

QUARTERLY REPORT Reducing Homelessness



JULY 1 - SEPT. 30, 2022

During the first quarter of FY 2022-23, the City of Carlsbad achieved several important milestones towards its goal of reducing homelessness, which are detailed in this report.

City Council Goal*

Reduce the homeless unsheltered population, among those who want help, by 50% within five years. Provide quarterly reports for five years or until this goal is met, whichever comes first.








*The City Council Goal was updated following this quarter as part of the approved five-year strategic plan.

SUMMARY



Data by Quarter

The table below shows how data compares between each quarter, along with year-to-date data. Staff adjusted some of the Q1 (2021) and Q2 data to reflect additional information received since presenting the reports. The same individual may have received more than one service and are reflected under each service category that applies to them (for example, the same individual may have received both a hotel voucher and later placed into permanent housing).

	Fiscal Year	Q1	Q2	Q3	Q4	YTD
 Transitioned to permanent housing	2021-22	23	15	12	12	62
	2022-23	18				18
 Unduplicated contacts*	2021-22	253	269	309	324	749
	2022-23	247				247
 Police calls for service**	2021-22	1,542	2,169	2,585	2,701	7,455
	2022-23	2,548				2,548
 Shelter placements	2021-22	28	29	39	14	110
	2022-23	21				21
 Encampment cleanups	2021-22	10	7	16	17	50
	2022-23	33				33
 Hotel voucher stays***	2021-22	N/A	5	17	15	37
	2022-23	8	6			14
 Shopping carts collected	2021-22	N/A	37	48	17	102
	2022-23	31				31

* Some individuals experiencing homelessness were contacted in multiple quarters. The year-to-date total removes duplicate contacts.

**Carlsbad Police went into the field for 2,548 calls for service in Q1 (2022), of which 1,525 calls were in response to a specific request or complaint and 1,023 were proactive department-initiated calls for service to help carry out city goals and enforce city codes.

***This is through Nov. 15 to report on a full year of the motel voucher program. The next report will reflect through Dec. 31.

FY 2021/22 Work Plan Progress

Work plan tasks were identified to be accomplished over various stages during the FY 2021-22.* All work plan tasks have been completed within the identified timeline and budget with the exception of the last four objectives listed under the enhancement of clinical services at La Posada Emergency Shelter. Those are on track for completion in January 2023. A new work plan will be considered by the City Council after the Homeless Response Plan is updated in early 2023.

	<i>Progress on track</i>	<i>Work Plan Timeline</i>				
		Q1 2021	Q2	Q3	Q4	Q1 2022
Employment and benefits specialist						
Develop scope of work and budget for consultant services for a two-year contract	<input checked="" type="checkbox"/>					
Issue RFP for contract services	<input checked="" type="checkbox"/>					
Design program and informational materials	<input checked="" type="checkbox"/>					
Additional homeless outreach officers and social workers						
Promote an additional sergeant to the Homeless Outreach Team	<input checked="" type="checkbox"/>					
Recruit for two new Homeless Outreach Team officers	<input checked="" type="checkbox"/>					
Create roles/responsibility and deployment model for enhanced Homeless Outreach Team	<input checked="" type="checkbox"/>					
Develop and provide necessary training for new Homeless Outreach Team members	<input checked="" type="checkbox"/>					
Identify metrics for data collection	<input checked="" type="checkbox"/>					
Partner with social workers from the County of San Diego's contracts with the North County Homeless Pilot Program and PATH	<input checked="" type="checkbox"/>					
Enhancing clinical services at La Posada Emergency Shelter						
Develop scope of work for expanded consultant services to include two licensed clinicians and additional training for staff	<input checked="" type="checkbox"/>					
Research and analyze best practice emergency shelter programs	<input checked="" type="checkbox"/>					
Design new program rules, expectations and outcomes	<input checked="" type="checkbox"/>					
Develop a training schedule, courses, programs, and completion timeline	<input checked="" type="checkbox"/>					
Re-evaluate the program practices, as necessary	<input checked="" type="checkbox"/>					
Limited-term Stay Emergency Hotel Voucher Pilot Program						
Identify and partner with hotel/motel vendors	<input checked="" type="checkbox"/>					
Develop pilot program rules, policies, and expectations	<input checked="" type="checkbox"/>					
Train Homeless Outreach Team Officers and social workers	<input checked="" type="checkbox"/>					
Prepare public informational materials	<input checked="" type="checkbox"/>					
Develop and implement a tracking system to assess program efficacy	<input checked="" type="checkbox"/>					
Provide a report to the City Council (after first six months and following the 12-month program) to determine if the program should be continued and/or modified	<input checked="" type="checkbox"/>					
Develop and implement a contract with the Humane Society	<input checked="" type="checkbox"/>					

Work plan progress continued

Community Resource Center services	<i>Progress on track</i>	Q1 2021	Q2	Q3	Q4	Q1 2022
Contract with the Community Resource Center	<input checked="" type="checkbox"/>					
Develop scope of work for services	<input checked="" type="checkbox"/>					
Two-year contract with three, one-year extensions	<input checked="" type="checkbox"/>					
Revise policies and procedures based on lessons learned from year one	<input checked="" type="checkbox"/>					

Create a new Housing & Homeless Services Department	<i>Progress on track</i>	Q1 2021	Q2	Q3	Q4	Q1 2022
Create new positions (director, housing services manager and management analyst)	<input checked="" type="checkbox"/>					
Develop budget and purchase resources	<input checked="" type="checkbox"/>					
Advertise, recruit, hire the new positions	<input checked="" type="checkbox"/>					

La Posada de Guadalupe Facility Expansion	<i>Progress on track</i>	Q1 2021	Q2	Q3	Q4	Q1 2022
Work with Catholic Charities to pursue opportunities to expand the number of shelter beds within the existing facility	<input checked="" type="checkbox"/>					
Work with Catholic Charities to pursue opportunities to expand the existing facility to accommodate women and families	<input checked="" type="checkbox"/>					

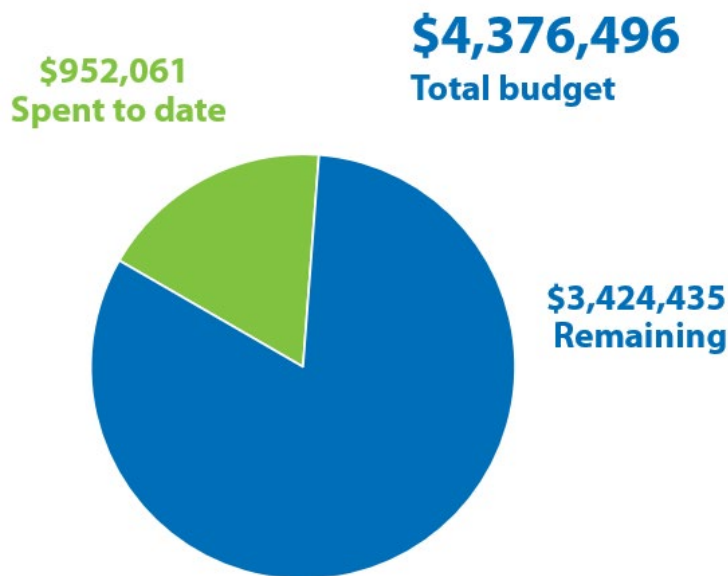
Project HomeKey funds	<i>Progress on track</i>	Q1 2021	Q2	Q3	Q4	Q1 2022
Develop a list of potential projects that are eligible for Project HomeKey funding and develop a specific proposal for the City Council's consideration and direction.	<input checked="" type="checkbox"/>					
Pursue a HomeKey funding application, if directed by the City Council	<input checked="" type="checkbox"/>					

**Some tasks have changed or been eliminated based on City Council direction.*

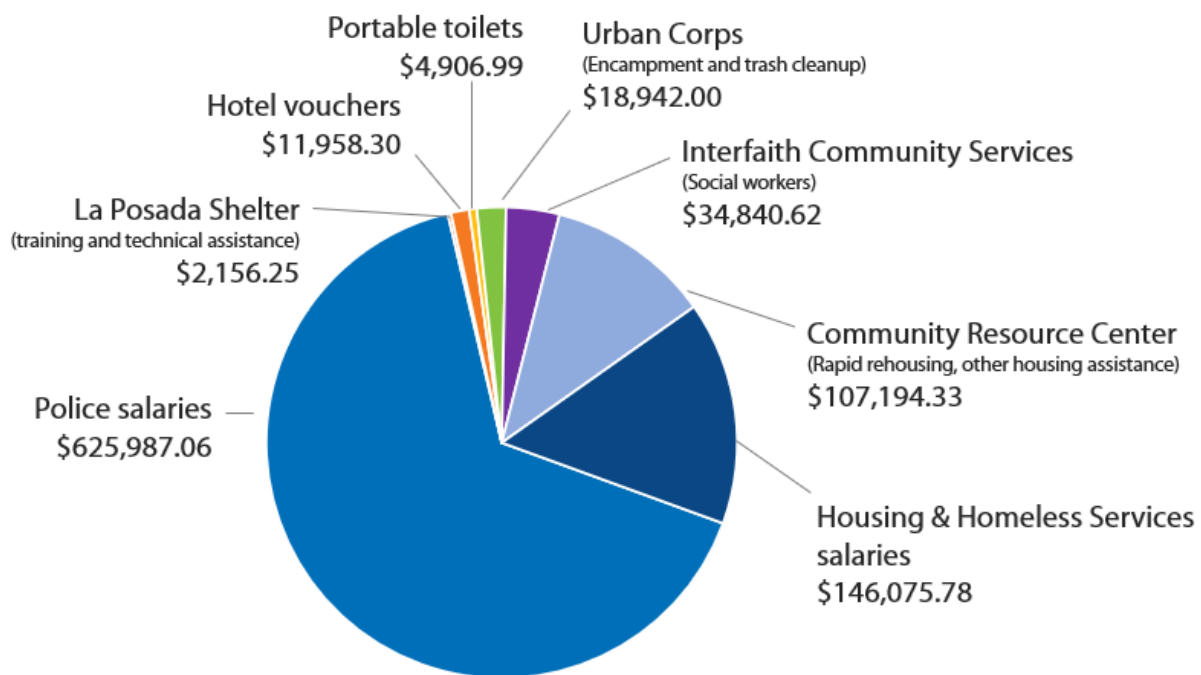
Expenditures

The City Council approved \$4,376,496 in general funds to support the homeless goal during fiscal year 2022-23. This number includes carried forward encumbrances from fiscal year 2021-22.

TOTAL FY22-23 BUDGET EXPENDITURES TO DATE



SPENDING BY CATEGORY



Carlsbad's Homeless Population



91%

Lived in San Diego County prior to becoming homeless

72% Male



28% Female



87% White

13% Black



8%

Veterans

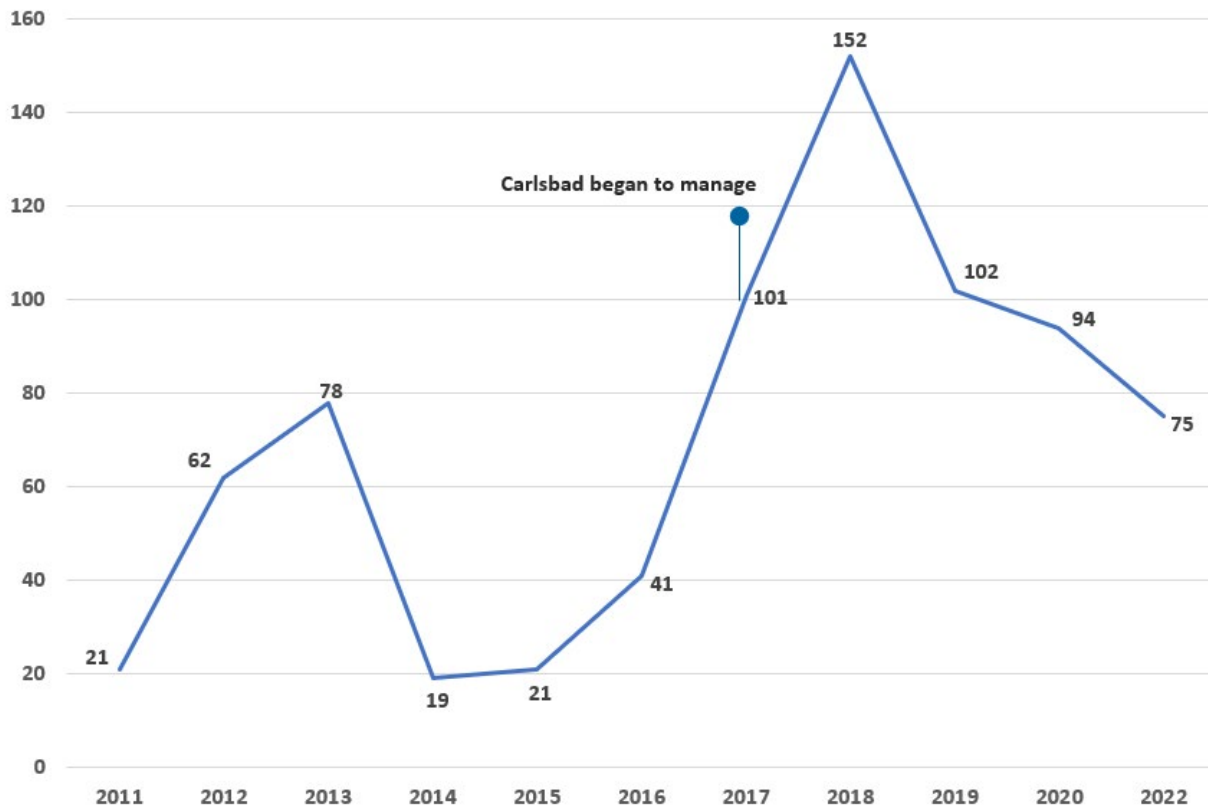


100% Adult
55% 44+



38% Disability

Point in Time Unsheltered data



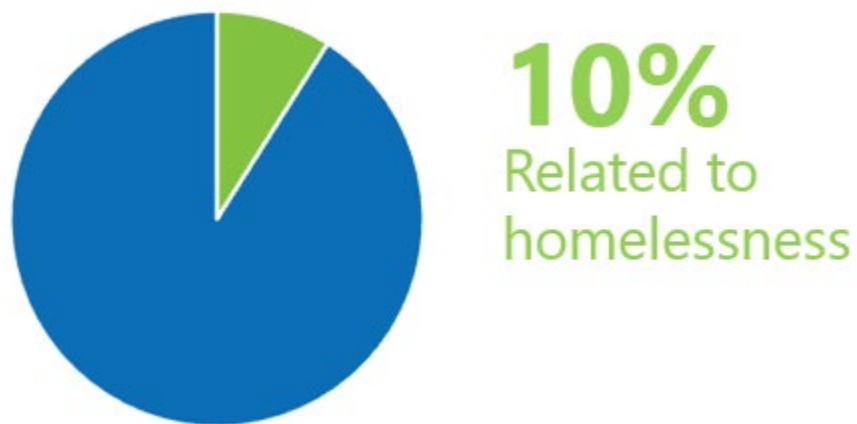
**The Point in Time Count did not take place in 2021 due to COVID-19 precautions. The City of Carlsbad took over the Point in Time Count from an outside organization starting in 2017.*

Public Safety

Homeless-related calls for service

Carlsbad Police went into the field for 2,548 calls for service, which made up 10% of all activity between July 1 to Sept. 30, 2022. Of those, 1,525 calls were in response to a specific request or complaint and 1,023 were proactive department-initiated calls for service to help carry out city goals and enforce city codes. Changes to the city's municipal code went into effect during November 2021, therefore officers have been more proactive to educate and enforce restrictions such as camping in public, trespassing, and drinking in public parks.

PERCENTAGE OF CALLS FOR HOMELESS-RELATED SERVICES



HOMELESS-RELATED STATISTICS BY CATEGORY



Citations







Arrests



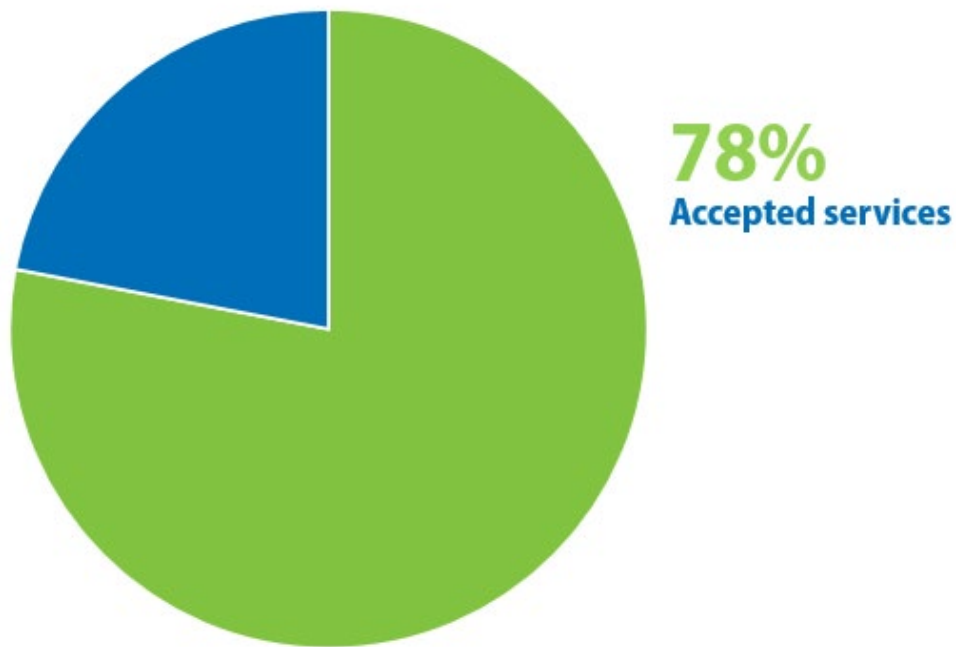
Mental health hold

**These are the statistics related to the homeless population compared to the general population in Carlsbad. Mental health holds refer to when a homeless individual experiencing a mental health crisis is hospitalized for 72-hour psychiatric care when they are evaluated to be a danger to themselves or others.*










Percentage of all calls for services		Fiscal Year	Q1	Q2	Q3	Q4
 Homeless-related calls for services	2021-22	9%	13%	10%	11%	
	2022-23	10%				
 Homeless-related arrests	2021-22	17%	18%	16%	8%	
	2022-23	16%				
 Homeless-related citations	2021-22	4%	16%	18%	19%	
	2022-23	5%				
 Homeless-related mental health holds	2021-22	20%	3%	9%	13%	
	2022-23	3%				







SERVICES

This quarter 78% of people accepted some form of service intervention. This includes case management, assessment, care coordination, crisis intervention, program information, diversion and case planning.



The Homeless Outreach Team officers and contract social workers provide a lot of other services in addition to clinical services.

Services accepted	Fiscal Year	Q1	Q2	Q3	Q4
 Information only	2021-22	N/A	328	394	306
	2022-23	226			
 Emergency shelter referral	2021-22	N/A	53	63	46
	2022-23	37			
 Mail delivery	2021-22	N/A	32	15	19
	2022-23	8			
 Transportation to services	2021-22	N/A	31	17	21
	2022-23	10			
 Police transportation	2021-22	N/A	24	58	38
	2022-23	28			
 Substance abuse treatment	2021-22	N/A	17	21	1
	2022-23	5			
 ID assistance	2021-22	N/A	15	18	13
	2022-23	7			
 Permanent or bridge housing referral	2021-22	N/A	13	21	6
	2022-23	1			
 Benefits access (medical insurance, CalFresh program, VA benefits, etc.)	2021-22	N/A	12	18	10
	2022-23	9			

Services accepted	Fiscal Year	Q1	Q2	Q3	Q4
 Other (appointment coordination, blankets, etc.)	2021-22	N/A	12	96	204
	2022-23	11			
 Food assistance	2021-22	N/A	11	6	8
	2022-23	3			
 Hospital transport	2021-22	N/A	9	12	5
	2022-23	3			
 Referrals to mental & physical health care	2021-22	N/A	8	17	2
	2022-23	5			
 Personal needs assistance (clothing, phone, prescriptions, etc.)	2021-22	N/A	5	25	5
	2022-23	5			
 Reunification travel assistance	2021-22	N/A	5	15	1
	2022-23	1			
TOTAL	2021-22	N/A	575	796	685
	2022-23	359			

Quality of life

In late Sept. 2021 the City Council approved amendments to the city’s municipal code to address public safety and quality-of-life concerns related to homelessness and public spaces. These new laws became effective Nov. 11, 2021. Changes addressed camping on public, private and open space property; obstruction of property, trespassing and disorderly conduct; and expanded the areas where open containers of alcohol are prohibited.

The City Council amendments provide police officers with adequate enforcement tools to ensure public safety and a decent quality of life for all people in Carlsbad. Police officers will continue to use their discretion to issue warnings, citations and misdemeanor arrests. City staff will track data to gauge how the team balances the need to build rapport with the homeless community while holding them accountable and enforcing city laws.

Limited-term stay motel voucher pilot program annual review

As a part of establishing the amendments to the municipal code, the City Council approved a one-night Motel Voucher Pilot Program to be able to enforce the no camping laws. Those who do participate will be connected to services the following morning through the Homeless Outreach Team. For those who do not want to participate in the emergency Motel Voucher Pilot Program, the city will be able to enforce the no camping laws. In the first year of the motel voucher program, a total of 51 households were assisted for a total expenditure of \$30,911.58. Of the 51 households assisted, 36 were able to move on to other shelter, treatment or housing. If approved, the city will continue to utilize the program and report progress to the City Council so adjustments can be made as needed.



Public Outreach

The city recognizes homelessness is a top concern of the community and understands the importance of outreach and engagement. Below is an overview of some of the outreach efforts implemented from July 1 to Sept. 30, 2022, to help keep the community informed and engaged about the city's efforts to reduce homelessness.



1 community presentation
3 internal focus groups



2 community newsletter updates

The Housing & Homeless Services Department partnered with the Police Department to present on a panel about Carlsbad's homeless services efforts hosted by the Rotary Club of Carlsbad. The Housing & Homeless Services Department also held three internal focus groups with city staff from departments whose duties intersect with homelessness to gather feedback to help update the city's Homeless Response Plan.

Staff also responded to hundreds of phone calls and emails from individuals experiencing homelessness, business owners, social service providers and members of the public.

Regional Partnerships

The City of Carlsbad believes in addressing homelessness with compassion and fairness. Here is a current list of services created to help those experiencing homelessness as well as improve the quality of life of the community collectively.

Services to help individuals experiencing homelessness:

San Diego Humane Society

The purpose of the San Diego Humane Society Contract is to provide individuals experiencing homelessness with a safe place to temporarily board their animal when they are not able to bring them to treatment facilities or services. Staff have found this has been a primary barrier preventing people from accessing services. The contract provides short-term emergency boarding and emergency medical care for approximately 25 animals of persons experiencing homelessness – free of charge – so the individual can access care and resources.

Rocket John portable restrooms and handwashing stations

The Rocket John contract provides four portable restrooms and handwashing stations with routine cleaning and maintenance in the downtown Village. The city first added these public bathrooms back in 2017 to combat the Hepatitis A Crisis in the homeless community. During COVID-19, the city added more restrooms and handwashing stations to promote health, sanitation and 24/7 access to clean water to individuals living unsheltered. One restroom was removed due to damage and community concern and an additional restroom is in the process of being relocated. Based on continued need for access to bathrooms and sanitation there continue to be three portable restrooms with adjacent handwashing stations in our community.

Community Resource Center

The city continues to partner with the Community Resource Center to operate the rapid rehousing contract. The contract provides case management, security deposit support, rental assistance, landlord advocacy and financial education. CRC enrolled 24 new clients to their program this quarter and placed 16 households into permanent housing. They have also received a contract from the city to provide an employment and benefits specialist. The specialist was also onboarded this quarter and has now started to serve clients by helping them connect to entitlement benefits and employment opportunities.

Interfaith Community Services

Interfaith Community Services is the current outreach and case management contractor for the City of Carlsbad. ICS provides two licensed or master's level clinicians and one part-time licensed program manager. They provide coverage throughout the week offering outreach and case management in the field to individuals experiencing homelessness in Carlsbad. The clinicians engage, assess, plan and refer individuals to resources like housing, medical care, public benefits, mental health, substance use treatment and basic needs. During this quarter, Interfaith Community Services engaged with 178 unduplicated clients experiencing homelessness.

North County Social Workers

The County of San Diego operates a North County Social Worker Pilot Program and has a contract to provide behavioral health outreach through People Assisting the Homeless (PATH) in Carlsbad. Each program has a social worker conducting outreach to people experiencing homelessness in Carlsbad. City staff work closely with these programs and facilitate a monthly case conferencing meeting to ensure all outreach efforts are effectively administered and coordinated, so that the most complex cases are prioritized and served.

Urban Corps

The city contracts with Urban Corps of San Diego for trash abatement, litter and encampment cleanup related to persons experiencing homelessness. Urban Corps works very closely with Public Works and the Homeless Outreach Team, and they are responsible for responding and triaging any incoming cleanup requests based on health and safety for homelessness on city property. The contractor has the capacity to request additional staff for large encampment cleanups or major city events.

Catholic Charities

The Catholic Charities Diocese of San Diego operates the La Posada de Guadalupe emergency shelter in Carlsbad. The shelter has the capacity to serve 50 single men experiencing homelessness. The city provides funding for staff, operations, training and technical assistance.

Additional collaborations

The city collaborates with many stakeholders in the community to reduce homelessness. Homelessness impacts all aspects of a community, so it truly takes a village to solve it.



Success stories

Each quarter, staff include success stories of real people who were connected to community services and housing as a result of the city's homelessness efforts. These are their stories, which they have given the city permission to share. Their names have been changed to protect their confidentiality.

Meet Michelle

Female, age: 66

Years homeless: 4 years

Permanently housed: August 2022

In 2018, Michelle bought a new motor home she planned to permanently live in. Shortly after her travels began, she was hit head-on by a drunk driver. The accident left her severely injured and hospitalized for quite some time. After being discharged from the hospital, Michelle found herself homeless and living with a traumatic brain injury and severe pain throughout her neck and spine. A County of San Diego Social Worker connected her to disability, CalFresh, and referred her to the Community Resource Center (CRC). CRC supplied her with gas cards to help look for housing options throughout the county. In August 2022, CRC was able to connect Michelle to an independent living facility that she could call home. CRC was able to help provide the deposit needed to obtain the housing. Michelle is now living in a shared room, and CRC is providing her ongoing rental assistance through January 2023. Michelle is working with her case manager to create a budget and savings plan.

What worked

- When Michelle sought food and shelter following her serious injury there were **social workers available in Carlsbad** to assist her.
- The **County of San Diego social worker** helped Michelle enroll in entitlement benefits to increase her income and access to food.
- Through **Carlsbad's Case Conferencing** collaboration, the County Social Worker was able to refer Michelle to CRC for case management and housing assistance.
- CRC and Michelle worked together to find a stable **Independent Living Home** where she could stay.
- CRC utilized the **Carlsbad Rapid Re-Housing Program** funds to help her return to housing and continue her path to stability.

Meet John

Male, age: 49

Years homeless: 3

Placed in motel program: May 2022

In April of 2021, John had been living homeless and jobless for over a year in the Village area. Dependence on drugs impacted his decision-making process. The Homeless Outreach Team approached John on several occasions until he was open to accepting help.

HOT and Interfaith social workers helped John overcome several obstacles. John went to rehab. His lifestyle had led to the development of health issues that needed to be addressed. He also sought treatment to address the psychological impacts. Interfaith linked John to many of the services that helped him get back on his feet. Members of HOT and Interfaith social workers kept in regular contact with him, which held him accountable and helped to reduce his risk of relapse and a return to homelessness.

John's journey has been difficult, but he persevered. He recently reported that he completed the probationary period of his new full-time job and has begun to receive full benefits. He was proud to report that his dependability and work ethic have allowed him to quickly gain increasing levels of responsibility and that it feels good to be relied upon. He is most proud that he is now providing for himself. He knows that he has more work to do, but he is proud of how far he has come. He thanks the Homeless Outreach Team and is grateful for all the services he received that helped him along the way.

What worked

- After **consistent engagement** John was willing to accept services and worked hard to stabilize his life.
- **Case Management:** The Interfaith social workers helped John get placement in various programs to address his needs and increase his potential for success.
- HOT members **remained in contact** with John and encouraged him.

Overcoming challenges

Staff have experienced some challenges around the implementation of the City Council's goal to reduce the homeless unsheltered population. Some of these include:

Limited housing resources

There is a limited number of emergency shelter and permanent supportive housing resources in North County and San Diego.

Staff vacancies

There has been transitions and position vacancies on the Housing & Homeless Services Department, Homeless Outreach Team and social worker team. These transitions and vacancies have caused an increase in workload on the team. New programs have been slower to implement due to these limitations. However, we remain on track with implementing the work plan.

Upcoming work

City staff have several projects on the horizon:

- Based on recommendation for the City Council during their March strategic planning discussions, city staff has been working to update the city's Homeless Response Plan originally adopted in 2017. Staff will propose an updated Homeless Response Plan to the City Council early in 2023 and will present a new work plan for City Council consideration after City Council feedback and direction is received on the updated Homeless Response Plan.
- The expansion of La Posada de Guadalupe emergency shelter is a task in the existing work plan. City staff applied for funding through the County of San Diego Capital Emergency Solutions Grant.
- The 2023 annual Point-in-Time Count will take place during the early morning hours on Jan. 26, 2023. The city will be hosting and organizing the process in Carlsbad. The Point-in-Time Count requires the participation of many volunteers. City staff will share information on how to volunteer when registration is available.