

6. 24-55088 Recommendation to receive and file the Homeless Services Bureau Staff Operations and Updates Report by Paul Duncan from the Health Department.

Suggested Action: Approve recommendation.



Homeless Services Bureau Staff Update

Homeless Services Advisory Committee Meeting – October 02, 2024

CITY OF
LONG BEACH



A nighttime photograph of a city skyline reflected in a body of water. The skyline includes several tall buildings, some with lights on, and palm trees. The water is dark, and the reflections are clear. A semi-transparent white box is overlaid on the left side of the image, containing the text "Quarterly Operations Data".

Quarterly Operations Data



Roadmap

- Services by month
- Inflow and Outflow
 - Enrollments
 - Coordinated Entry statistics
 - Occupancy



Services

- Since last we spoke...
 - Continued progress in cleaning up service items
- Coordinated Entry dashboards & data
- Service trends going up
- Occupancy trends going up



Multi Service Center

Service Category	April	May	June	March Comparison
Case Management	874	1058	1189	228
Financial / Employment	14	12	13	8
Food	203	4	3	
Health Care	2	2	2	
Housing	612	0	0	
Legal Services	76	76	80	25
Mental Health	38	38	31	
Other	3818	5049	5144	179
Transportation	18	19	21	4
Monthly Subtotals	4445	6260	6485	444



Mobile Access Center

Service Category	April	May	June	March Comparison
Case Management	213	292	350	74
Financial / Employment	1	2	3	
Food	62	97	122	26
Health Care	5	5	5	2
Legal Services	69	102	125	54
Mental Health	1	1	1	1
Other	23	28	27	10
Transportation	15	21	23	10
Monthly Subtotals	389	548	656	178



Outreach

Service Category	April	May	June	March Comparison
Case Management	2157	2346	2556	796
Financial / Employment	43	57	59	11
Food	703	717	735	119
Health Care	80	82	87	17
Legal Services	673	698	742	107
Mental Health	100	106	103	25
Other	466	464	459	78
Transportation	373	389	401	60
Monthly Subtotals	4599	4863	5146	954



Service Items: Case Management

- Case Management services...what does that mean?
 - Case Management
 - Case Conferencing
 - Phone Line Services
 - Harm Reduction
 - Narcan Services
 - Sexual Health Services
 - Test Strips



Service Items: Financial / Employment

- Financial Employment
 - Resume & Application Support
 - Referral to Employment Services
 - Referral to Benefit Supportive Services
 - Support in Obtaining Benefits



Service Items: Health Care & Food

- Health Care
 - Health Care Referral
 - Health Care Service
- Food
 - Food/Drink Items
 - Connection to Food Bank Resources



Service Items: Legal Services

- Legal Services
 - Birth Certificate Voucher
 - Other Vital Document Support
 - ID Voucher
 - Referral to Notary Services
 - Notary Service: Birth Certificate
 - Notary Service: Other
 - Connection to Legal Aid
 - Referral to Homeless Court



Service Items: Mental Health

- Mental Health
 - After Hours Mental Health Appointment
 - Mental Health Care Referral
 - Mental Health Care Service
 - MSC Mental Health Appointment



Service Items: Transportation

- Transportation
 - TAP Card Application
 - MSC Shuttle Coordination
 - REACH Transport
 - Transportation to Other Location



Service Items: Other

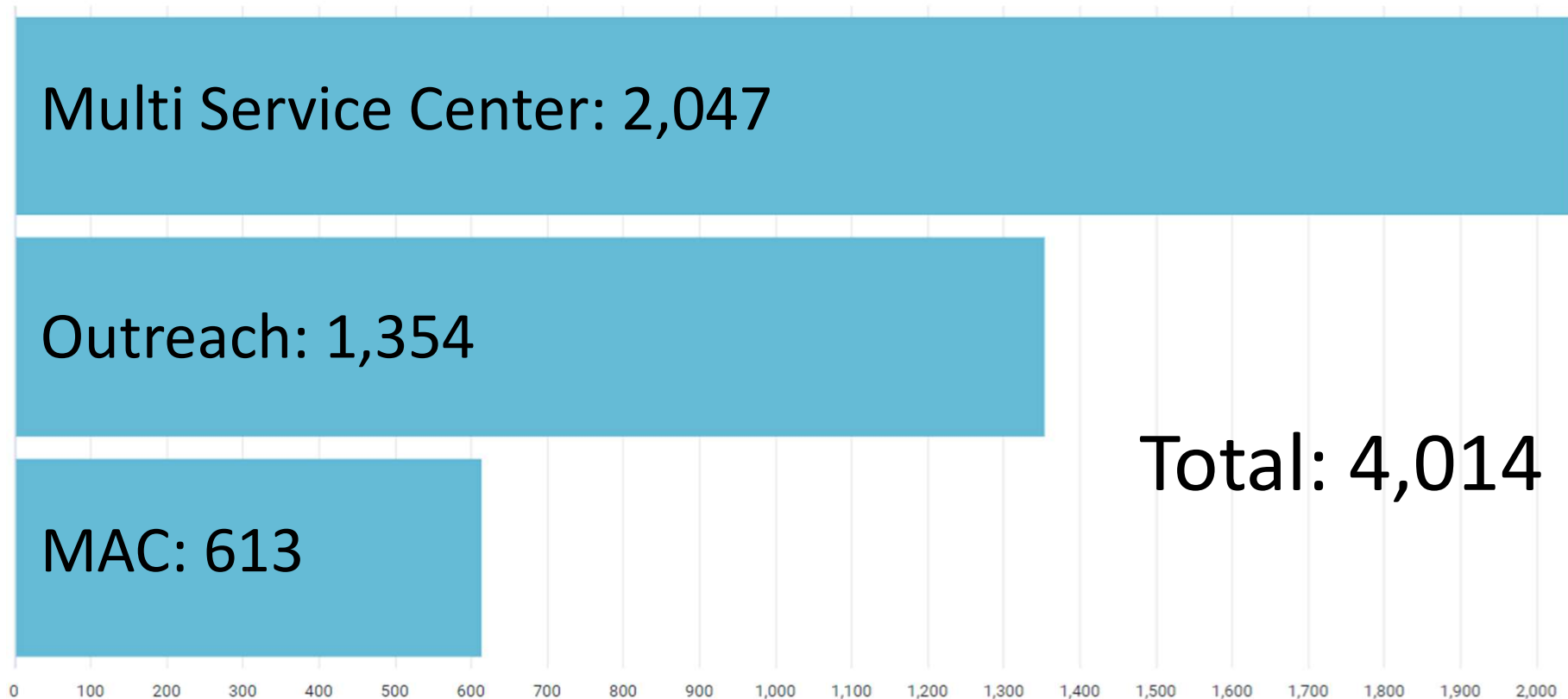
- Other
 - Shower
 - Blankets
 - Clothing
 - Gift Cards
 - Hygiene Kits
 - Mail Delivered
 - Mail Service Agreement
 - Other Material Goods



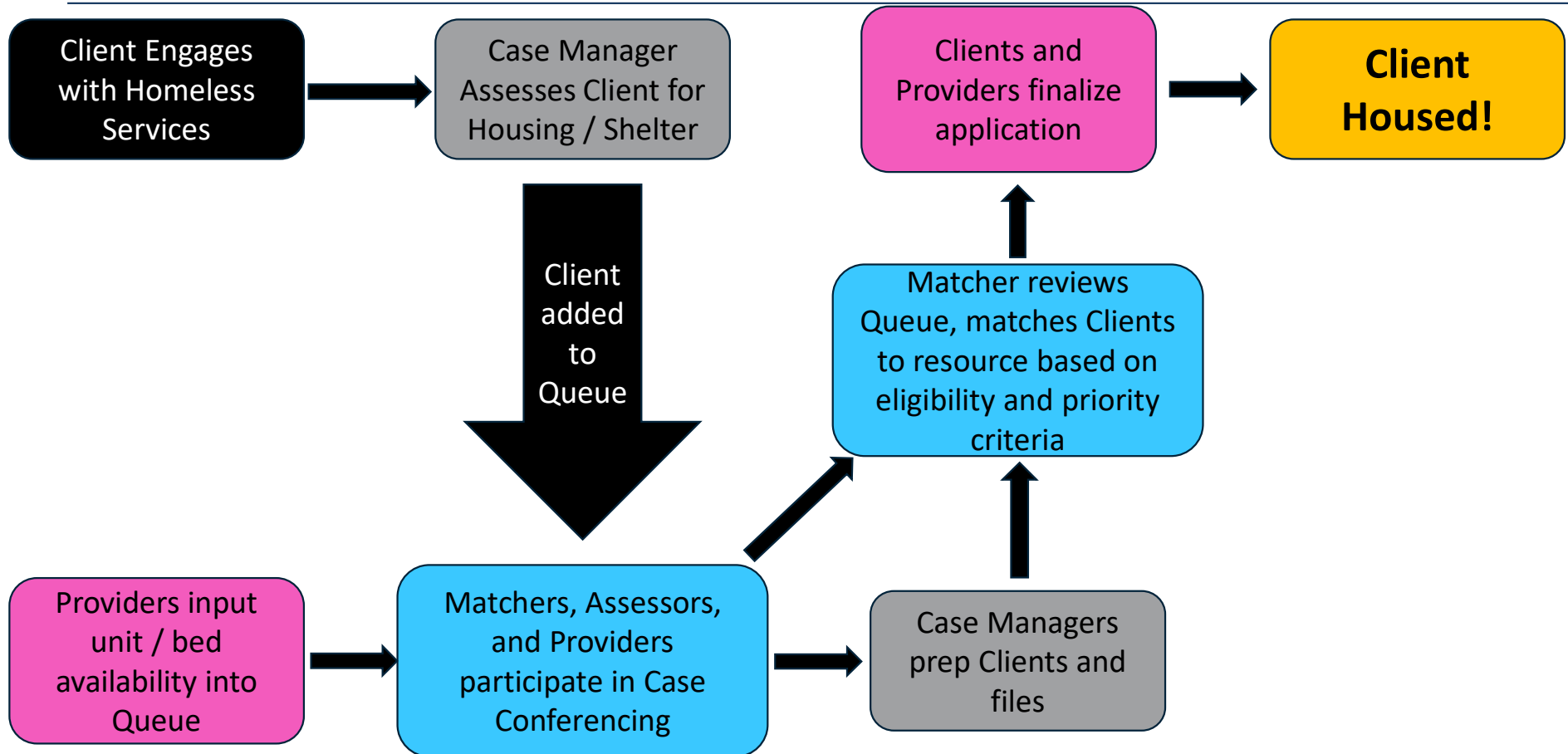
Inflow & Outflow

- What we want to know:
 - How much is coming in
 - How much is going out and where
- How we're showing it:
 - Enrollments
 - Connections to Community Queue (CQ)
 - Connections from CQ to shelter & housing resources

Enrollments



Community Queue





Community Queue Statistics: April – June

Permanent Housing

Clients Referred to a
Community Queue Within
the Analysis Period

579

Clients on a Community
Queue Within the Analysis
Period

893

Clients Referred to a
Program from a Community
Queue Within the Analysis
Period

91

Clients Removed from a
Community Queue Within
the Analysis Period

36

Shelter

Clients Referred to a
Community Queue Within
the Analysis Period

1,013

Clients on a Community
Queue Within the Analysis
Period

1,109

Clients Referred to a
Program from a Community
Queue Within the Analysis
Period

239

Clients Removed from a
Community Queue Within
the Analysis Period

85



Community Queue Statistics: April – June

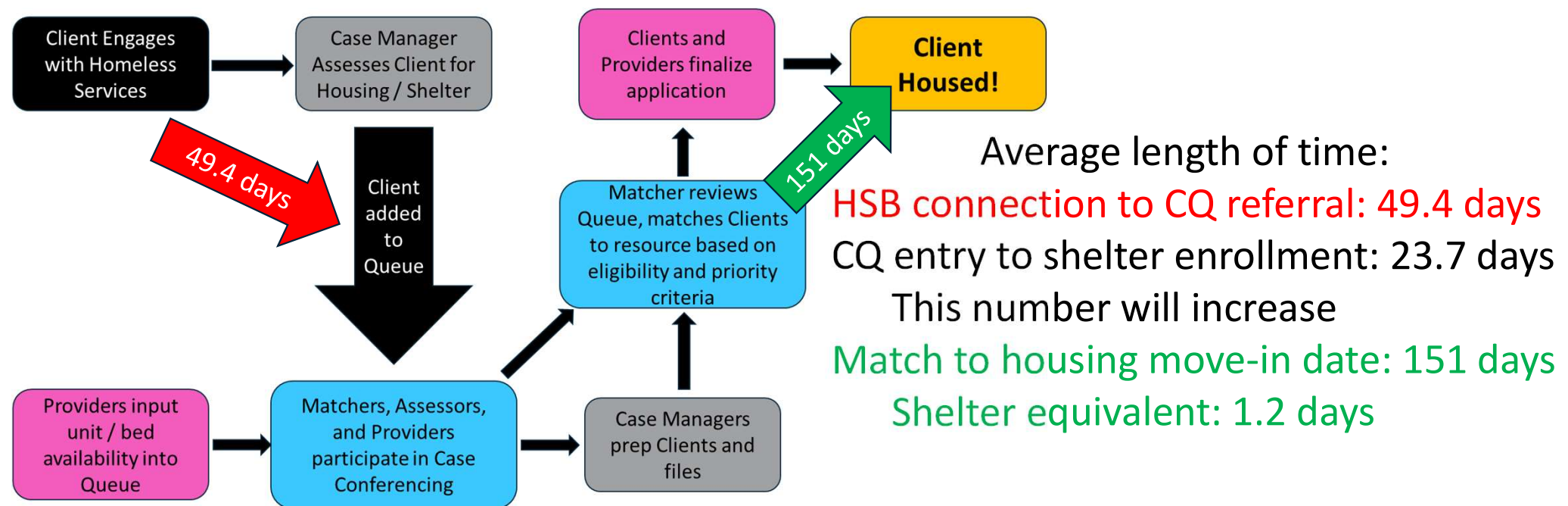
Permanent Housing

- Connected Referrals: 106

Shelter

- Connected Referrals: 226

Community Queue Statistics – April – June

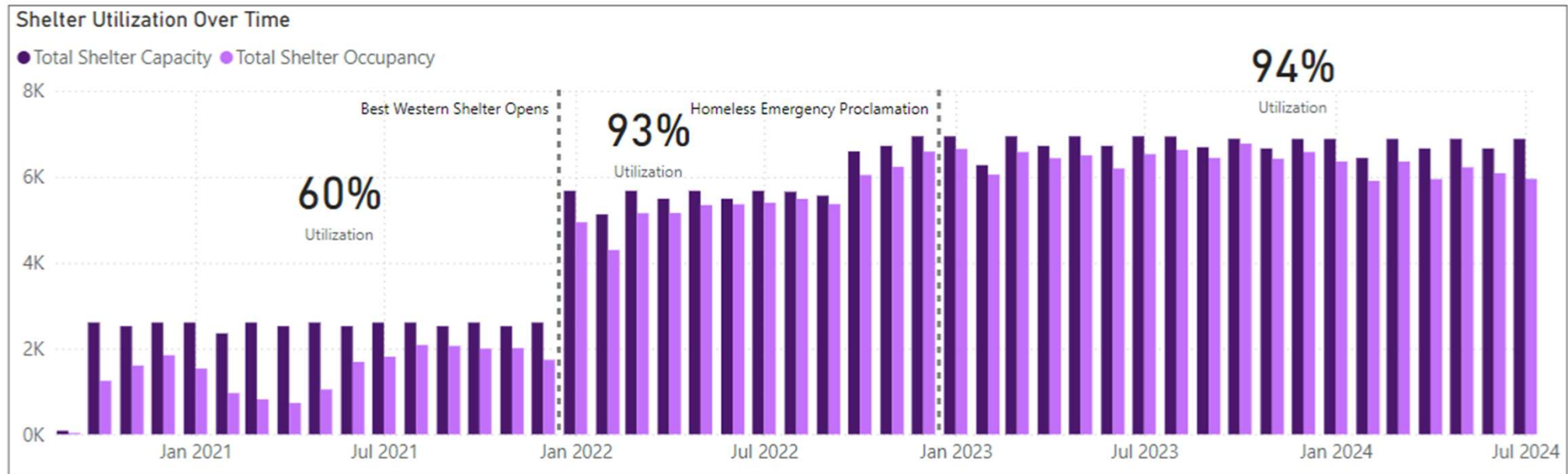




Inflow & Outflow

- What we want to know:
 - How much is coming in
 - 4,000+ Enrollments, 500+ housing referrals, 1,000+ shelter referrals
 - How much is going out and where
 - 106 connections to PSH, 226 connections to shelter
- How are we doing?
 - Demand exceeds supply
 - Occupancy Tells a story

Long Beach Shelter Occupancy



- Coordinated Entry HMIS Rollout: March 14, 2024
- March Occupancy: 95%
- April Occupancy: 92%
- May Occupancy: 90%
- June Occupancy: 90%
- July Occupancy: 90%
- August Occupancy: 92%
- **September Occupancy: 98%**



Permanent Housing Occupancy (CES Participating)

- Coordinated Entry HMIS Rollout: March 14, 2024
 - March Occupancy: 88%
 - April Occupancy: 89%
 - May Occupancy: 90%
 - June Occupancy: 91%
 - July Occupancy: 91%
 - August Occupancy: 91%
 - **September Occupancy: 92%**

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Operations Update



Staffing Updates

- Steven Perle – CPS IV – Project Manager (9/9)
- Sara Sprout – Admin Analyst III (9/30)
- Jessica Chamorro – Public Health Professional II – Library Clinical Supervisor (9/30)
- Katrina Ocampo – Health Educator II (9/30)
- Diego Duarte has been promoted to a Public Health Professional II – MSC Operations Coordinator (10/5)
- In interview phases – Site Based Services Officer, Counselor II and Health Educator II
- With funding ending on grants priority has been for interviewing and hiring staff in DHHS that no longer have funding for their positions



Operations Updates

- The admin and operations and field-based services divisions will be moving to the housing authority office. This will be an administrative space and will not be a location where direct services are provided.
- A contractor has been identified for the roof and mechanical work at the MSC. Work will start next year, and more information will be available construction gets closer.
- There are a number of other projects and upgrades for the MSC that are being considered and project planning is underway, and timelines and scope are being finalized.



Operations Updates

- The City is continuing to explore potential projects and opportunities through the Proposition 1 Behavioral Health Capital Improvement Project (BHCIP) funding opportunity
- The City and CoC are considering whether to pursue potential projects through the CoC Builds NOFO opportunity
- ERF Round 3 award notices are anticipated to be announced within the next several weeks. We will find out about our proposal for a project focused on the LA Riverbed
- In partnership with LA County Homeless Initiative utilizing the Pathway Home project we were able to resolve the encampment at Veteran's Park by providing non-congregate shelter for the people who had been living in the park



Thank you

**Paul Duncan,
Homeless Services Bureau Manager
Department of Health and Human Services**