

The People Concern Malibu Outreach Team

February 2020 Report

07/01/2018 – 02/29/2020

Narrative

Outcomes

In February 2020, the total number of contacts made by the outreach team was 75, with 38 unduplicated contacts. 10 individuals were contacted in permanent or temporary housing. Of the 38 unduplicated contacts, 11 were new contacts, with four of them becoming repeat contacts. There are currently 52 individuals on the streets of Malibu that have been previously engaged. 38 are considered in various stages of engagement, and 14 are refusing services at this point. The outreach team continues to contact these individuals with the goal of getting them engaged in the housing process.

Success Stories

GL has been living on the streets of Malibu for many years. The outreach team was engaging him going back all the way to the early days of “Alex and Alex”. GL struggled with addiction, mainly alcohol, which was his biggest barrier towards housing. After about three years of engagement and relationship building, the outreach team was able to get him linked to one of the fire victim vouchers. This was the deciding factor for GL to become ready to once again get into recovery. This time he follow through. After successfully completing his treatment program, Melissa found a transitional sober living place for him to stay. Together, with the help of Jaime Gallardo, they searched for a permanent housing location. Throughout the sometimes frustrating process of searching that was filled with oscillations of hope and disappointments, GL remained on track, and most important of all, sober. The apartment that they eventually found was chock full of obstacles. Between the housing authority, and the property management, the wait for the apartment to be finally ready for GL to move in took an additional two months. But GL and the team prevailed, and in late February, GL got the keys to his new apartment.

Community Interaction

The outreach team met with the new sheriff deputy in town, Joe Telles. Joe is replacing Mike Treinen, who retired in February. While the team misses Mike, we are looking forward to working with Joe.

The team accompanied a delegation from the City of Malibu on a field trip to Laguna Beach, where we received a very warm welcome. The city officials along with the staff and leadership of the Friendship shelter program showed us their alternative sleeping site and provided valuable information about how to get a shelter program started in a town that is very similar to Malibu.

As usual, the outreach team continues to collaborate with Venice Family Clinic, CART, and all the faith based communities in Malibu to bring services to our neighbors who experience homelessness.

Although the Homeless Initiative Conference was already in March, we want to include this in the February report, because of the new developments at LAHSA, which are outlined below.

Insights from the CES panel at the Homeless Initiative Conference 3/5/20

LAHSA is in the process of restructuring the agency’s role from grant administration to systems administration. The objective is to review and refine the CES, and make appropriate changes in policy.

There have been workshops addressing the current issues with CES to identify the challenges faced by providers, agency staff and system partners.

The outcome is a better alignment of housing and other resources as a system to meet the needs of clients and to address housing instability of clients at the verge of becoming homeless.

Additionally, there will be improvements in matching clients to the right interventions, based on client needs.

Finally, the system will be improved to assist clients with exiting the system as quickly as possible.

Common themes and recommendations for refinement of the system have been made.

First, standardizing and achieving more consistency in CES processes and client experience. This will be achieved through generalized consistency of steps in the process and client experience, increased number of

Access Centers in various geographic regions, dedicated assessors, and refinement/standardizing the phased assessment process.

Second, a more intentional management of the inflow into the Homeless Response System and CES.

Currently there are 135 individuals per day that are getting housed, but there are 150 people a day who are losing their housing. To combat this ratio, LAHSA is developing an upstream electronic triage tool. Additionally a massive expansion of Problem Solving/Diversion strategy will be implemented. Currently there are trainings in Problem Solving for direct responders, such as outreach teams. These trainings will be made available in greater numbers to service providers.

Third, increased intentionality in assessment and matching to achieve throughput. This will be achieved by developing a lower service need pathway that supports self-resolution. Moderate service needs will be scaled to identify alternative housing resources outside the system, while higher service needs will be scaled to identify exit pathways. Additionally, there will be the implementation of dedicated housing navigation (something our team has already in place).

Fourth, there will be an increase in comprehensive management of inventory, meaning housing resources. A database is created that manages housing inventory in real time, which leads away from the current pull system to the push system. Currently, a client will get a voucher and then has to wait until a housing location has been identified. The new database will change this insofar as a voucher will be issued to a specific housing resource.

The devil is still in the details, which is why these system refinements are being tested in one SPA first, and depending on the feedback of various stakeholders, will be further refined to assure the best possible workflow stream that will get people through and out the system in as quick as possible, while addressing the individual needs of clients.

Another major change is the implementation of a Housing Central Command (HCC).

The HCC is a collaborative system-wide effort to establish real-time visibility and access to all of LA's Permanent Supportive Housing (PSH) inventory, and to improve the speed of the PSH move-in process. Additionally the HCC embraces a Crisis-Response incident Command Model to address the urgent need for awareness and management of the PSH portfolio.

The HCC outcome measures will be, a decrease of time it takes to move people into PSH, an increase in utilization of PSH units and subsidies. The latter will be achieved by access to real-time knowledge of available units and subsidies, engaging landlords to expand pool of apartments for prospective PSH residents, efficiently prioritizing those who need PSH, automating the process of preparing documentation of homelessness, and simplifying the PSH application process. The goal is to utilize 95% of all PSH resources.

This is a work in progress and there will be several workgroups in the future. The People Concern is very much involved in this process on an agency level, and after talking with Heidi Marsten, our outreach program will be informed about upcoming workgroups and will have the ability to actively participate in the feedback and solution process.

Next Steps

COVET-19 Update

The People Concern is following County guidelines based on the guidelines from the CDC. Currently there are no identified cases of COVET-19 among the population experiencing homelessness. Should that change, Los Angeles County will provide guidelines on how to combat a further spread of the virus. For now, staff and clients at the People Concern are being advised to follow the County's guidelines on maintaining thorough hygiene, and for staff who are sick to stay home. Additionally we are following LAHSA's guidelines regarding best practices to prevent and prepare for a coronavirus outbreak for outreach teams. All outreach staff has been informed of these practices. We are continually receiving updates from the County and LAHSA, as well as the Department of Public Health about the latest developments of this outbreak. Internally, there have been several cancellations of trainings where a larger number of people are expected to gather.

While this is a situation that cannot be taken lightly, and therefore warrants vigilance and increased focus on prevention, namely personal protection through increased hygiene, it is important to remain mindful and not succumb to widespread panic. Keep calm, we'll get through this, we have a hand sanitizer for that. ☺

MALIBU OUTREACH OUTCOMES CHART

February - 2020	Current Month	Current Month 2019	YTD - 2020	2018 & 2019	TOTAL
TOTAL CONTACTS	75	81	140	2449	2589
Unduplicated Contacts	38	38	74	1011	1085
New	11	6	16	143	159
ON-STREETS	52	75	63 avg.	79 avg.	
Engaged	38	41	39 avg.	36 avg.	
MOVED OFF-STREETS	2	2	7	120	127
Permanent Housing	1	0	1	23	24
Temporary Housing	1	2	5	17	22
Relocated	0	0	1	80	81
BACK on STREETS	1	0	1	5	6
OBTAINED VOUCHER	0	0	2	21	23

Legend:

Total Contacts: The number of outreach contacts made by the outreach team. This may include multiple contacts with one individual.

Unduplicated Contacts: The number of individuals contacted.

New: The number of individuals who were contacted for the first time.

On-Streets: Individuals who are currently experiencing homelessness in Malibu and are in contact with the outreach team.

Engaged Individuals on the streets who are in contact, and are interested in receiving services towards permanent housing.

Moved Off-Streets The total number of individuals off the streets.

Permanent housing Individuals who have moved into permanent housing, either supported through a housing voucher, or independently.

Temporary Housing Individuals who have moved into temporary housing, such as bridge housing, interim housing, or shelters.

Relocated Individuals who have left Malibu, with or without a housing plan. Individuals who have not been contacted or seen for 12 months are counted as relocated.

Obtained Voucher Individuals who obtained a voucher in the current month