthusiastically engaging with the band and enjoying every moment of the music. The concert was a wonderful opportunity for everyone to come together, share in the excitement, and create lasting memories.



### Navigation Center Story of Success

Jane Doe was one of four members in a household, where the home was severely deteriorating. She was kicked out by one of the family members who owned the house in Santa Ana, and from that point on, Jane Doe experienced insecure housing. She moved temporarily out of state, living on the streets, and but eventually came back to Santa Ana and accepted shelter at the Carnegie Navigation Center. She took time to reach chronically homelessness status at Carnegie and was patient to become eligible for Coordinated Entry System's (CES) permanent housing opportunities. She was finally matched and given the opportunity to apply to Estrella Spring's Project Based Voucher opportunity. The housing case managers worked through many barriers and difficulties of homelessness verification and document-collection to be eligible to create the housing plan through CES. Jane Doe could not wait to move into the new property. Despite some construction issues and delays with move-in which made prospective tenants like Jane Doe. more anxious, she stuck through it and finally had her move-in earlier this month on July 2, 2024.

From her first admission date at Carnegie October of 2022 to her move-in on July 2, 2024, her persistence to work towards a permanent housing situation that was fitting to her needs paid off.



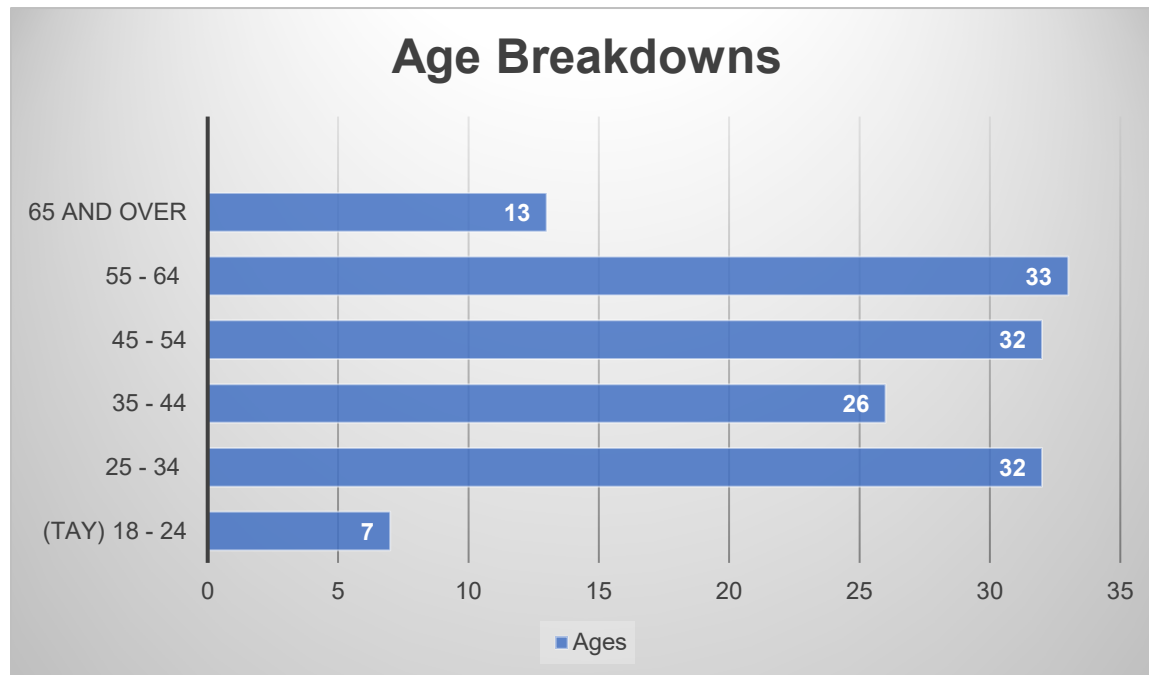
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## Navigation Center Data – Snapshot

The data below reflects an average census day at the Navigation Center. This particular census day was July 11, 2024, where 189 individuals were guests.



## Individuals Housed

During this quarter, a total of **sixty-eight (68) unhoused individuals found permanent housing**.

**Twelve (24) of these individuals (12 families) were guests at the Navigation Center** and found permanent housing through the following:

1. Sober living facility in Florida + family reunification
2. Board and care in Fullerton, CA
3. Tustin, renting with subsidy
4. Unknown city but reunification with partner
5. Rapid re-housing opportunity through SSVF and VOALA, Santa Ana room rental
6. PSH in Orange
7. Reunification with children and partner in Santa Ana
8. Renting on own without subsidy in Riverside
9. Moving back to Washington, USA – no subsidy
10. Three people to Estrella Springs in Santa Ana with SAHA



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**Eleven (11) individuals successfully exited the streets** and entered permanent housing through family reunification, HOPWA permanent housing, or ongoing rental subsidies.

**Thirty-three (33) 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 July 15, 2024

Five (5) individuals currently hold a tenant-based Housing Voucher through the Housing Authority and are actively looking for housing, and one (1) is pending approval.

Nineteen (19) households are matched to a project-based opportunity through the Coordinated Entry System, pending completion of documentation and determination of eligibility. Three (3) of the households are family households.

Ninety-six (96) individuals are receiving CalAIM CSS Housing Navigation Services with Illumination Foundation and are actively searching for permanent housing.

Individuals/families pending housing is dependent on a match from the Coordinated Entry System to a housing opportunity. Variables include: length of homelessness, disabling conditions, document readiness, etc. Due to this variability, individuals/families may be exited into housing at different rates.

*Information surveyed from April 1 – July 15.*





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### Emergency Solutions Grant Program – Fourth Quarter

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 (April – June 2024)
Santa Ana Police Department	HEART Program Outreach	34
Illumination Foundation	Rapid Re-Housing	1
Illumination Foundation	Homeless Prevention	0
Interval House	Domestic Violence Shelter	38
WISE Place	Steps to Independence – Rapid Re-Housing	0

Homeless Services Staff have continued to serve the community in the following ways throughout Q4:

- 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.
- Homeless services staff continue to seek out and apply for any available funds for which the division may qualify.
  - Applied for \$963,000 from the Department of Justice, Byrne Discretionary Community Project Grants, for an Alternative Response Street Outreach Program.
  - Applied for \$3,791,374.40 from the California Department of Housing and Community Development for the Encampment Resolution Funding grant.



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- Submitted request for the FY25 Community Project Funding for \$3,000,000 for Navigation Center Improvements and Rehabilitation

#### **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. On 5/21/24, QOLT, in collaboration with Traffic Parking Control Officers and City Net, conducted an early morning sweep/outreach in the area of 1600 W. 19th due to numerous homeless and RV parking complaints.
- On 6/6/24, QOLT, in collaboration with City Net and Orange County Maintenance Crews, conducted a morning sweep at the flood channels along Flower between Alton and Sunflower due to numerous complaints.

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.