

DANA POINT

COMMUNITY WORK PLAN TO ADDRESS HOMELESSNESS 2021 UPDATE

Dana Point City Council

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Introduction

Homelessness is a critical focus for many communities across the nation. The purpose of this plan is to describe the City of Dana Point's activities and partners who will continue to work together to eliminate the necessity of homelessness in the Dana Point regional area.

Everyone needs safe, stable housing to be healthy, productive citizens with strong relationships, allowing individuals and families to thrive. Unsheltered people are exposed to the elements and unsanitary conditions. They may experience isolation, substance abuse, and extreme mental and physical health problems. They are often the victims of violence and other crimes. Communities where homeless people live also suffer from increased crime, vagrancy, open drug use and nuisances, such as encampments and public displays of acts normally done in private. The significant cost of public homelessness in terms of health care, criminal justice, public works, emergency housing and other services is well-documented. In short, homelessness does not benefit anyone. The City of Dana Point believes that human beings should not be living on its streets.

The county-wide Point in Time (PIT) count of homeless people indicates a steady increase across the county in homelessness since 2013. In 2017 the PIT counted 286 homeless persons in South Orange County, which many believe to be an underestimate. In 2015, Dana Point commissioned its own homeless count which found 35 visible homeless persons living in Dana Point in June of that year. In 2019, a PIT count found 32 visible homeless persons living in Dana Point; and, the PIT in 2021 was postponed due to the COVID-19 pandemic.

For the past 2 years, to estimate the size of its homeless population, the City relies on the number of known individuals who have been assessed by Dana Point's homeless outreach worker. While numbers fluctuate, they appear to be steadily decreasing. In December 2017 there were 46 active homeless clients and in February 2021, there were 23 homeless clients reported by the City outreach workers. These figures do not count those homeless persons who avoid contact with the outreach workers. It is known there are individuals and families who are unstably housed living in vehicles or couch surfing.

In 2017, the Dana Point City Council began commissioning statistically valid community surveys, that among other topics includes questions on homelessness. The 2017 survey identified homelessness as the strongest concern in Dana Point and an issue where residents wanted to see an improved response from the City. 31% of residents surveyed volunteered that homeless was the most serious issue facing the City.

At the end of 2018, another community survey was conducted. Homelessness was still the most serious issue as volunteered by residents, facing Dana Point, and responding to homeless was the second highest priority to residents just before preparing the City for emergencies. When asked about satisfaction in responding to the number of homeless in Dana Point in 2018, an 11% improvement over the 2017 figure was recognized. While this improvement in response was encouraging, more work to address the issue was needed.

In 2020, as a part of a Short-Term Rentals survey commissioned by the City Council, a question was included regarding serious issues facing Dana Point. Homelessness was still considered the most serious issue at 28%. A wider community survey was planned for 2020 in advance of budget preparations for the next 2 fiscal years, but due to the Pandemic that survey was postponed.

Stakeholders

Homelessness is a complex issue and solving it necessitates contributions from all sectors. The City of Dana Point understands the need to coordinate resources to provide services to improve the situation of homeless individuals and families living in our community. Government agencies, non-profits, schools, residents, the private sector, volunteers and others are leveraged as a part of this effort to utilize best practices and reduce the incidence of homelessness in Dana Point. In Dana Point, the following entities are important players in the effort to address homelessness.

Table: Partners and Stakeholders

Stakeholders				
	Dana Point Residents			
Government	Dana Point City Manager's Office			
	Dana Point Public Works			
	Dana Point Police Services			
	County of Orange			
	South Coast Water District			
	California State Parks			
	Neighboring Cities			
	Orange County Housing Finance Trust			
SIC	Palisades Elementary School			
Schools	RH Dana Elementary School			
	Dana Hills High School			
	іНоре			
suc	Welcome Inn			
atic	United Way			
ıniz	Veterans of Foreign Wars, Post 9934			
rga	Families Forward			
it 0	Family Assistance Ministries			
Nonprofit Organizations	Mercy House			
	Friendship Shelter			
	Association of Cities, Orange County			
	South County Outreach			

Business	Dana Point Chamber of Commerce
	Doheny Village Merchant Association
	Dana Point Harbor Merchants Association
	Visit Dana Point

The City of Dana Point's Homeless Task Force

In April 2014 the Dana Point City Council established the Dana Point Homeless Task Force (Task Force). In its first few years, the Task Force embarked on data collection, establishment of a Homeless Liaison Officer and entered into a contract with Mercy House for part-time outreach and housing strategies. In the summer of 2017, the Task Force was reorganized and it developed a Work Plan. The Task Force's purpose statement is "By working jointly with our neighboring cities, the County of Orange, other engaged public agencies, and working through non-profit organizations that provide services to the homeless, create a sustainable, measurable program to eliminate the necessity of homelessness in the Dana Point regional area."

Timeline: Task Force's Main Accomplishments

April 2014	Task Force established		
July 2014	City establishes a Homeless Liaison Officer position with Police Services		
June 2015	City-commissioned count of homeless in Dana Point finds 35 individuals		
April 2016	For its contract with Dana Point, Mercy House hires an Outreach Worker to spend 1.5 days per week in Dana Point		
October 2016	Mercy House presents to the Task Force a Housing Placement Strategy for current clients		
July 2017	Police Services holds workshop for businesses		
August 2017	Task Force receives a draft Work Plan prepared by staff		
September 2017	Task Force was reorganized, and a resolution was adopted to outline purpose, members and duties		
October 2017	Task Force members and staff visit the Living On The Streets (LOTS) program in Costa Mesa		

	Task Force makes a recommendation to City Council to solicit proposals for				
	a full-time, contract outreach worker (hired February 2018)				
November	Task Force members and staff convene and coordinate local Faith-leaders				
2017	around the establishment of a Saturday program to offer services to the				
	homeless, based on the LOTS program				
December	City Council authorizes full-time outreach contract and contracts with FAM				
2017	to provide overnight support services and communications with Residential				
	Recovery Facilities				
January 2018	Task Force members and staff visit the Haven for Hope program in San				
	Antonio Texas				
	Redesign of the Outreach report				
	Creation of a census intake form and waiver				
	Finalize contract with FAM to start Communications with Residential				
	Recovery Facilities and overnight support program				
	Presentation on communications materials and information housed on City website				
February 2018	Task Force issues Frequently Asked Questions, logic model, and other				
	information pieces to the public				
	Task Force holds a Public Forum to inform to public of the City's actions and				
	to solicit resident viewpoints on homelessness in Dana Point				
	Dana Point Police Services trained on overnight support and reconnection				
	services contracted by the City with FAM				
June 2018	City Council adopts Homeless Work Plan, Task Force sunsets as staff				
	implements.				

AT WORK IN THE COMMUNITY

GOVERNMENT

Dana Point City Manager's Office

The City Manager's Office is primarily responsible for the oversight and implementation of the Community Work Plan to Address Homelessness (Plan). The Office is responsible for coordination of outreach services in the community, including weekly case management

meetings with Police Services and Public Works. Orange County Public Health nurses, and non-profit service providers participate in case management meetings when available. The Office also provides design, printing and distribution of communications materials, and handles social media posting and website updates. Speaking engagements on homeless matters in Dana Point are also represented through the Office.

This Office also seeks out and applies for grant funds available for homeless services. Two separate sources of funds, Homeless Emergency Aid Program (HEAP) and Permanent Local Housing Allocation Program (PLHA) funding have been secured to serve the homeless community in Dana Point. As opportunities arise to utilize grant funding directly, or through service partners, Dana Point's outreach team is actively seeking to deploy those resources locally.

As of January 2021, the City hired a fulltime City employee (Community Outreach Worker), reporting to the City Manager's Office to deliver outreach services to the Dana Point community. While this function had been fulfilled through a partnership with Mercy House previously, through grant funds the City was able to create its own program to improve services to the homeless community.

As a part of this shift in service delivery, Dana Point has become an access point in the County's Coordinated Entry System. This allows the City to participate in entering housing assessments and attending the weekly housing matching meetings, rather than relying on a third-party service provider on Dana Point's behalf. Through the Homeless Management Information System (HMIS), a secure online database that enables organizations to collect client-level, system wide information on the services they provide to people experiencing homelessness and those who are at risk of homelessness, the City is now considered an "agency". This allows direct access to HMIS, the system by which homeless clients are matched with housing opportunities in the County. This system also allows our Community Outreach Worker to view the services provided to the individuals throughout the County, rather than just what is reported verbally to us by the homeless client. This access streamlines service provision and avoids duplication among "agencies". This has been a critical new piece that allows the City to directly advocate for our homeless clients and their housing needs.

Another advantage of having our Community Outreach Worker is that it streamlines the process for reunification/homeward bound services, and rapid re-housing. Approval and direct access to resources to accomplish what's needed in these very individualized situations is more efficient, rather than seeking third party approval and funding.

The Community Outreach Worker is also local and available to respond to emergency situations, including afterhours requests by Sheriff's Deputies.

Dana Point Public Works

The City has found much success partnering Public Works with our Community Outreach Worker. Teaming together the two departments actively engage the homeless by developing relationships, encouraging housing and coordinating resources.

Public Works' staff is out daily in our community keeping Dana Point clean, and free of litter and debris in public spaces. If abandoned property is found in public spaces, Public Works often collects those materials for storage in a secure environment. Public Works crews are keeping public walkways and other facilities clear of obstructions. Crews do not hesitate to report illegal activity and work in tandem with law enforcement and other public agencies.

Public Works prides itself on being responsive to the community. In many cases, Public Works assists private property owners with clean up efforts to keep our City clean. When residents contact Public Works, they respond quickly to resolve any reported debris or material on City property.

Dana Point Police Services

Since July 2014, Dana Point Police Services has had a designated, full-time Homeless Liaison Officer (HLO). The HLO's mission is to interact with the city's homeless population, offering resources and referrals to those open to positive change. Our current HLO has become so familiar with Dana Point's homeless population that he is on a first-name basis with most.

Patrol deputies and supervisors receive 16 hours of biannual training on dealing with the mentally ill. The occurrence of mental illness among the homeless population is significantly higher than the general population, which makes this training beneficial.

Deputies have a great deal of discretion in issuing citations (when the offense is normally handled by issuing a written citation in lieu of a physical arrest). In California, misdemeanor crimes such as littering, public urination and defecation, possession of heroin or methamphetamine, or trespassing are normally handled in the field through the issuance of a citation. When the violator signs their citation, they are promising to appear in court. By policy, deputies are encouraged to voluntarily gain compliance, rather than issue citations in every case. Of course, when the situation warrants a citation or physical arrest, our deputies are equipped to do what is legally required, up to and including booking in the Orange County Jail in Santa Ana.

County of Orange Outreach and Engagement

Orange County Behavioral Health Services Outreach and Engagement (BHS O&E) serves individuals who are homeless or at risk of homelessness, and who are living with a behavioral health condition ranging from mild to serious. Among this group, services are offered to individuals of all ages living in Orange County. BHS O&E staff frequent known gathering places for individuals experiencing homelessness, including food banks, shelters, and public areas, in order to identify individuals and screen for program eligibility. The focus is on rapport building to increase the person's acceptance of behavioral health treatment. The BHS O&E team responds to community referrals and collaborates with various community partners in support of each individual's recovery.

County of Orange CHAT-H (Comprehensive Health Assessment Team - Homeless)

Orange County CHAT – H Team is a Public Health Nursing Program that can help connect homeless clients to the health services they need. Their priority is to link clients to a medical home. Some of the services include:

- Evaluation of needs
- Linkage to health insurance and medical care
- Help in applying for Medi-Cal and CalFresh
- Education about medical conditions and medications
- Health advocacy
- Help with arranging transportation to medical appointments
- Referrals to programs for mental health and/or substance use services
- Referrals to agencies for housing and basic needs

Orange County Housing Finance Trust

The Orange County Housing Finance Trust (OCHFT) was formed in 2019 as a joint powers authority between the County of Orange and the cities throughout the county. OCHFT was created for the purpose of funding housing specifically assisting the homeless population and persons and families of extremely low, very low, and low income within the County of Orange. The City of Dana Point is partner in OCHFT and Jamey Federico, Mayor of Dana Point, currently serves as Chairman of the Board of Directors.

SCHOOL PARTNERSHIPS

In 2020, a Memorandum of Understanding (MOU) was signed between the City of Dana Point and the Orange County United Way for the purpose of providing financial literacy coaching and education, case management and wrap-around services to parents of R.H. Dana Elementary school and residents of Dana Point to overcome barriers to stable housing, education and financial stability. This important partnership is part of the City's efforts to bolster activities

that prevent homelessness. The program, now underway with participants from both Dana Point elementary schools and beyond, builds financial literacy skills to assist with improving credit, increasing income, and building assets. The program also provides a gateway for participants to other United Way partner services including housing, healthcare and transportation.

In addition to the United Way partnership, the City is in contact with school principals to create awareness of the City's homeless services and the City's ability to connect struggling families to resources to address or prevent homelessness.

NON-PROFIT

Welcome Inn

Officially organized in March 2006, this coalition of volunteers from South Orange County churches, with the support of hospitals and other non-profits has been feeding the homeless and other low-income people in the Doheny area for over 20 years. Known colloquially as "the Feed", a daily meal is currently provided in a Doheny State Beach parking lot. In February 2008 the feed moved to the State beach from another location and volunteers were threatened with citations by State Park Rangers. The American Civil Liberties Union (ACLU) sued and in September 2008 a settlement concluded that the California Code of Regulations, Title 14, section 4321 (Assembly) was written in an overly broad, ambiguous way, and that enforcement violated First Amendment protections of Freedoms of Speech, Assembly and Religion, and henceforth would not be used in any enforcement action.

The Feed has always inspired controversy: On the one hand, well-meaning volunteers believe they are caring for their neighbors by providing food and fellowship; On the other hand, many residents and businesses suspect the Feed attracts homeless people to Dana Point, creates litter and nuisance issues, enables substance abuse and does not contribute to solving homelessness. The community is encouraging Welcome Inn to consider playing an active role in street outreach programs. The community's hope is that once Welcome Inn understands the effectiveness of these programs, it will withdraw its daily feed at the beach.

iHope – Interfaith Homeless Outreach Project for Empowerment

iHope is a faith-based nonprofit serving south Orange County. iHOPE provides the homeless in South Orange County with the services necessary to create self-sufficiency, the resources which will allow individuals to reconnect with their families and the compassion for those who continue to live in our community without the means to care for themselves. iHOPE currently partners with Welcome Inn at The Feed on Wednesday afternoons, and provides a mailing address and mail collection services, among other activities.

FAM - Family Assistance Ministries

Family Assistance Ministries, founded 1999 and based in San Clemente, is a faith-based charitable non-profit organization assisting those in need in Orange County with resources for food, shelter, and personalized supportive counsel and aid. FAM has a full continuum of housing programs: rental assistance to avoid eviction; Gilchrist House interim shelter for homeless single women and mothers with children; FAMily House emergency shelter serving dual parent households, single parent households, and pregnant women; Permanent Supportive Housing for people who are chronically homeless with a mental or physical disability; and Rapid Re-Housing for homeless individuals and families who with partial limited-term rental assistance will quickly be able to become successful in their own permanent housing. All programs include wraparound services: case management, financial counseling, workforce development, food, clothing, and linkage to healthcare. FAM's main resource center is located in San Clemente.

Mercy House

Mercy House, established in 1988, provides services throughout Orange County. Mercy House has created a system of care based on a blend of both continuum of care and housing first models of ending homelessness. This includes operating a variety of programs ranging from homeless prevention and diversion, street outreach, emergency services and shelters, transitional and interim housing, rapid re-housing programs, permanent supportive housing, residential services and affordable permanent housing facilities. The intention of these programs is to address homelessness at every level. The diversity of their programs has also afforded them the experience of working with a wide variety of homeless subpopulations including, but not limited to; families, adult men and women, mothers and their children, veterans, chronically homeless individuals, persons living with HIV/AIDS, individuals overcoming substance addictions, and those who are both physically and/or mentally disabled.

Families Forward

Families Forward is a non-profit organization committed to helping local Orange County families who are homeless or at risk of being homeless. Families Forward works with families in need to achieve and maintain self-sufficiency through housing, food, counseling, education, and other support services.

Friendship Shelter

Friendship Shelter provides a full complement of rehabilitative services to those most in need and addresses the many interrelated problems of homelessness, including mental and physical health, drug and alcohol addiction, personal responsibility, education, and employment. Friendship Shelter offers housing programs intended for clients who are chronically homeless and are unable to work due to a disability including physical or mental health conditions. Clients

are housed in scattered-site apartments and receive ongoing supportive services from Friendship Shelter staff to ensure they remain safely and stably housed.

Veterans of Foreign Wars, Post 9934

VFW Post and Auxiliary 9934 offer many services to the community and engage in various programs which are sponsored by the Veterans of Foreign Wars and the Department of California Veterans Affairs and their Ladies Auxiliaries. Support and connections to resources for homeless veterans and their families are provided through an extensive network of local volunteers.

Association of California Cities - Orange County

The Association of California Cities – Orange County (ACC-OC) represents the interests of Orange County cities on regional public policy issues. The Association believes in education that empowers, policy development that is collaborative, and advocacy that is service orientated. The ACC-OC membership base consists of the cities of Orange County, dozens of local government special districts, businesses, non-profits and higher education institutions.

BUSINESS

The Dana Point Chamber of Commerce, Dana Point Harbor Merchants, Doheny Village Merchant's Association and local resorts are all engaged to contribute toward reducing the impacts of homelessness on our business community, residents and visitors. Businesses are often plagued by nuisance issues perpetuated by homeless. Litter, public urination and defecation, loitering, panhandling and trespassing are common impacts to businesses. These impacts not only disrupt business operations but make it difficult for our visitor-serving businesses to create a friendly and safe atmosphere for customers and guests. The business community has been engaged on homeless issues and will continue to serve as an important conduit to share information, participate in strategies to mitigate impacts and provide support where appropriate to aid the City and the greater community in protecting our economic vitality.

RESIDENTS

As identified in the 2017 Community Survey and ongoing surveys, Dana Point residents are very concerned about homelessness in Dana Point. Residents play a vital role as the City looks to our community to be additional "eyes and ears", report suspicious behavior, debris that needs removal, a homeless individual who needs outreach and to help disseminate information to friends and neighbors. While often the visibility of homelessness causes unease for residents, the City is hopeful that residents concern will move toward supporting programs and initiatives focused on solutions to homelessness. The City hopes residents will consider moving away

from supporting programs that merely maintain someone's homelessness and toward solutions that move individuals off the streets.

Establishing relationships, trust, connections to services and individualized approaches to moving homeless residents into housing will yield the best outcomes.

STRATEGY

City of Dana Point

ACTIONS

OBJECTIVES

OUTCOMES

Full-time Professional Street Outreach (engage with homeless residents, prepare them for housing, build relationships, reduce resistance, link to services)

Census of individuals living on Dana Point's streets (intake form, database)

Weekly Case Management meetings and other coordination among service providers

Relocate the Doheny Beach Feed

Emergency Assistance for vulnerable individuals at risk of becoming homeless (housing, food, transportation, other)

Law Enforcement (receive training & toolkit, engage with homeless, issue citations, make arrests)

Public Works (clean-up, maintenance, removal of encampments)

Public information: FAQs, newsletter, monthly report, website, resources, and meetings

Homeless Toolkit for local businesses

Policy/legislative change (homeless services in South OC, more housing and resources)

Regular communications with the County and neighboring cities

Learn about best practices

Monitor program results

House Dana Point's homeless residents

Ensure that all Dana Point homeless interventions, including the Feed and other non-profit and faith-based services, are part of a focused, coordinated strategy

Prevent vulnerable individuals and families from becoming homeless in Dana Point

Ensure that homeless residents follow the law to the greatest extent enforceable and are, in turn, protected

Minimize as much as possible the damage to physical assets, nuisances and dangers associated with having a homeless population

Keep business and the public informed and engaged

Influence policies that impact Dana Point's homeless situation

Adapt this strategy to emerging information, changes and opportunities Homelessness in Dana Point is reduced

Dana Point's public spaces are welcoming and safe for residents and visitors

Dana Point's residents are well-informed of homeless issues and participate in a solution

Homeless residents stay as safe, healthy, and law abiding as possible while awaiting housing or readiness to accept services

prepared by Nonprofit Results

The overall purpose of this plan is to eliminate the necessity of homelessness in the Dana Point regional area. There are four desired outcomes:

OUTCOME 1: HOMELESSNESS IN DANA POINT IS REDUCED

The City recognizes that the complete elimination of homelessness in the near future is unlikely, so it is aiming realistically to reduce the number of homeless individuals living on Dana Point's streets by facilitating their transition into stable housing, self-sufficiency, or the return to a home-based support network. Professional street outreach, a Reconnection Program, and Emergency Services for individuals and families are the primary activities undertaken to reach this outcome.

One of the functions of Outreach is to build relationships with homeless residents in order to gently encourage them to accept housing and other services. Close coordination across the government, faith-based, nonprofit and private sectors is also needed in order for engagements to be effective. This includes close, non-duplicative case management. The only individuals remaining on the streets of Dana Point should theoretically be Dana Point residents who are still in the assessment/document process, those who have been fully assessed and are waiting for housing to become available, and those who are not yet ready to accept assistance.

The City recognizes several challenges to its efforts to reduce homelessness. The primary barrier to housing the homeless is a lack of available affordable housing options and supportive housing in the county. The City will continue to actively work to help identify and/or contribute to the establishment of housing options.

The City suspects that State Prison Reform legislation, namely AB109, and Propositions 47 and 57 have changed Law Enforcement's response to offenses commonly committed by homeless persons-- drug offenses, petty thefts, and nuisances-- leaving police to simply write citations instead of make arrests. The City believes this is leading to an increase in public drug use and petty theft without consequence, and it removes an opportunity (temporary incarceration) to try to help a homeless person receive services.

Finally, a proportion of the homeless population are service-resistant; they are not yet psychologically ready to accept help in finding stable housing and receiving other wrap-around services. There are no legal measures that can be taken to force a person to accept services. The approach taken by the City's Outreach personnel is to build relationships and be consistently present until those people trust them and become open to services and resources to improve their situation. Dana Point will continue to learn about other best practices in addressing homelessness and will monitor the results of its own programs in order to make adaptations and improvements as necessary.

OUTCOME 2: DANA POINT'S PUBLIC SPACES ARE WELCOMING AND SAFE FOR RESIDENTS AND VISITORS

The City and residents alike want Dana Point's parks, streets, plazas and buildings to be clean, attractive, and non-threatening. They should be beautiful, inviting areas where people comfortably go about their business or gather for recreation. A substantial homeless population can lead to unsightly debris and create nuisance and safety issues. While every effort is being made to house the homeless or connect them with a support system elsewhere, the City will also continue its daily tasks of cleaning up debris, removing encampments, keeping loitering to a minimum and responding promptly to disturbances. The City will also continue to evaluate enhancements to its Municipal Code to address, to the extent possible under the law, quality of life issues.

OUTCOME 3: DANA POINT'S RESIDENTS AND BUSINESSES ARE WELL-INFORMED OF HOMELESS ISSUES AND PARTICIPATE IN A SOLUTION

The City aims to counteract misinformation, rumors, and prejudice among the public by providing public information to educate and inform residents about homelessness in general, Dana Point's homeless community, and specifically the actions being taken by the City. The City aims to transform public frustration and fear into positive participation in working towards solutions. The City has made information available to the public and creates opportunities for the public to engage, in the form of Frequently Asked Questions, a website, monthly Outreach reports via the City's newsletter, pamphlets and community meetings, as needed. Finally, the City is encouraging the public to make financial contributions to organized programs rather than hand money, food, or other items to individual homeless persons. All are encouraged to call Police Services promptly when they witness crimes or other disturbing activity by homeless.

Tourism is Dana Point's top industry and a major economic driver for restaurants and shops in town. An available and skilled workforce is essential to its success. To the extent possible, formerly homeless individuals who have been stabilized in housing or who are ready to take steps toward self-sufficiency can be connected to local job programs and opportunities.

Many homeless have significant barriers to employment such as a prison record or mental health issues. A job can instill dignity and purpose. The City will continue to explore programs and partnerships that may be implemented to provide connections to jobs and training programs.

OUTCOME 4: HOMELESS RESIDENTS STAY SAFE, HEALTHY, AND LAW ABIDING WHILE AWAITING HOUSING OR READINESS TO ACCEPT SERVICES

The homeless suffer disproportionately from safety and health concerns. Like all citizens, they have rights that the City intends to protect. Furthermore, the City and County outreach services will attempt to tend to homeless residents' physical and mental health needs while they are on the streets, as well as prepare them to be "document-ready" for housing opportunities.

The City has instituted a policy to provide services and resources to homeless individuals and families who meet Dana Point residency criteria. Dana Point residents are considered those individuals and families who have been in the City for at least 2 years. Others who have arrived here more recently are connected to the Homeward Bound reconnection program and encouraged to return to the area of their support system. This allows City Outreach staff to prioritize service provision and resources for residents.

EVALUATION, LEARNING, AND IMPROVING

The City has developed a set of measures to capture, briefly, the *efforts* being made by City departments and community partners, as well as the *results* of those efforts to address homelessness in Dana Point. Additionally, the measures provide information about the direction things are moving over time. The measures presented below need to be interpreted within their context and used to reassess and improve the City's response to homelessness. For instance, an increase in the number of homeless persons in Dana Point does not necessarily indicate that the City has not implemented its plan well; it could reflect increased outreach and engagement with the population, changes in the cost of living or a worsening of the opioid epidemic; the City's goal will be to track how its homeless population is changing and adjust a response accordingly.

California has one quarter of the nation's homeless. With policy and resources derived at the national, state and local levels, changes may occur that affect Dana Point. Both opportunities and obstacles may present themselves over the course of the work plan implementation.

The City compiles data to analyze the current situation and evaluate:

- 1) Does homelessness seem to be getting better or worse in Dana Point? Why?
- 2) Should any adjustments be made to Dana Point's strategy to address homelessness? If so, what adjustments should be considered?

Measurement	2018	2019	2020
Total number of individuals contacted by Outreach	149	118	87
Number of interactions with Outreach (collaborations, meetings, calls)	132	401	456
Number of individuals housed (transitional, permanent, rental	22	18	48
assistance)			
Number of individuals fallen out of housing programs	5	1	18
Number of individuals who have been assessed for housing (active	24	31	26
and inactive)			
Average number of active clients working with outreach (monthly)		28	20
Number of non-resident individuals reconnected to their support		8	2
system			
Number of hours spent by Public Works Crews addressing abandoned		340	628
property and engaging with homeless			
Number of hits on the City's Homelessness website		1362	765
Number of public information announcements/ communications		52	20
efforts			
Number of individuals deceased		0	2