



Homeless Services Division Quarterly Report

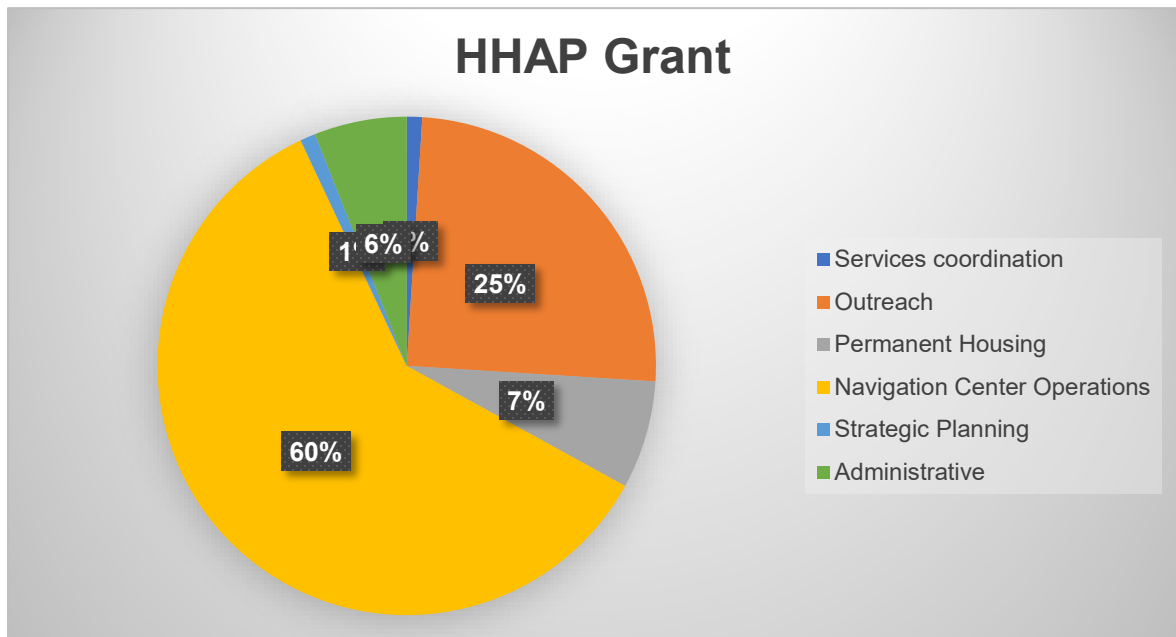
The Homeless Services Division along with our partners, have a comprehensive approach to addressing homelessness. We focus on outreach, provide access to services and shelter, partner with the Housing Division and continuously create space for innovative programs to reduce and prevent homelessness.

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
- Strategic Planning
- Services coordination
- Construction and Operation of the Navigation Center
- Administrative costs





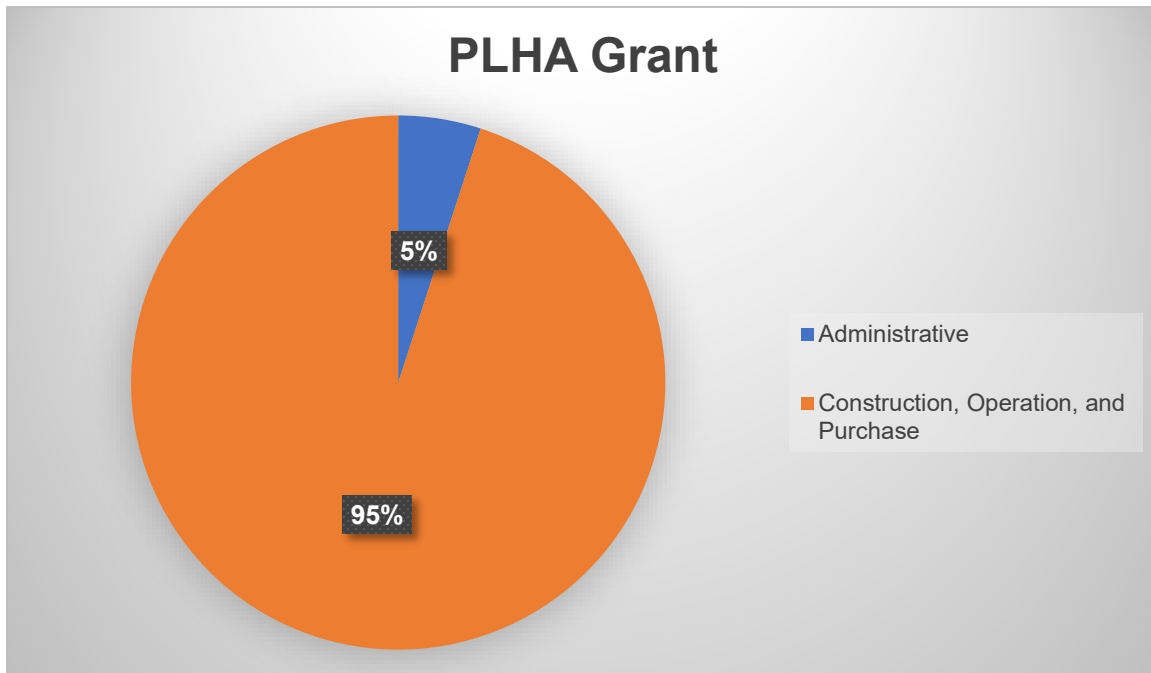
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Permanent Local Housing Allocation (PLHA)

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 the following:

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



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 housing and helping people out of homelessness.

Outreach Contacts	1,508
Case Management	1,519
Street Exits	181
Calls Dispatched	2,316
Housing Exits	10



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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: 163

Total number of clients that refused services during the intake processing: 121

SMART Outreach	Served Clients (Oct 29 - Dec 2023)
Accepted Service	42
Mental Health	1
Substance Abuse Services	3
Shelter Follow-Up/ Call Back	12
Housing Services Referral	2
Taken to Shelter	4
Reconnection/Diversions Services	1
Other	18

Navigation Center Program Updates

The City works closely with Illumination Foundation on operation and referral procedures as well as resource suggestions.

Activities/Services - Q2	
Illumination Foundation	Recreational Activities
Medical Group	
Mariners Church	Alcoholics Anonymous
Monthly Baptism Services	OC Social Services
Stress Reduction	Parenting Classes
Santa Ana WORK Center on-site services	Day Habilitation Programs to maximize independence

City staff assisted in connecting one (1) individual to Disneyland for employment. This resulted in a new relationship with Disneyland to implement an employment opportunity program for shelter guests.

Navigation Center guest participated in Bless Fest, an off-site program for Thanksgiving. Each Navigation Center guest had the opportunity to receive free medical, dental,



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dermatological, vision, haircuts, manicures, make-up, clothing, legal and childcare services. Each guest also received a new backpack stocked with personal hygiene items, toiletries and scripture reminders.

Together with Illumination Foundation, City staff donated gift cards and toys for each adult and child at the Navigation Center for the Christmas holiday. Santa Claus, helped to distribute each gift, warming the hearts of many.

Individuals Housed

During this quarter, a total of **20 individuals found permanent housing**, and **six (6) 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.

During this quarter **fourteen (14) City residents experiencing homelessness** (not guests at the Navigation Center), **found permanent housing through the Housing Authority's** programs of Emergency Housing Voucher (EHV), Veterans Affairs Supportive Housing (VASH), Foster Youth to Independence (FYI) and Project-Based Voucher (PBV.)



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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 (Oct – Dec 2023)
Santa Ana Police Department	HEART Program Outreach	28
Illumination Foundation	Rapid Re-Housing	0
Illumination Foundation	Homeless Prevention	3 individuals / 1 household
Interval House	Domestic Violence Shelter	20
WISE Place	Steps to Independence	2

Staff has continued to serve the community in the following ways throughout Q2:

- 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 funding, Homeless Services staff held focus groups including individuals experiencing homelessness to provide feedback on bridging the gap in racial and gender equity for homeless programs.
- Contracted with two non-profit organizations to address gang prevention and intervention.

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.



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- Orange County Public Works Service Requests – Orange County Flood Control (OCFC) Channel property immediately behind the property at 2100 S. Fairview has had significant trespassing issues with the development of encampments. This area is within close proximity to the County’s Yale Navigation Center and immediately south of the Kenneth Mitchell Child Development Center/ Kenneth E. Mitchell School at Fairview and Harvard. The grassy area (2000 S. Fairview) has attracted daytime and nighttime activity from those individuals who leave items in the bushes and enter the OCFC Channel.
- 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.