



Memorandum

TO: HONORABLE MAYOR
AND CITY COUNCIL

FROM: Leslye Corsiglia

SUBJECT: SEE BELOW

DATE: July 22, 2013

Approved

Date

8/2/13

COUNCIL DISTRICT: 3

SUBJECT: APPROVAL OF FUNDING TO EHC LIFEBUILDERS TO CONTINUE IMPLEMENTATION OF THE DOWNTOWN HOMELESS OUTREACH AND ENGAGEMENT PROGRAM

RECOMMENDATION

It is recommended that the City Council approve a Continuation of the Housing Trust Fund Grant Agreement with EHC LifeBuilders (EHC) for the continued implementation of the San José Downtown Homeless Outreach and Engagement Program through FY 2013-14 in an amount not to exceed \$347,000, for a total contract amount not to exceed \$607,000.

OUTCOME

Approval of the recommended action will enable this successful program to continue assisting homeless persons to move off the streets and respond to the concerns of Downtown businesses, workers, and residents.

BACKGROUND

An increase in complaints over the last several years about homeless people impacting the Downtown business community highlighted the lack of an outreach component to the City's homeless services system. At one time, the Housing Department had a staff person whose job description included providing outreach to homeless individuals on the street who were reported as needing assistance. The Police Department also had a liaison officer who was charged with addressing reported issues involving homeless individuals. Unfortunately, both positions were eliminated due to budgetary constraints.

On January 25, 2011, the City Council approved funding to EHC for a five-month homeless outreach pilot program targeted to individuals residing in or frequenting San José's Downtown.

July 22, 2013

Subject: Approval of Funding for the Downtown Homeless Outreach and Engagement Program

Page 2

The goal of this pilot program was to provide outreach to homeless individuals living in San José's Downtown Core and connect them with emergency shelter, other services and a path to permanent housing. The pilot program also established a hotline for community members to contact EHC to report problems and request assistance for homeless individuals.

Prior to FY 2011-2012, EHC's Downtown Homeless Outreach and Engagement Program was the only homeless outreach program under contract with the City. Therefore, when the City began implementing its Phase I Encampment Pilot Project, the Housing Department relied almost entirely on EHC's program staff under the Downtown Outreach contract to conduct regular outreach and engagement activities to the homeless individuals residing in the targeted encampments.

The City Council subsequently approved Program funding for an additional year through June 30, 2012, and then for an additional three months through September 30, 2012.

On July 24, 2012, the Housing Department released a Request for Proposals (RFP) so that other agencies had the opportunity to compete for administering the Downtown Homeless Outreach and Engagement Program for the period October 1, 2012-June 30, 2013. The three main purposes of the desired program were to:

- Provide a consistent presence on the streets, in illegal encampments, and other outdoor locations in San José's downtown to build rapport and trust with unsheltered homeless individuals with the goal of moving them into and keeping them in permanent housing;
- Provide an avenue to alleviate resident and business concerns about homeless individuals present in San José's Downtown Core; and
- Assess and engage homeless individuals and provide them with services and transportation to appropriate shelters or services. While the desired program would engage homeless individuals throughout the downtown core, it would focus its efforts on the 15-20 homeless individuals that repeatedly receive the most complaints from area residents, businesses, and police officers ("Top 20" cases).

By the August 20, 2012 due date, only EHC in partnership with the Downtown Streets Team had responded to the RFP. On the basis of an inter-agency assessment, EHCs' proposed project in the amount of \$260,000 from October 1, 2012 through June 30, 2013 was recommended and approved by the City Council. On December 12, 2012, the City entered into the original grant agreement with EHC.

ANALYSIS

EHC's Downtown Homeless Outreach and Engagement Program has provided a coordinated and concentrated approach to addressing homeless issues within San José's downtown core, including:

July 22, 2013

Subject: Approval of Funding for the Downtown Homeless Outreach and Engagement Program

Page 3

- Providing presentations, meetings, and other communications with the Downtown Business Association, Downtown businesses, residents, and police officers to address concerns and provide updates on the Program's activities;
- Deploying two trained peer-outreach staff in San José's Downtown to provide 30-hours of street-based outreach per week, with 2,699 duplicated outreach contacts made in 2012-13;
- Conducting outreach and various levels of engagement to homeless individuals who were identified as generating the most complaints from area residents, businesses, and police officers;
- Providing intensive case management to 69 unduplicated homeless individuals in 2012-13;
- Providing shelter beds and services meeting other basic needs (e.g., food and transportation) to homeless individuals interested in coming off the streets;
- Receiving 1,781 calls in 2012-13 (209 from District 3 and 1,572 from the rest of the community) from residents and businesses on the hotline for reporting concerns about homeless persons;
- Providing financial assistance (including application fees, motel stays, transportation assistance and other basic needs) to 26 clients in 2012-13
- Connecting homeless individuals frequenting the Downtown to other agencies for services and housing opportunities; and
- Partnering with the Downtown Streets Team to provide vocational services to three homeless individuals frequenting San José's downtown in 2012-13.

More specifically, in the October 2012 to June 2013 timeframe, the program's activities have directly resulted in housing 36 persons and, as an indirect result of surveying for Housing 1,000 program and referrals to other programs by the outreach program, housing an additional 30 individuals.

Based on the program's success over the past year, it is recommended that \$347,000 be added to the Agreement to continue its implementation of the Downtown Homeless Outreach and Engagement Program, engaging homeless individuals living on the streets and in encampments in the Downtown area through the 2013-14 fiscal year. Specifically:

- Two Peer Outreach Workers will outreach to and engage with homeless people. They have a regular route to make return visits to people, focusing on those identified as having the highest needs and receiving the most complaints ("Top 20"). They also respond to those identified through the homeless helpline. The Peer Outreach Workers offer basic supplies and encourage them to access shelter beds and appropriate supportive services.
- Two Intensive Case Managers will provide individualized supportive services to 24 homeless households. Case Managers select participants for the City's Tenant-Based Rental Assistance (TBRA) coupons based on consistent engagement, employability and

July 22, 2013

Subject: Approval of Funding for the Downtown Homeless Outreach and Engagement Program

Page 4

utilization of the shelter beds. Case Managers can provide financial assistance for homeless participants to help them attain and maintain their housing. These 24 households will include 14 Phase I Encampment Pilot Project participants who are still receiving TBRA benefits.

- A subcontract with Downtown Streets Team (DST) will provide vocational services to eight participants.

The funding will also allow for support in the form of a part-time Assistant Program Manager and a part-time Outreach Coordinator at EHC to increase the overall coordination, effectiveness and responsiveness of this and other homeless outreach programs.

EVALUATION AND FOLLOW-UP

EHC's Downtown Outreach and Engagement program will be evaluated on the number of homeless individuals and households connected to housing and whether the number of calls received from businesses and individuals on the hotline decreases.

POLICY ALTERNATIVES

In reaching the recommendation spelled out above, the following alternative was also considered:

Alternative #1: *The City could choose not to continue funding the Program.*

Pros: Funds could be provided for alternative uses.

Cons: Downtown homeless individuals would have less access to services needed to end their homelessness and Downtown businesses and residents would not have a venue to voice their concerns.

Reason for Not Recommending: The Program supports the joint City/Destination: Home goal of ending homelessness.

PUBLIC OUTREACH

Criterion 1: Requires Council action on the use of public funds equal to \$1 million or greater.
(Required: Website Posting)

Criterion 2: Adoption of a new or revised policy that may have implications for public health, safety, quality of life, or financial/economic vitality of the City. (Required: E-mail and Website Posting)

July 22, 2013

Subject: Approval of Funding for the Downtown Homeless Outreach and Engagement Program

Page 5

- Criterion 3:** Consideration of proposed changes to service delivery, programs, staffing that may have impacts to community services and have been identified by staff, Council or a Community group that requires special outreach. (Required: E-mail, Website Posting, Community Meetings, Notice in appropriate newspapers)

The recommended action does not meet any of the above criteria. Nonetheless, this report will be posted on the City Council Agenda website for the August 13, 2013 meeting.

COORDINATION

This report has been prepared in coordination with the Office of the City Attorney and the City Manager's Budget Office.

The funding recommendations will be discussed at the August 8, 2013 meeting of the City's Housing and Community Development Commission, which acts as the advisory body for expenditures from the Housing Trust Fund.

FISCAL/POLICY ALIGNMENT

Funding for this proposal is consistent with: the 10-Year Homeless Strategy to End Chronic Homelessness, approved by the City Council on September 9, 2003; the Final Report of the Blue Ribbon Commission on Homelessness, accepted by the City Council on March 11, 2008; and Destination: Home's Theory of Change Model, accepted by the City Council on April 5, 2011.

COST SUMMARY/IMPLICATIONS

There are no fiscal impacts to the General Fund arising from this proposal. Funding is from the Housing Trust Fund (Fund 440).

BUDGET REFERENCE

Fund #	Appn #	Appn. Name	Total Appn	Amt. for Contract	2013-14 Proposed Operating Budget	Last Budget Action (Date, Ord. No.)
440	2453	Housing and Homeless Projects	\$400,000	\$347,000	Page XI-49	06/18/13 Ord. No. 29271

HONORABLE MAYOR AND CITY COUNCIL

July 22, 2013

Subject: Approval of Funding for the Downtown Homeless Outreach and Engagement Program

Page 6

CEQA

Not a Project, File No. PP10-066(e), Agreements/Contracts for services that involve no physical changes to the environment.

/s/

LESLYE CORSIGLIA

Director of Housing

For questions please contact Leslye Corsiglia, Director of Housing, at 408-535-3851.