

SEMIANNUAL REPORT

Reducing Homelessness



JULY 1 - DEC. 31, 2022

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

City Council Goal

Enhance the quality of life for everyone in Carlsbad by adopting and implementing an updated Homelessness Response Plan that addresses the complex needs of individuals experiencing or at risk of experiencing homelessness in a compassionate and effective manner and reduces the impacts of homelessness on the community.



Transitioned to permanent housing

65



38



Shelter placements

381



Unduplicated contacts



23

Hotel voucher
STAYS

Police calls for service

4,405

61



Encampment
CLEANUPS

Data by Quarter

The table below shows how data compare between each quarter, along with cumulative data since July 2022. The same individual may have received more than one service and is 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
 Households transitioned to permanent housing*	2021-22	23	15	12	12	62
	2022-23	37	28			65
 Unduplicated contacts**	2021-22	253	269	309	324	749
	2022-23	247	184			381
 Police calls for service***	2021-22	1,542	2,169	2,585	2,701	8,997
	2022-23	2,548	1,857			4,405
 Shelter placements	2021-22	28	29	39	14	110
	2022-23	21	17			38
 Encampment cleanups	2021-22	10	7	16	17	50
	2022-23	33	28			61
 Hotel voucher stays	2021-22	N/A	5	17	15	37
	2022-23	10	13			23
 Shopping carts collected	2021-22	N/A	37	48	17	102
	2022-23	31	13			44

* This year's data includes exits from La Posada de Guadalupe emergency shelter that were not available for the previous year's data

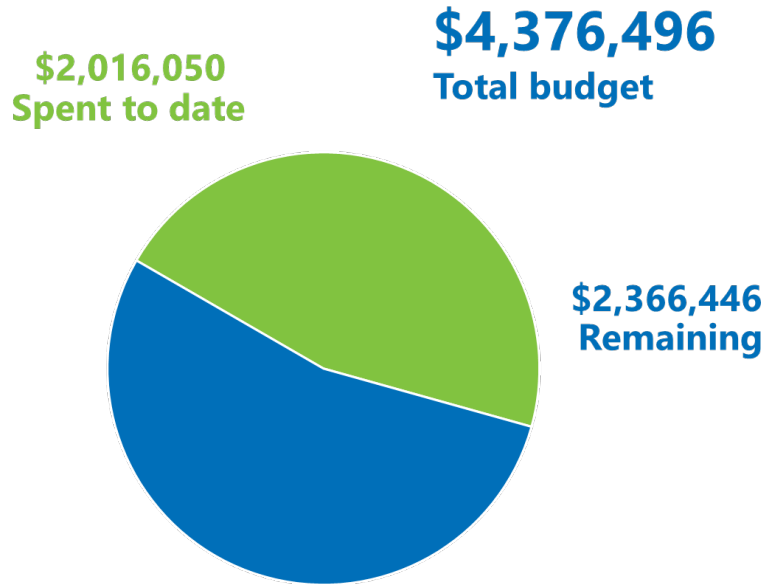
**134 new individuals were contacted during Q2 who were not contacted during Q1. The year-to-date total removes duplicate contacts.

***In FY 2022-23, Carlsbad Police officers went into the field for 4,405 homeless-related calls for service during the first two quarters, of which 2,276 calls were in response to a specific request or complaint and 2,129 were proactive department-initiated calls for service to help carry out city homelessness goals and enforce applicable laws.

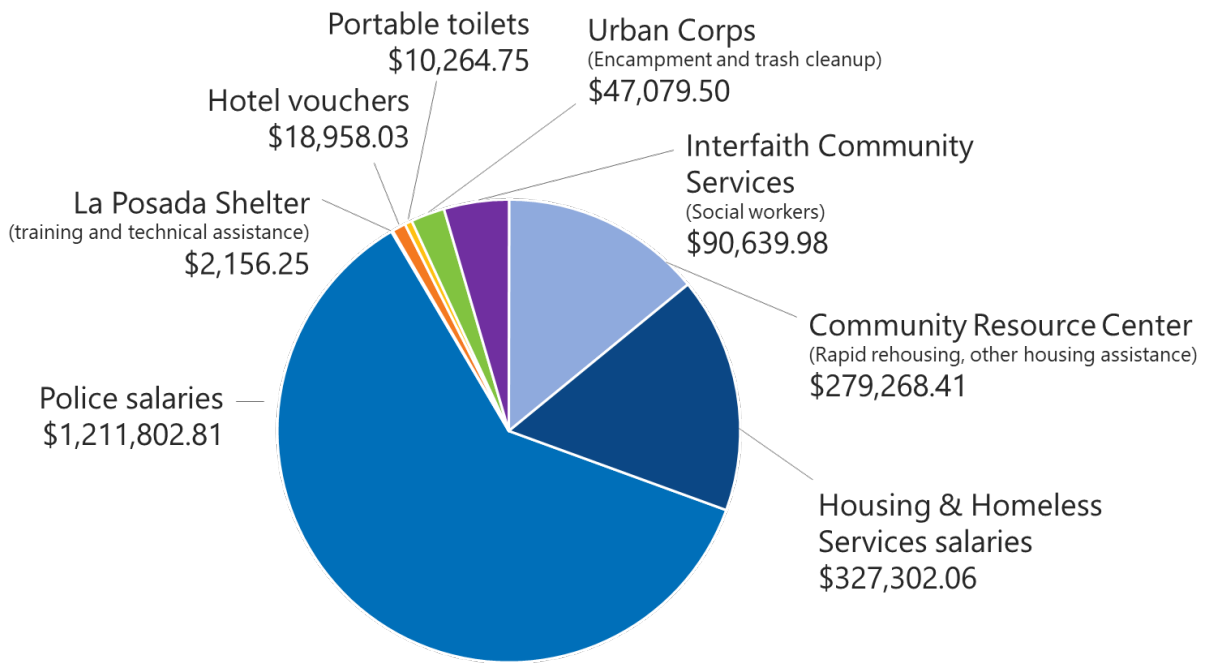
Expenditures

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 and two mid-year allocations.

TOTAL 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

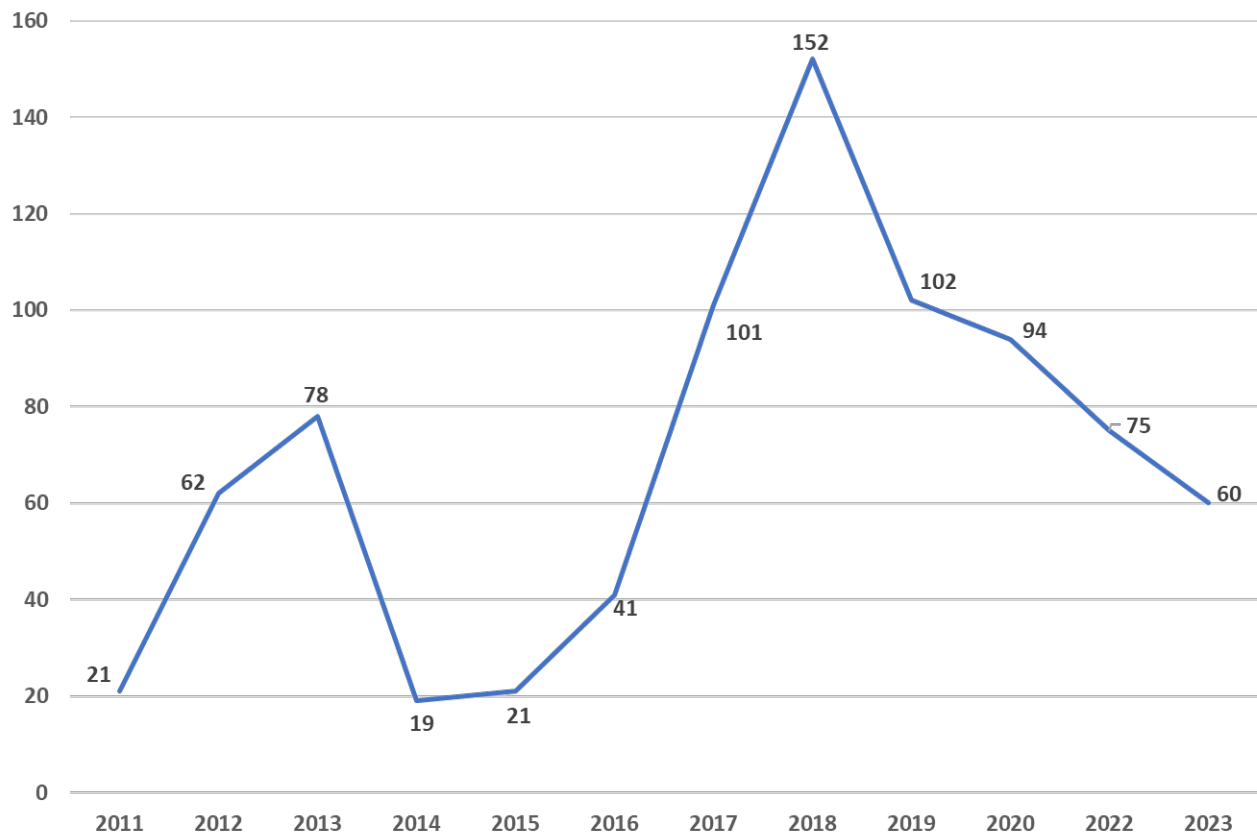


100% Adult
55% 44+



38% Disability

Point-in-Time Count Unsheltered data**



*This demographic data is from the 2022 Point-in-Time Count as this information has not been provided for 2023

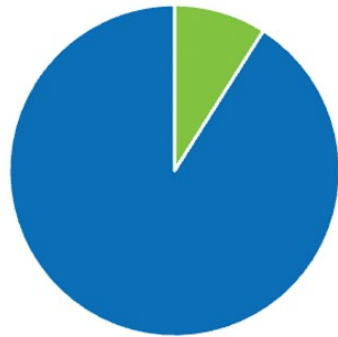
*The Point-in-Time Count did not take place in 2021 due to COVID-19 precautions.

Public Safety

Homeless-Related Calls for Service

During the first and second quarters of FY 2023-24, Carlsbad Police went into the field for 4,405 homeless-related calls for service, which made up 8.5% of all calls for service between July 1 and Dec. 31, 2022. Of those, 2,276 calls were in response to a specific request or complaint and 2,129 were proactive department-initiated calls for service to help carry out city homelessness goals and enforce applicable law. 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



8.5%
Related to
homelessness

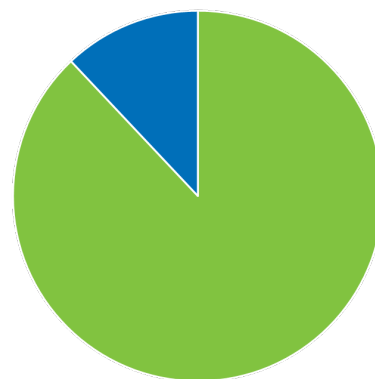
HOMELESS-RELATED STATISTICS BY CATEGORY

**These are the statistics related to the homeless population compared to the general population in Carlsbad. Mental health holds refer to when an 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	Q1	Q2	Q3	Q4
 Homeless-related calls for services	10%	7%		
 Homeless-related arrests	16%	16%		
 Homeless-related citations	5%	5%		
 Homeless-related mental health holds	3%	3%		
















SERVICES

During the first half of the 2022-23 fiscal year, 88% of homeless persons contacted accepted some form of clinical intervention. This includes case management, assessment, care coordination, crisis intervention, program information, diversion and treatment planning.



88%
Accepted services

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

Services accepted	Q1	Q2	Q3	Q4	YTD
 Information only	226	45			271
 Emergency shelter referral	37	71			108
 Mail delivery	8	3			11
 Transportation to services	10	7			17
 Police transportation	28	9			37
 Substance abuse treatment	5	30			35
 ID assistance	7	4			11
 Permanent or bridge housing referral	1	25			26
 Benefits access (medical insurance, CalFresh program, VA benefits, etc.)	9	38			47
 Other (appointment coordination, case management, blankets, etc.)	11	104			115
 Food assistance	3	9			12
 Hospital transport	3	1			4
 Referrals to mental & physical health care	5	32			37
 Personal needs assistance (clothing, phone, prescriptions, etc.)	5	4			9
 Reunification travel assistance	1	8			9
TOTAL	359	390			749

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.

These amendments, along with other existing laws, 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 and citations and make misdemeanor arrests for violations of the law. 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 applicable laws.



Limited-Term Stay Motel Voucher Program

From July 1 through December 31, 2022, 23 households were issued a total of 141 nights in a hotel with a total expenditure of \$18,958.03. Of the 23 households assisted, 11 were able to move on to other shelter or housing following their hotel stay.

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 Dec. 31, 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 create the city's new Homelessness Action 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 to improve the quality of life of the community collectively.

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 animals 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 homeless individuals can access care and resources.

Rocket John Portable Restrooms and Handwashing Stations

The Rocket John contract provides four portable restrooms and handwashing stations and 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. With 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 portable restroom has been removed based on community concern, so three portable restrooms are currently being provided.

Community Resource Center

The city continues to partner with the Community Resource Center to operate its rapid rehousing and employment and benefits contracts. The contracts provide case management, security deposit support, rental assistance, landlord advocacy, financial education, stabilization support, referrals to higher levels of care, benefits enrollment, job readiness support, resume building and employment connection. The Community Resource Center had 130 enrollments in its rapid rehousing and employment and benefit programs in the first half of FY2022-23. The center placed 28 households comprised of 42 individuals in housing during this time.

Interfaith Community Services

Interfaith Community Services is the current outreach and case management contractor for the City of Carlsbad's Homeless Outreach Team. Interfaith Community Services 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 the first half of FY2022-23, Interfaith Community Services and the Homeless Outreach Team engaged with 223 unduplicated clients experiencing homelessness.

Non-City Funded Homeless Outreach

The County of San Diego and People Assisting the Homeless (PATH) each have a dedicated outreach worker in Carlsbad full-time. The outreach worker from PATH is specially trained in working with individuals or households with behavioral health needs. In addition, the county is providing benefits enrollment at Harding Community Center (bi-weekly) and Interfaith Service Center (weekly) to assist people enrolling in MediCal, CalFresh and General Relief programs.

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.

Urban Corps

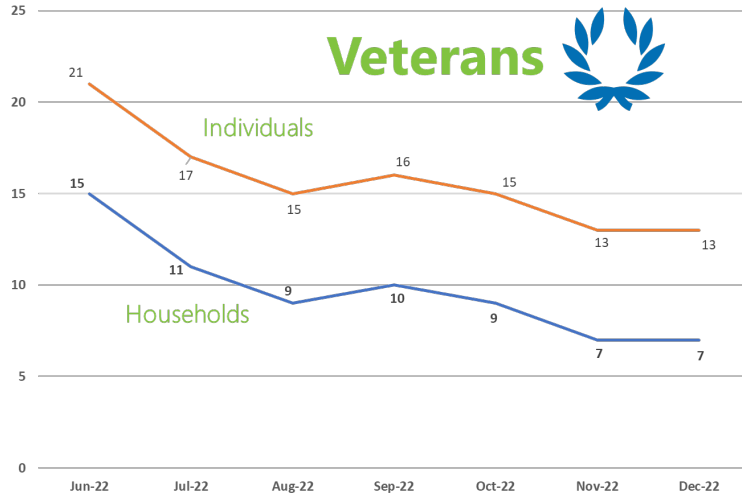
The city contracts with Urban Corps of San Diego for trash abatement, litter and encampment cleanup related to persons experiencing homelessness. Urban Corps works very closely with the city's Public Works Department and the Homeless Outreach Team, and they are responsible for responding and triaging any incoming cleanup requests based on health and safety for homelessness on city property. This contract provides clean-up services 3 days per week, 52 weeks a year, often including encampment clean-ups. When encampment clean-ups are not needed, the team provides regular cleaning services to areas commonly known to have abandoned trash and a high prevalence of homelessness related debris.

Case Collaboration/Case Conferencing

City staff work closely with staff from city funded programs and other partners working in homeless services. Staff 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. This collaboration also provides training and resource coordination. Trainings and coordination have included: Affordable housing training, mental health resources, senior housing options, CalAim programs, homelessness specific housing resources, San Diego Humane Society programs and Showers of Blessings. Community partners report gratitude for the level of cohesion and collaboration that exists within the agencies working on homelessness issues in Carlsbad.

Veteran Focus

City staff have been working closely with community partners to specifically support our veteran community in accessing resources and finding places to live. During the first half of FY2022-23, veteran homelessness decreased by 53% in our community. The city is partnering with the county to reduce veteran homelessness.



Additional Collaboration

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

For each reporting period, staff will include one or more success stories of real people who were connected to community services as a result of the city's homeless response efforts. These are their stories, which they have given the city permission to share. Their names have been changed to protect their confidentiality.

Meet Jim

Male: 55+

Permanently housed: December 2022

Jim was living at the La Posada de Guadalupe shelter in the fall of 2022. The staff at La Posada referred him to the Community Resource Center Rapid Re-housing Program for support in finding a place to live. He was employed by a staffing agency and had the funds to pay his rent. The Community Resource Center helped him get into a senior community by paying for his deposit and some limited term rental assistance. He was then laid off by the staffing agency, and the Community Resource Center was able to help him maintain his housing. He was enrolled with the Community Resource Center's employment and benefits specialist, who helped him set up interviews for a new job with a higher wage. He is now doing well and continues to have support services through the Community Resource Center.

What worked

- **La Posada de Guadalupe** gave Jim a place to stay so he wouldn't be sleeping outside. While he was there, he was able to secure employment through a staffing agency.
- La Posada staff referred him to the Community Resource Center for help finding housing.
- The **Community Resource Center** helped Jim secure a place to live using the rapid re-housing program.
- **The Community Resource Center** continued to support him with its **Employment & Benefits Program** after he lost his job and needed a new one to continue paying his rent.

The Richardson Family

Family of 3 siblings

Reunified with family: November 2022

A family of five, two parents and three adult children, lived out of their vehicle in the Village area. The parents each had a disabling medical condition and the three adult children suffered from mild cognitive disabilities. The family lived off a very minimal fixed income. The family was contacted regularly by the Police Departments Homeless Outreach Team (HOT) and the Interfaith Social Workers. They used services like meals with Feeding All God's Children, showers at Showers of Blessings, and an occasional gas card, but remained hesitant to referrals for housing options. The mother passed away and the father ended up hospitalized long-term which left the siblings to fend for themselves.

HOT continued to contact the children on a regular basis, exploring options for their situation and working to encourage them to accept services that could improve their quality of life. One of the siblings found a job to help sustain the family but was seriously injured after being hit by a car while riding a bicycle to work. The family eventually lost the vehicle they were living in due to mechanical issues.

In November of 2022, the lack of shelter from their vehicle led the siblings to inform HOT about an aunt on the East Coast who they believed might be willing to help them. HOT worked with the Interfaith social worker to explore this option. After confirming the aunt was willing to help, the siblings were temporarily housed in a motel to facilitate family reunification. Travel arrangements were made with the assistance of a local nonprofit social service agency, and all three siblings returned to the East Coast to live with family. Interfaith confirmed their safe arrival.

What worked

- Local resources were able to meet basic needs for the family.
- The **Homeless Outreach Team** continued to interact with the family and offer support.
- When the family decided to pursue a reunification plan, the **Interfaith Community Services** social worker was able to connect them with resources and help the family reunite with a relative.

Overcoming Challenges

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

Limited Housing Resources

There is limited emergency shelter, permanent supportive housing, available affordable housing and general housing options in North County and San Diego.

Staff Vacancies

There have been transitions and position vacancies on the Housing & Homeless Services Department, Homeless Outreach Team and social worker team. These vacancies have caused an increase in workload on the team. However, we remain on track with the implementation of the Homelessness Action Plan.

Limited Shelter for Women and Seniors

Outreach workers, police homeless outreach officers and city staff have experienced an influx in single females over the age of 60 experiencing homelessness for the first time. Staff are collaborating to identify accessible shelter and housing options for this population. General communal shelters are not always an option due to extremely limited availability, health risks and mobility needs.

Upcoming Work

City staff have several projects on the horizon:

- The Department of Housing and Homeless Services is continuing to provide support and monitor the progress on the La Posada de Guadalupe shelter expansion.
- Staff are in the process of enhancing the city's rapid-rehousing program using funds from the new HUD CoC grant in partnership with the Community Resource Center.
- With the approval of the City Council's FY 2023-24 operating budget, staff are working to execute agreements for the activities identified in the Homelessness Action Plan Funding Plan.
- A partnership is being developed with the Regional Task Force on Homelessness to increase training opportunities for Carlsbad service providers.
- Staff are collaborating across departments to identify recommended program options related to opioid settlement funding for the City Council's consideration.
- Staff are working diligently across departments to implement a data dashboard for homeless services within the city.