

Homeless Outreach and Mobile Engagement

HOME Program

Homeless Contacts in La Mesa

- LMPD officers respond to all calls related to homelessness. LMPD utilizes the Homeless Emergency Aid Program (HEAP) through the People Assisting the Homeless (PATH) team on a part-time basis. HEAP served as a one-time funding source for immediate expenditures and will time out.
- Calls for service related to homelessness may be lower priority calls, depending on the circumstances.
- High call volumes or emergencies may delay contact with homeless individuals and the ability to connect them to resources .

CAHOOTS

- Mobile crisis intervention providing service in Eugene, Oregon for the last 30 years.
- Mental Health Crisis Worker, Senior Outreach Worker, and Emergency Medical Technician



CAHOOTS

- Dispatched through Eugene communications center.
- CAHOOTS provides immediate stabilization in case of urgent medical need or psychological crisis, assessment, information, referral, advocacy & (in some cases) transportation to the next step in treatment.
- Any person who reports a crime in progress, violence, or a life-threatening emergency may receive a response from the police or emergency medical services instead of or in addition to CAHOOTS.

CAHOOTS

- Crisis Counseling
- Suicide Prevention, Assessment, and Intervention
- Conflict Resolution and Mediation
- Grief and loss
- Substance Abuse
- Housing Crisis
- First Aid and Non-Emergency Medical Care
- Resource Connection and Referrals
- Transportation to Services



Adapting a CAHOOTS Model for La Mesa

- Provides trained social and mental health professionals to address non-emergency calls that could be addressed through de-escalation and counseling.
- Addresses gaps in service for the homeless population such as transportation, assistance with documentation, and medical attention.
- Enhances services to the local homeless population, residents, and businesses to address nonemergency calls.
- Reduces the number of hours that police and fire services dedicate to responding to non-emergency calls; allowing these agencies to address other core service needs.
- Allows the police department to advance proactive and community policing initiatives; provides the police department with direct resources to enhance its level of service.

Homeless Contacts in La Mesa

- In 2019, LMPD handled 2,182 calls for service related to homelessness.
- Currently, police officers respond to homelessness calls.
- The cost of a CAHOOTS team responding would be at a significantly reduced cost.



Calls for Service

- August 2020: Sample of 275 calls related to homelessness and of those, 159 (58%) of which could have been handled by CAHOOTS.
- 56% of calls for service related to the homeless occur Monday through Friday between 7am and 7pm (36% of the week).
- Of note, all calls for service are given a call type at the time the call is received. Circumstances may change once members of the department are on scene.
- Officers responded to 353 mental health calls for service in 2018, 394 calls in 2019, and 208 calls through August 2020.

Phase I

- Contract with the People Assisting the Homeless (PATH) as a short term solution to fill service gaps until Phase II is implemented.
- Outreach worker and mental health worker, covers some bed space/housing for one year of work.
- Notice of Funding Availability ("NOFA") using CDBG-CV – one time funding source to cover Phase I expenditures.

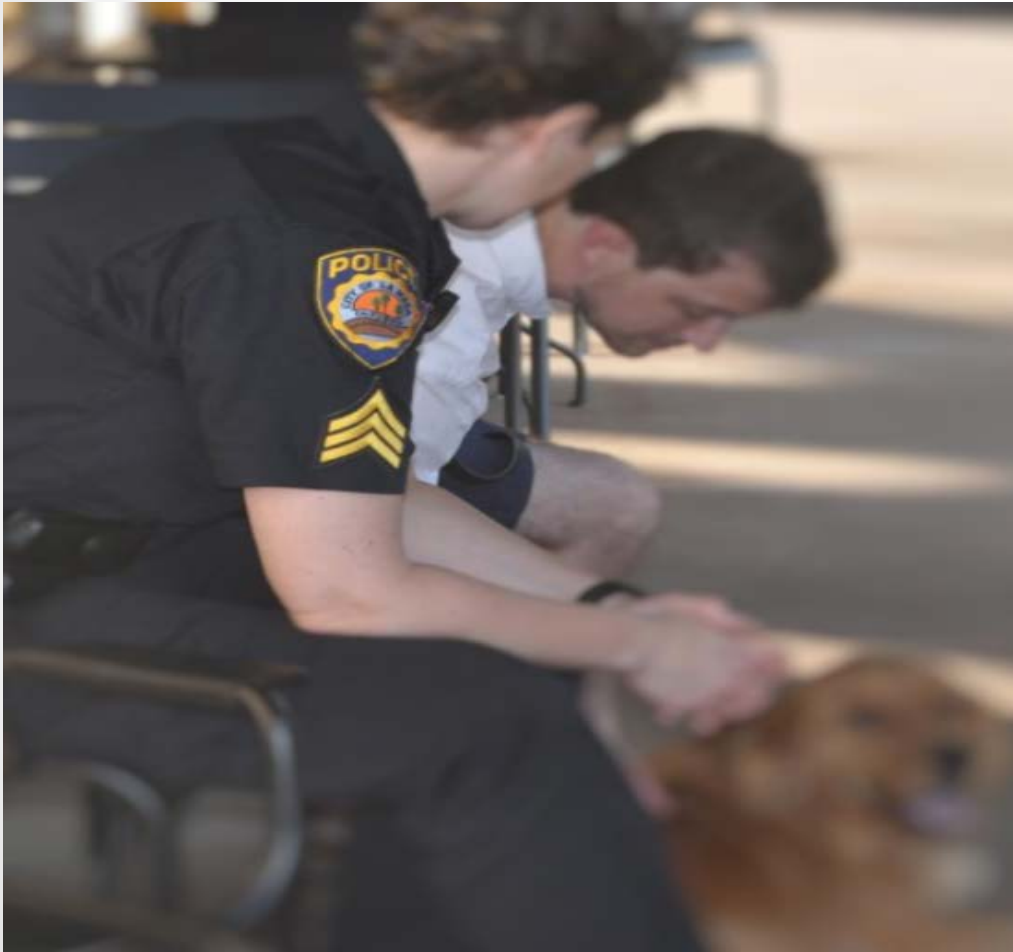
Phase II – Program Overview

- Goal: Assist homeless individuals, on a case by case basis, by addressing hurdles that may prevent them from taking advantage of services available within the County. And allow officers to be reallocated to police work and community engagement.
- Develop a “HOME team”, Homeless Outreach and Mobile Engagement: A two person mobile team of non-sworn employees: one outreach worker and one medical aid/crisis counselor.
- To be dispatched to calls for service that may not require the presence of an officer nor emergency medical care.

Why create our own program?

- Creating an “in house” team gives the City the flexibility to customize the program to best meet the needs of our community.
- Increased customer service for all our residents; Quick response for assistance via the police radio.
- The program is an investment in needed resources to support long term, cost effective services.
- The City will control future program costs.

Potential Service Gaps Addressed



- Provide transportation to a relative or friend willing to help the individual.
- Assistance applying for personal identification cards that will allow the individual to obtain benefits or additional services.
- Assistance with accessing substance abuse programs.
- Identification of persons who may need medical assistance. Facilitate scheduling doctors visits.
- La Mesa connection to regional bridge housing.

Program Costs

Estimated Year 1 Costs		
Personnel Costs:		
Nurse/ Paramedic/ EMT	\$23/ hour including fringe benefits	\$75,277
Experienced Outreach Worker	\$23/ hour including fringe benefits	\$75,277
Equipment Costs:		
Vehicle	8-12 passenger van	\$38,000
Vehicle Operational	Fuel, maintenance, etc. (annual)	\$4,500
Vehicle Outfitting	MCT, radio, lighting	\$9,000
Portable Radio x 2	Motorola APX	\$8,000
Office Supplies	Computer and licenses	\$3,000
Uniforms x 2		\$1,200
Training Costs:		
Seminars/ Conferences	1 per employee \$1500 each	\$3,000
Medical re-certification	nurse/ paramedic	\$1,000
Total Year 1 Cost:		\$218,254

Program Costs

Estimated Year 2 Costs		
Personnel Costs:		
Nurse/ Paramedic	\$23/ hour including fringe benefits (5% increase)	\$79,100
Experienced Outreach Worker	\$23/ hour including fringe benefits (5% increase)	\$79,100
Equipment Costs:		
Vehicle Operational	Fuel, maintenance, etc. (annual)	\$4,500
Office Supplies	Licenses	\$1,500
Uniforms x 2		\$1,200
Training Costs:		
Seminars/ Conferences	1 per employee \$1500 each	\$3,000
Medical re-certification	nurse/ paramedic	\$1,000
Total Year 2 Cost:		\$169,400

Funding Sources

- La Mesa has applied for Permanent Local Housing Allocation (PLHA) funds and expects approximately \$188,000 to be awarded to the City for Year 1 with a total of \$1.1 million over five years.
- LMPD could supplement \$30,000 through AB109 Public Safety Realignment.



Milestones

- Cost savings compared to only officer response.
- Number of calls HOME has handled.
- Percentage of calls requiring presence of an officer in addition to HOME team.
- Number of individuals that accepted services.
- Total of number individuals contacted by HOME.
- Changes to response times.
- Additional police hours toward Community Oriented Policing.

Questions

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