



## **Homeless and Behavioral Health Services: Improving Services to Our Community**

April 4, 2023

## Homeless Services Updates January 1, 2023 through February 28, 2023

### ■ Homeless and Behavioral Health Services

- Unduplicated contacts:
  - January = 202
  - February = 243
- 93 Huntington Beach Navigation Center referrals
- 46 referrals to other shelters
- 1 individual placed into permanent housing
- Social Services Supervisor will be filled in the near future
- Updated fliers regarding contacting Social Workers and how to obtain assistance have been distributed
- The initial group of 12 volunteers has completed training

### ■ Police Department

- On March 7, 2023, the City Council approved ordinances pertaining to activities in Public Parks and the Main Street Promenade Parking Structure. While not effective until April 6, 2023, officers began educating the community about the changes, which has generally resulted in voluntary compliance
- Police HTF has handled 82 MyHB complaints related to homelessness
- 11.4% of all calls for service involved individuals experiencing homelessness
- Homeless Task Force teams are authorized one additional overtime shift per 2-week pay period, funded through the Police Department's existing budget

## Homeless Services Updates January 1, 2023 through February 28, 2023

### ■ **BeWell Mobile Crisis Response Team Program**

- City staff recently approved three BeWell applicants for hiring
- Once new staff is trained, we will be at full staffing with 7 day per week coverage, from 6:00 am – 3:00 am
- On 3/21/22, the City Council accepted \$1.5 million from State of California, sponsored by Assemblywomen Cottie Petire-Norris, to fund services

### ■ **Huntington Beach Oasis – County of Orange Project Home Key Initiative**

- All rooms are currently occupied
- Next phase of project will be the conversion to permanent housing

### ■ **Huntington Beach Navigation Center**

- Average occupancy for the month of February was 86%
- New Site Manager installed
- Public Works is addressing maintenance issues
- City Homeless and Behavioral Health staff are having weekly meetings to review client files, with an emphasis on those in the program in excess of 180 days
- 10 clients found housing
- Several clients have housing vouchers and are looking for housing



## 90-day plan to address the impact of homelessness in our community



# AUDIT OUR PROGRAMS

Review compliance with existing services contracts and identify areas for expansion or reduction

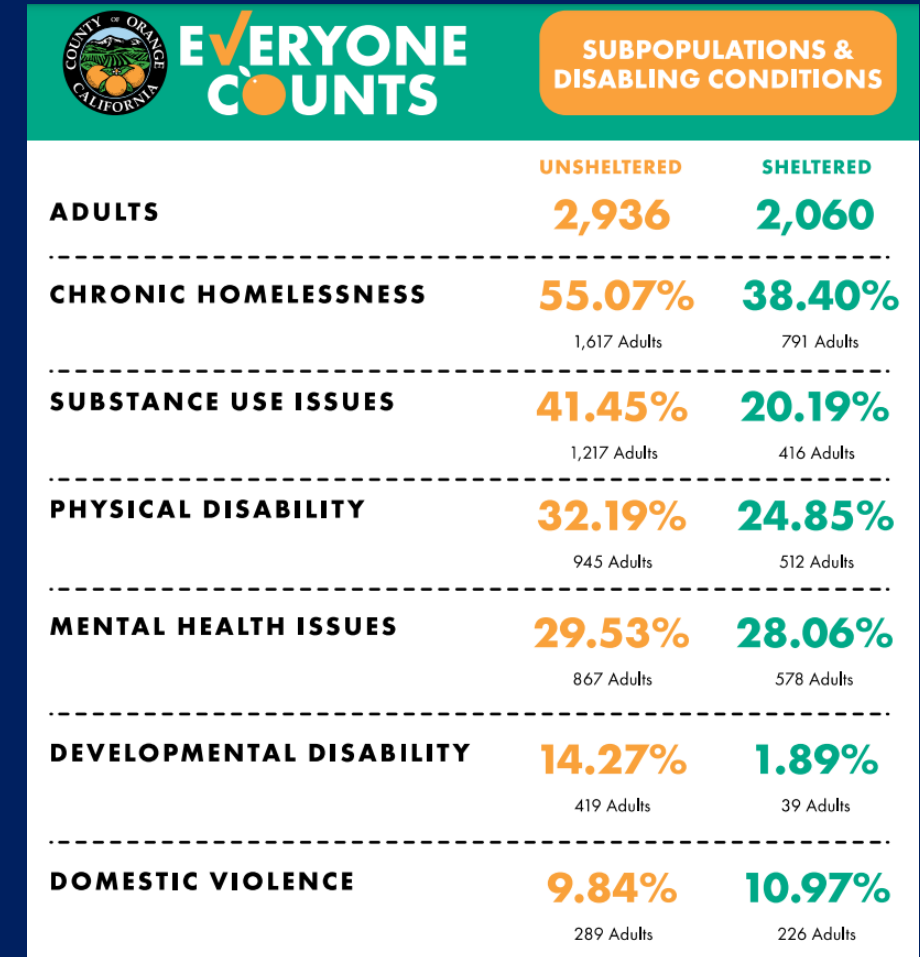
- Identify additional areas where additional support is needed, which can be provided by faith-based, governmental and non-governmental organizations

Explore the feasibility of utilizing an outside consultant to evaluate our programs and provide recommendations

- Studies consistently show significant numbers of individuals experiencing homelessness suffer from mental health conditions
- Our approach must take into account psychological barriers that prevent individuals from accepting or taking advantage of services
- Is there a better way to package our services to make a greater impact?

Identify a Case Management System to assist in data collection

- Accurate, consistent and usable data is crucial to establish metrics and goals
- At least three different systems have been utilized to track data, only one of which was a commercial application used for a trial basis
- Current system involves time-consuming processes to get limited information



2022 Point in Time Count – Self Reported Infographic

# IMPROVE COMMUNICATIONS WITH OUR COMMUNITY

## Fund overtime for Police HTF Officers to engage local business owners and community members

- Most issues occurring on private property require action from the property owners or a responsible person
- Most crimes are misdemeanor offenses which require a “victim”
- Crime Prevention Through Environmental Design (CPTED) can be an effective tool
- This overtime will allow officers to focus on their traditional duties during regular shifts

## Update City’s Homeless Solutions website

- Provide lists of available community resources
- Provide accountability of funding for programs
- Provide accurate information for those wanting assistance

# FOCUSED OUTREACH AND ENHANCED CASE MANAGEMENT

## Fund Social Workers overtime for the engagement of individuals experiencing homelessness or at-risk of becoming homeless

- Current staffing only permits 5 day per week coverage, during regular business hours
- Two days of office hours, plus meetings and administrative tasks limits their availability for work in the field

## Participate in collaborative case conferencing

- Work with City, Mercy House and BeWell staff to review clients situations, to give everyone the best chances of success

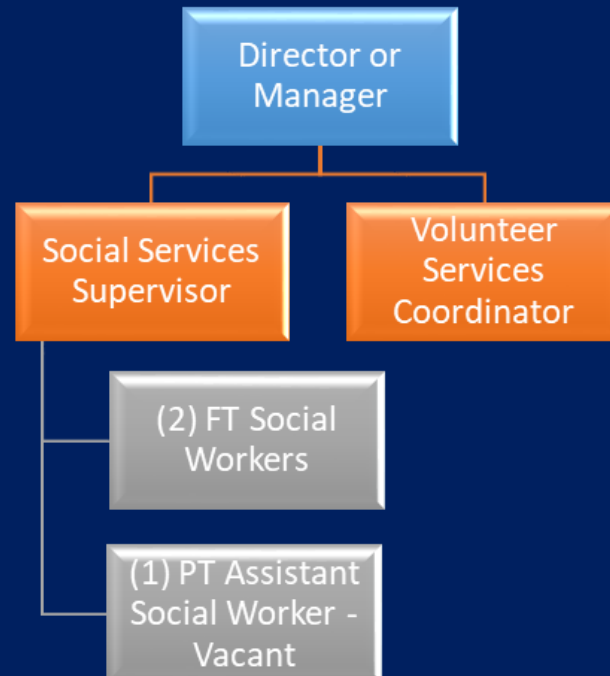


# PERSONNEL MANAGEMENT

**Fill the vacant Social Services Supervisor position, which is fully funded in the FY22-23 operating budget**

- This position is in the process of being filled.
- In addition to supervising social workers, the Social Services Supervisor will assist with collaborative efforts at the Navigation Center.

**Explore reclassifying the vacant Homeless and Behavioral Health Services Director position to a manager position**



## Fiscal Items

| Approximate One-Time Costs             |          |
|----------------------------------------|----------|
| HTF Officer Business Outreach Overtime | \$25,000 |
| Social Worker Overtime                 | \$15,000 |
| <i>Total</i>                           | \$40,000 |

| Reclassification with Fully Burdened Salaries |                                                     |             |
|-----------------------------------------------|-----------------------------------------------------|-------------|
| <i>Existing</i>                               | Director of Homeless and Behavioral Health Services | \$ 269,655  |
| <i>Proposed</i>                               | Homeless and Behavioral Health Services Manager     | \$ 196,116  |
| <i>Difference/Savings</i>                     |                                                     | \$ (73,539) |



## Future goals discussed in the January 7, 2023 presentation

- **Adding four additional officers to the Police Department's Homeless Task Force**
- **Enforcement overtime for Downtown, City Beach and Sunset Beach areas**
- **Procure additional vehicles**
- Due to staffing constraints as we approach the busy summer months, including staffing of a Summer Beach Detail, the Police Department must place an emphasis on patrol staffing levels to ensure we keep our response times low, and have resources available to respond to emergencies. We will maintain our four-officer Homeless Task Force to conduct dedicated enforcement and outreach, and we intend to expand the unit when staffing levels permit.
- **Mobile Application**
  - The County of San Diego announced they are developing a similar application, which we may be able to source once completed.
  - Identifying a Case Management System is a high priority at this time.
- **Amending the Huntington Beach Municipal Code to increase public safety**
  - While some items were already addressed by the City Council, we will continue to evaluate the need for additional amendments.

Questions?

