GATEWAY CITIES COUNCIL OF GOVERNMENTS

Committee on Homelessness

AGENDA

Thursday, July 24, 2014
5:30 p.m. Meeting

Office of the Gateway Cities Council of Governments
1st Floor Conference Room
16401 Paramount Boulevard, Paramount, CA
(Corner of Paramount & Jackson)

STAFF REPORTS AND OTHER WRITTEN DOCUMENTS ARE AVAILABLE AT THE GATEWAY CITIES COUNCIL OF GOVERNMENTS OFFICES, 16401 PARAMOUNT BOULEVARD, PARAMOUNT, CALIFORNIA, 90723. ANY PERSON HAVING QUESTIONS CONCERNING ANY AGENDA ITEM MAY CALL THE COG STAFF AT (562) 663-6850.

FOR YOUR INFORMATION: The Committee on Homelessness will hear from the public on any item on the agenda or an item of interest that is not on the agenda. The Committee on Homelessness cannot take action on any item not scheduled on the agenda. These items may be referred for administrative action or scheduled on a future agenda. Comments are to be limited to three minutes for each speaker, unless extended by the Committee on Homelessness, and each speaker will only have one opportunity to speak on any one topic. You have the opportunity to address the Committee on Homelessness at the following times:

A. AGENDA ITEM: at this time the Committee on Homelessness considers the agenda item OR during Public Comments, and

B. NON-AGENDA ITEMS: during Public Comments, comments will be received for a maximum 20-minute period; any additional requests will be heard following the completion of the Committee on Homelessness agenda; and

C. PUBLIC HEARINGS: at the time for public hearings.

Please keep your comments brief and complete a speaker card for the Chair.

I. CALL TO ORDER

II. ROLL CALL – BY SELF INTRODUCTIONS

III. PLEDGE OF ALLEGIANCE
IV. AMENDMENTS TO THE AGENDA - This is the time and place to change the order of the agenda, delete or add any agenda item(s).

V. PUBLIC COMMENTS

VI. REPORTS

A. Review of Gateway Connections Monthly Reports for the months of April – June 2014, by PATH Partners

SUGGESTED ACTION: A MOTION TO RECEIVE AND FILE REPORT, POSSIBLE ACTION AND/OR GIVE DIRECTION TO STAFF

B. Local Coordinating Agency Activity Reports

1. LCA 1—Helpline Youth Counseling (Bell, Bell Gardens, Commerce, Cudahy, Huntington Park, Maywood, South Gate, Vernon, and County Unincorporated)

2. LCA 2—Whittier Area First Day Coalition (Industry, La Mirada, Montebello, Pico Rivera, Santa Fe Springs, Whittier, and County Unincorporated)

3. LCA 3—Our Place Housing Solutions (Artesia, Bellflower, Cerritos, Compton, Downey, Lynwood, Norwalk, Paramount, and County Unincorporated)

4. LCA 4—City of Long Beach (Avalon, Hawaiian Gardens, Lakewood, Long Beach, Signal Hill, and County Unincorporated)

C. Report from PATH Partners Regarding Coordinated Entry Systems (CES)

SUGGESTED ACTION: A MOTION TO RECEIVE AND FILE REPORT, POSSIBLE ACTION AND/OR GIVE DIRECTION TO STAFF

VII. MATTERS FROM COMMITTEE MEMBERS

VIII. ADJOURNMENT

NOTICE: New items will not be considered after 6:30 p.m. unless the Committee votes to extend the time limit. Any items on the agenda that are not completed will be forwarded to the next scheduled meeting of October 23, 2014.

IN COMPLIANCE WITH THE AMERICAN WITH DISABILITIES ACT, IF YOU NEED SPECIAL ASSISTANCE TO PARTICIPATE IN THIS MEETING, PLEASE CONTACT THE COG OFFICE AT (562) 663-6850. NOTIFICATION 48 HOURS PRIOR TO THE MEETING WILL ENABLE THE COUNCIL OF GOVERNMENTS TO MAKE REASONABLE ARRANGEMENT TO ENSURE ACCESSIBILITY TO THIS MEETING.
VI. Reports
   Item A
   Introduction and Review of Gateway Connections Monthly Reports for April – June 2014 – by PATH Partners
Gateway Connections
April - June 2014 Report

Submitted July 2014

To the Gateway Cities Council of Governments
Gateway Cities Council of Governments
Gateway Connections: Homelessness Initiative
April – June 2014 Update

**Coordinated Entry System (CES).**

The Gateway Connections Team was asked to participate in the County of LA’s Coordinated Entry System Pilot as the lead consortium for Service Provider Area (SPA 7). Coordinated Entry Systems are meant to better identify homeless individuals who are the most vulnerable (‘high acuity’) and to prioritize these individuals for the limited permanent supportive housing resources that are available. Further, identifying, prioritizing, and housing high acuity homeless clients is meant to be done in closer partnership with homeless agencies who traditionally work in silos.

As our Gateway Connections program has many of the hallmarks of a Coordinated Entry System, we were arguably the most “ahead of the curve” in the County. As such, we were able to leverage our existing strong partnerships, structures, and systems to carry out large-scale surveying, case conferencing, and expanded community collaboration. Through this, we surveyed more than 400 individuals in the Gateway Cities, with nearly 40% being assessed as having high acuity and needing permanent supportive housing (versus rapid rehousing assistance). We strengthened our partnerships with the VA and SSVF representatives responsible for our region via the CES pilot, and identified a permanent supportive housing provider who houses persons living with HIV/AIDS (PLWHAs). This provider has earmarked two units for high-needs PLWHA clients in our region identified through CES. Lastly, CES will afford us the survey data to demonstrate the significant (and unmet) need for permanent supportive housing resources in the Gateway Cities. This will allow us to advocate for more PSH and related resources for this underserved region.

At the end of the pilot, we were proud to present our results of both our Gateway Connections work and our CES pilot progress (see last page). At the end of the pilot, we were invited to apply for funding to continue this important work in SPA 7. If awarded, these monies will fill important gaps in our current funding and allow us to serve more homeless individuals with higher acuity. We are currently awaiting word from the Home for Good Funder’s Collaborative as to the outcome of our proposal.
We are excited to report that we have **hit the 500 mark! More than 500 formerly homeless households have been permanently housed in the Gateway Cities since September 2012.** With very limited housing resources in the region, our collaboration has taken a creative, robust, and whatever-it-takes approach to housing our clients. Further, PATH has worked diligently to earmark significant resources for the Gateway Cities, including a large number of its VASH, VASH-ACT, and County of Los Angeles Section 8 housing vouchers. Our team members have also worked closely with local landlords to educate and promote housing of our clients, ensuring the property owners that our clients will be supported once housed. This, combined with Gateway Connections rapid-rehousing assistance, has been very successful in helping less-acute homeless clients secure and retain permanent housing.

Scores of clients have been linked to job training and employment to ensure long-term self-sufficiency. Further, when eligible, clients are connected with mainstream benefits, which may be enough to pay for rent with only limited, one-time injection of funds from the Gateway Connections program. We’ve reunited clients with their families and linked medically-fragile clients to more intensive medical homes like skilled nursing facilities. This mosaic of housing strategies has been critical to our success, and to the success of our clients we serve. And because of Gateway Connections, more than 500 of our clients now have a place called home.

We are grateful to the Gateway Cities Council of Governments and County of Los Angeles its continued support.
Los Angeles CES SPA 7/Gateway Cities

**WHO WE ARE**
- Gateway Connections started in '12
- Implemented by 4 partners (PATH, HYC, First Day, Our Place)
- 1st program of its kind (pre-cursor to CES)
- Important resources for underserved regions
- Program of the Gateway Cities Council of Governments with support from County of LA

**WHERE WE WORK**
26 Cities and unincorporated areas in Southeast LA
Largely SPA 7 but also includes cities in SPA 3, 6, and 8

**WHAT WE DO**
Goal: Help 665 households move into permanent housing by end '17
Housed more than 500 to-date

**Services:**
- Street Outreach
- Screenings and assessments
- Case management
- Emergency housing solutions
- Housing location services
- Ongoing supportive services

**CES PROGRESS AT-A-GLANCE, PILOT PERIOD-TO-DATE**
- # VI-SPDATs Administered
  - 408
- % of 3-4 Acuity Scores vs 1-2 Acuity Scores
  - 30% and 63% vs 37%
- # Match Ready
  - 45
- # VI-SPDAT-ed Who Were Housed During Pilot, By Acuity Score
  - 1: 27, 2: 11, 3: 13, 4: 12

**CES GOING FORWARD**
- General Strategies
  - Expand from 90% to 100% of SPA 7
  - Expand work in underserved areas
  - Integrate VI-SPDAT & Match Initiation Tools as an SOP
  - Expand capacity to serve Spanish-speaking clientele
  - Hire CES Coordinator/Matcher
  - Integrate United Way Standards of Excellence into work
- Goals for First Year
  - 90% of chronically homeless in SPA 7 administered VI-SPDAT
  - 100 Clients Match-Ready
  - 80% Matched to a housing resource
  - 80 Clients will move into permanent housing
  - 30 to be 3s and 4s on VI-SPDAT Acuity Scale
  - 50 to be 1s and 2s on the VI-SPDAT Acuity Scale

**Partnership Schematic**

SPA 7 Homeless Coalition
PATH
HACUSA
Bell Shelter
LHAPSA FRC
CBK
Community Solutions
SPA 7 City Council
United Way
Alliance for Housing and Health
PMDH Ventures
City of Long Beach
PMDH VASH ACT
Gateway Cities Council of Governments
1. Please briefly describe any accomplishments for this period

- HYC staff has been successful with referring two (2) clients into PATH’s VASH ACT Program (Veterans experiencing chronic homelessness: mental health, substance abuse, and physical health difficulties) and clients are currently in the process of obtaining Housing.

- HYC Staff provided thirty (30) $5.00 McDonalds gift cards and $50.00 (50x$1.00 store credit) to 30 homeless individuals who participated in our VI-SPDAT survey.

- HYC Staff is in the process of applying for an increased grant amount for 2014 at Desert Industries. This grant will be used to provide clothing and furniture to homeless individuals when moving into permanent housing.

- HYC Staff has been effectively established prominent relationships with Landlords that are trusting in our agency to fill their vacancies with our suitable tenants.

2. Please briefly describe any challenges for this period

- HYC Staff is currently looking for a new Outreach Specialist/Navigator with the right experience in order to obtain the success rate of our agency.

3. Please indicate the circumstances of any clients that left the Gateway Connections program.

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<thead>
<tr>
<th>Client Name</th>
<th># Families</th>
<th># Adults</th>
<th># Children</th>
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<th>Single Adult No Child</th>
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4. Please briefly describe staffing or agency changes

- Helpline Youth Counseling was closed February 17th for President’s Day.

5. Please list trainings that staff attended during this period.

- 02/07/14 Helpline Youth Counseling All-Staff Meeting: Confidentiality Training provided by Margo Edwards.
- 02/04, 02/11, 02/18 and 02/25 HYC Staff Clinical Supervision: LCA1 staff are weekly educated, trained, supervised by a licensed Marriage, Family, and Child Counselor or a Licensed Clinical Social Worker.
Gateway Connections Monthly Narrative Report  
LCA 1 Helpline Youth Counseling  

APRIL 2014

These trainings benefit the team tremendously by advancing our network, strategies/methods, and remaining current with trends.

- 02/13/2014 SPA 7 Homeless Coalition: Coordinated Entry for Families and Singles.
- 02/18/14 Tenant Rights Workshop: Fair Housing Foundation (Fair Housing Laws, Eviction Process, Security Deposits, Repairs, Rent Increases, and Renting at a Foreclosed Property).
- 02/28/14 GCCOG Joint Gateway Connections Outreach Meeting.

6. Please indicate if your agency has concerns about the Gateway Connections Program or has recommendations for systems improvements, etc.

- None

7. Success Stories

AA is a U.S. Veteran who was discharged on June 9, 1993. After the military, AA was employed for 12 years and was a homeowner. In 2006 AA lost his job due to economic hardship, and became homeless. From March 2006 to May 2008, AA moved around, staying with friends. When he was not allowed to stay with friends, AA ended up living streets until he became ill. In May 2010, AA received treatment at the VA hospital for mental health conditions. Due to the assistance of the VA, AA was able to receive medical benefits, government assistance, general relief and food stamps. AA was referred to the Bell Shelter on October 21, 2013.

AA was then referred to Helpline Youth Counseling (HYC) from Bell Shelter Salvation Army, which helped him regain hope and restoration. On January 16, 2014, AA was awarded a VASH Voucher and HYC provided AA with the security deposit. AA is looking forward to a new beginning and achieving his goals in his new apartment.

AA has expressed himself as extremely blessed to have gained a new place to call home in such a short period of time.
Gateway Connections Monthly Narrative Report

Agency/LCA: Whittier First Day / LCA 2

Report Month and Year: April 2014

1. Please briefly describe any accomplishments for this period (include accomplishments/progress on overall program/services goals).
   The outreach team has switched to electronic charting. By creating a system on a cloud that can be accessed through any smart phone or tablet, it allows our outreach navigators to accurately document services and contacts as soon as they happen. Another benefit is that this allows clients to streamline continuity of care; when a navigator becomes unavailable at the time and the client’s case is given to another navigator, the following navigator can simply look at the client’s interactions and can follow up on his or her required issues and not “double dip” services.

2. Please briefly describe any challenges for this period (including issues impacting overall program and services).
   None at this time.

3. Please indicate the circumstances of any clients that left the Gateway Connections program.
   No one in our LCA has left the Gateways program this month. Our navigators have been working with patience and creativity to try our best with our clients.

4. Please briefly describe staffing or agency changes (if any), including time off for staff that impacts number of services or medical visits provided and/or clients served in this month.
   None

5. Please list trainings (if any) that staff attended during this period.
   None at this time.

6. Please indicate if your agency has concerns about the Gateway Connections Program or has recommendations for systems improvements, etc.
   None at this time.
7. **Success Story. Please describe any client success stories for the month. Please include client pictures and related waiver if available.**

LM is a 55-year-old Latina woman who has been on-and-off the streets of Pico Rivera for more than a decade. She has barely managed on the streets as she has a developmental disorder, experiencing bouts of depression and uncontrolled high blood pressure. After some time, she was reunited with her mother and she lived with her. Things seemed to prosper for LM, until this year when her mother passed away. After struggling to pay rent, she found herself once again out in the streets.

During her most recent episode of homelessness, she was discovered by a passerby who had managed to reconnect her to her nephew, who paid for her motel stay temporarily. That same Good Samaritan had referred her to the Gateways Connection number where the outreach team started working with her.

Determined to help her, the outreach team worked with her nephew and managed to sign her up for the Lamp Housing Program in Los Angeles, which would allow her to get a housing subsidy. Although she managed to finish the application process, she still needed the required documentation. First she needed to have a mental health confirmation, and then she must be medically/mentally stable with a temporary medical home. She was taken to Whittier First Day PIH Health and Wellness Center where she was given a 30-day supply of medication. We then got her linked to Silverlake Medical, which would be close to her future home. She was also connected with Gateways Mental Health Center which she is currently awaiting her evaluation to get into the program. Furthermore the outreach team had signed her up with Good Shepard emergency shelter in Los Angeles, which is within close proximity to the Lamp program and she can travel easily to their office as opposed to a nearly 2 hour bus ride from Pico Rivera.

Today she is still working with her nephew and the outreach team, having almost daily contact and follow up, and awaiting acceptance in the Lamp program.
1. Please briefly describe any accomplishments for this period (include accomplishments/progress on overall program/services goals). **OPHS continues to work with outreach teams to conduct outreach in the cities of Downey, Compton, Bellflower, Paramount, Cerritos, Artesia, Lynwood and Norwalk.** Outreach efforts this month were again focused on Lynwood and Compton.

   The OPHS staff housed 3 neighbors in permanent supportive housing using rehousing assistance and help with application process. Each of these individuals utilized different housing resources including; one trailer, sober living and shared housing. Two of these individuals have been outreached by the OPHS team for multiple years.

   OPHS staff continues to work with 9 veterans identified through outreach efforts. Two of these individuals have received vouchers and have identified apartments. They are in the process of waiting for inspections to clear. These veterans are working collaboratively with OPHS staff and the VASH/ACT team of PATH.

   Total VISPDAT surveys completed is 139 (completing our CES SPA 7 LCA specific goal). Thirty-five of these have been identified as “housing ready.”

2. Please briefly describe any challenges for this period (including issues impacting overall program and services). **OPHS experiences ongoing challenges with communication regarding the displacement of clients who we’ve been working with who live in encampments.**

3. Please indicate the circumstances of any clients that left the Gateway Connections program.
   N/A

4. Please briefly describe staffing or agency changes (if any), including time off for staff that impacts number of services or medical visits provided and/or clients served in this month.
Both of OPHS’s case managers took time off in April impacting the team’s ability to conduct outreach consistently.

This month OPHS’s Executive Director, Ryan Ver Wys, announced that he has taken a new position and as of May 23, 2014, he will no longer be the ED for OPHS. The board of OPHS has established a search committee who is in the process of receiving applications and interviewing potential replacements for the Executive Director position.

5. Please list trainings (if any) that staff attended during this period. 
   Staff did not attend any trainings for the month of March.

6. Please indicate if your agency has concerns about the Gateway Connections Program or has recommendations for systems improvements, etc.
   N/A

7. Success Story(ies). Please describe any client success stories for the month. Please include client pictures and related waiver if available.
   This month 2 neighbors with longstanding history with Our Place Housing Solutions were placed in permanent supportive housing. One gentleman, who has a long history of chronic homelessness, had previously been living in his car in the back parking lot of OPHS’s offices. He and his girlfriend are now living in a trailer in Downey.

   The other individual is a female who has had extensive history with homelessness and substance abuse. For a few years, OPHS has reached out to this neighbor with very little active response or desire for change. She came to the OPHS staff finally willing to take steps to make changes in her life. OPHS was able to work quickly with connections at a shared living facility in which the client was placed.
1. Please briefly describe any accomplishments for this period (include accomplishments/progress on overall program/services goals).

Staff conducted a coordinated outreach effort with multiple agencies including PATH ACT, PATH, Long Beach Veteran’s Affairs (LBVA), Lakewood Sheriff’s Department, Alliance for Housing and Healing, and Long Beach Police Department Quality of Life at previously identified hotspots in Hawaiian Gardens, Lakewood, Long Beach, and Signal Hill. Through the participation of various entities, outreach staff was able to immediately connect individuals with the appropriate agency and service, providing a more efficient level of care. For example, staff encountered an individual at a park in Lakewood; ACT – PATH and the LB-VA were able to verify the individual was a veteran but not eligible for HUD – VASH. Fortunately, the veteran was eligible for grant per diem programs and therefore referred to the veteran’s case manager at the Multi-Service Center (MSC) and outreach workers at US Veterans Initiative for program placement.

2. Please briefly describe any challenges for this period (including issues impacting overall program and services).

The MSC is currently undergoing a modernization project in order to improve the floor plan of the center to allow for expansion of services and improvement of the overall safety of the center. During this phase, the MSC has temporarily shut down the shower facility. As a result, staff has to do more extensive planning and coordination with clients in respect to accessing basic services as shower facilities are reduced and accessible during limited times. Often, clients do not have the capacity to participate or feel uncomfortable utilizing basic services at the alternate sites (Long Beach Rescue Mission and Mental Health America). This has impacted staff’s ability to build rapport and often times maintain relationships with the street homeless population who initially may only be interested in basic services.

3. Please indicate the circumstances of any clients that left the Gateway Connections program.

N/A
4. Please briefly describe staffing or agency changes (if any), including time off for staff that impacts number of services or medical visits provided and/or clients served in this month.

Due to the move out of the MSC into modular units and decentralization of services, staff has not been able to as many outreach sessions as in prior months. Staff is anticipated to increase sessions in the following month.

5. Please list trainings (if any) that staff attended during this period.

   4/9/14: FAME Transportation Program
   4/16/14: HMIS Outreach Module

6. Please indicate if your agency has concerns about the Gateway Connections Program or has recommendations for systems improvements, etc.

   N/A

7. Success Story(ies). Please describe any client success stories for the month. Please include client pictures and related waiver if available.

   Mr. B is a 57-year-old Alaskan Native who served in the US Navy for 3 years and was discharged with an honorable discharge. He became homeless in Long Beach shortly after his release from the military and has remained homeless for the most part for over 15 years. This veteran was outreached numerous times by staff and agency partners, however his chronic alcoholism made the engagement process challenging. Through the persistence of the outreach team, he registered with the VA Long Beach Healthcare system and is now receiving medical and social services as well as a referral to VASH. He recently was approved for his VASH voucher and is working with our local SSVF team to obtain permanent housing.
Gateway Connections Monthly Narrative Report

Agency/LCA: PATH (People Assisting The Homeless)
Report Month and Year: April 2014

1. Please briefly describe any accomplishments for this period (include accomplishments/progress on overall program/services goals).

   We have made a good contact with a VA Long Beach representative, which has been a great asset for the Gateway Connections team. He is able to screen clients from the street and let them know what services they are entitled to.

2. Please briefly describe any challenges for this period (including issues impacting overall program and services).

   Requesting DD214 is a challenge to assist veteran clients with veterans’ services.

3. Please indicate the circumstances of any clients that left the Gateway Connections program.

   No Clients left the Gateway Connections Program.

4. Please briefly describe staffing or agency changes (if any), including time off for staff that impacts number of services or medical visits provided and/or clients served in this month.

   None.

5. Please list trainings (if any) that staff attended during this period.

   No trainings for the month of April.

6. Please indicate if your agency has concerns about the Gateway Connections Program or has recommendations for systems improvements, etc.

   Once referral is sent, the client is being contacted by LCA. Usually the client contacts the Gateway Connections hotline again with additional questions and PATH has to contact LCA for service plan. So client is confused on his case plan and who will case manage him and who will be providing services. The GC team is working with LCA’s to streamline this process.
In the month of April, the Gateway Connections team participated in a joint clean-up effort in the Coyote Creek along with LCA 2. Prior to the clean up effort PATH Street Outreach Workers along with Whittier First Day walked through the creek and offered services to the river inhabitants. 7 chronically homeless people were engaged and informed of the clean up effort that would take place on April 28th. In the early morning of April 28th the Outreach workers met up with Flood Control Staff and indicated they would reach out once again to the River Inhabitants before the clean up will take place. Five individuals were encountered and informed that the clean up was about to start. PATH street outreach reserved beds for any clients eligible for shelter. The clients packed their valuable belongings and two were transported to the PATH Mall for an intake and later the same day placed into PATH Los Angeles, both of them were provided with reduced fee waiver for California ID. These clients have also been linked with Gateway Mental Health program and substance abuse program.

We also successfully assisted a homeless individual from Norwalk. He was visiting the Norwalk Senior Center where he was accessing food/computer and other day services. This individual spoke with the staff about his current situation and need of housing. On behalf of the client the Staff contacted the Gateway Connections team and organized a meeting with all the parties involved. The meeting took place and the client expressed his housing needs. The Gateway Connections team informed the client of the requirements and procedures for transitional housing. The next day the client called Gateways hotline and informed us that he is in the process of obtaining the TB test and would like to be considered for any of PATH’s facilities. In addition client was linked with employment specialist at the senior center. He was looking for in home supportive services position. On April 18th client was transported to PATH Mall for an intake and placed in PATH Los Angeles. After a few days in our shelter the client obtained employment as In Home Care Giver. The client accepted the position where he can live and eat with the senior he is taking care of. In addition client will be receiving monetary benefits for his employment services. Client has been strongly encouraged to save his compensation and to spend money wisely.
1. Please briefly describe any accomplishments for this period

Through the collaboration HYC staff has been successful with referring client to PATH for the following programs.

- Two (2) clients to the Supportive Services for Veteran Families (SSVF) program.
- One (1) client to DHS Housing program.
- Two (2) clients to HACola Section 8 program.

- HYC Staff has been approved for the grant amount of $1,300 effective July 2014 from Desert Industries. This grant will be used to provide clothing and furniture to homeless individuals when moving into permanent housing.

2. Please briefly describe any challenges for this period

- HYC Staff is currently looking for a new Outreach Specialist/Navigator with the right experience in order to obtain the success rate of our agency.

3. Please indicate the circumstances of any clients that left the Gateway Connections program.

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<tr>
<th>Client Name</th>
<th># Families</th>
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<td>Bell</td>
<td>SSVF</td>
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4. Please briefly describe staffing or agency changes

- Helpline Youth Counseling was closed May 26th for Memorial Day.

5. Please list trainings that staff attended during this period.

- 05/02/14 Helpline Youth Counseling All-Staff Meeting
- 05/06, 05/13, 05/20 and 05/27 HYC Staff Clinical Supervision: LCA1 staff are weekly educated, trained, supervised by a licensed Marriage, Family, and Child Counselor or a Licensed Clinical Social Worker. These trainings benefit the team tremendously by advancing our network, strategies/methods, and remaining current with trends.
- 05/15/2014 SPA 7 Homeless Coalition: Coordinated Entry for Families and Singles.
- 05/23/14 GCCOG (Joint Gateway Connections) Outreach Meeting.

6. Please indicate if your agency has concerns about the Gateway Connections Program or has recommendations for systems improvements, etc.

- None
7. **Success Stories**

OR is a 49-year-old Hispanic male who was referred by Bell Shelter. His struggles with homelessness began when he lost his job. Unable to find employment, he felt he had no other options and turned to the streets for shelter, where he slept in parks and streets for seven years. He walked through the doors of Bell Shelter Salvation Army frightened, and not knowing what to expect. During the initial intake with Helpline Youth Counseling, OR shared the story of his traumatic situations that led him towards years of homelessness and struggles. While at the Bell Shelter, he was referred to VA Care where he was diagnosed with PTSD and began receiving mental health services.

Helpline Youth Counseling completed and submitted the Supportive Services for Veteran Families (SSVF) application. Through the Supportive Services for Veteran Families OR was assisted with a security deposit and soon after moved into permanent housing. He is very hopeful about his future and is looking forward to his new life of stability.
Gateway Connections Monthly Narrative Report

Agency/LCA: Whittier First Day / LCA 2

Report Month and Year: May 2014

1. Please briefly describe any accomplishments for this period (include accomplishments/progress on overall program/services goals).
   The Gateways Connections received a number of LA County Section 8 vouchers from PATH earlier in the month. With the help of the new Coordinated Entry System (CES) VI/SPDAT scoring, clients were quickly identified and the outreach team set out to notify them of this opportunity. In the end, three clients from LCA 2 had applied for the voucher and are awaiting response.

2. Please briefly describe any challenges for this period (including issues impacting overall program and services).
   Clients who provide no means of communication other than “in person contact” in the VI-SPDAT survey has surfaced as an issue. During the surveying push, many high-acuity individuals were identified. However, making contact with them later when the Section 8 opportunity came to fruition became an issue. This is because many of these clients preferred in-person contact due to trust issues or lack of proper and consistent communication. Many of the surveyors have now been retrained to assure clients that providing a contact number or email address is imperative as we may spontaneously come across a resource that may benefit the client.

3. Please indicate the circumstances of any clients that left the Gateway Connections program.
   None at this time.

4. Please briefly describe staffing or agency changes (if any), including time off for staff that impacts number of services or medical visits provided and/or clients served in this month.
   Associate Outreach Navigator Scott Olsen had taken 9 days off. Initial engagement contacts outside of Whittier and transportation to services had slightly decreased for this month.

5. Please list trainings (if any) that staff attended during this period.
   None

6. Please indicate if your agency has concerns about the Gateway Connections Program or has recommendations for systems improvements, etc.
   None
7. **Success Story. Please describe any client success stories for the month. Please include client pictures and related waiver if available.**

E has been homeless and living in his car for many years in the Whittier region. In addition to being homeless, he has diabetes with uncontrolled blood sugar levels. One day E injured his foot; and because of his diabetes, the poorly-healing wound progressed to gangrene. Unfortunately his foot had to be amputated. Without a consistent place for his home health nurses to do follow up visits to administer intravenous antibiotics, doctors were considering having E stay at the hospital for an extended period. This would further cripple E’s frail finances (who at the time had no health insurance), and would create a financial burden on the hospital. With the collaboration of PIH Whittier and the outreach team, E was placed into Whittier First Day as a temporary client. This cost-effective solution would grant the hospital staff easy access to E to address his high acuity needs, and the outreach staff who had been outreaching to him in his car for many months.

First Day Health and Wellness Center has connected him with physical therapy, and he is now ambulatory with a prosthetic foot. The outreach team has also connected him with Medi-Cal, which retroactively paid for his hospital bills. They have also helped E address his financial issues, notably connecting him with disability benefits. Today E is awaiting approval for a number of studio apartment applications in Whittier and Pico Rivera. E’s family, who lost contact with him many years back, reconnected with him and is now offering additional financial and social support.
Gateway Connections Monthly Narrative Report

Agency/LCA: Our Place Housing Solutions / LCA 3

Report Month and Year: May 2014

1. Please briefly describe any accomplishments for this period (include accomplishments/progress on overall program/services goals).

OPHS continues to work with outreach teams to conduct outreach in the cities of Downey, Compton, Bellflower, Paramount, Cerritos, Artesia, Lynwood and Norwalk. Outreach focus for the month of May was in Lynwood, Compton, and Artesia.

Twelve neighbors were housed in the month of May by OPHS staff. Two of these individuals were chronically-homeless veterans who were placed in senior apartments through partnership with OPHS and the VASH-ACT team. Three of the individuals who were provided move-in assistance were referrals through the PATH outreach team; two of which had children that were in their care. One of the individuals housed was placed in a local Board and Care. He was a referral from Telecare – Bellflower’s FSP program. A woman experiencing chronic homelessness was placed with her children in a shared living facility. Eight of the total twelve individuals housed in the month of May meet the definition for chronically homeless.

2. Please briefly describe any challenges for this period (including issues impacting overall program and services).

OPHS experiences ongoing challenges with communication regarding the displacement of clients who we’ve been working with who live in encampments. Additionally, OPHS is experiencing some challenges in case managing the amount of individuals that are being placed in permanent supportive housing. Because of the high level of needs that each individual presents, the case managers are experiencing some challenges in addressing all of the needs of the neighbors.

3. Please indicate the circumstances of any clients that left the Gateway Connections program.

N/A

4. Please briefly describe staffing or agency changes (if any), including time off for staff that impacts number of services or medical visits provided and/or clients served in this month.

A case manager had jury duty in May, which impacted one work day. OPHS is currently in the search process for a new Executive Director as Ryan Ver Wys’s last day as director was May 23, 2014. Our board and
executive team are committed to maintaining the integrity of the work provided during this time of transition.

5. Please list trainings (if any) that staff attended during this period. Program Director, Becky Vanderzee, attended initial HMIS-10 training at LAHSA on Tuesday, May 13, 2014. Becky Vanderzee also participated in the CES Design Review Webinar on Thursday, May 29, 2014.

6. Please indicate if your agency has concerns about the Gateway Connections Program or has recommendations for systems improvements, etc.
   
   N/A

7. Success Story(ies). Please describe any client success stories for the month. Please include client pictures and related waiver if available.

   The success stories of this month are highlighted by partnerships within the community. We work closely with a local senior living complex to house veterans. Through this partnership and the collaboration with PATH’s VASH-ACT team, we are seeing more veterans be placed in permanent supportive housing. As highlighted previously, OPHS staff has connected with the PATH outreach team who has identified homeless neighbors in need of move-in assistance. Telecare and Shared Housing programs have also been active in collaboration with OPHS.

   Volunteers and community partners have been very active in providing furniture to our neighbors that are moving into new apartments. This keeps the staff and volunteers busy in transporting furniture and move-in supplies to and from pick-up and drop-off locations.

   An additional success story involves a new program, Margaret’s House, which is a hospitality home for families experiencing or at-risk of experiencing homelessness. A mother and two children had moved into this home in March, 2014. Due to the mother’s diligence in seeking permanent housing for her family, she was able to locate an apartment in Bellflower and moved her family in by May 1, 2014.
1. Please briefly describe any accomplishments for this period (include accomplishments/progress on overall program/services goals).

   The Long Beach VA hosted a Veteran Connect event on May 8, 2014 to conduct a mass screening for program eligibility for VASH, Grant Per Diem, SSVF and Long Beach Continuum of Care Veteran Services. Staff was instrumental in outreaching in known hotspots to alert homeless veterans of the event. Staff assisted in the coordination of transportation for all street homeless veterans to ensure they were able to attend the event. Pick up points included the Multi-Service Center, Mental Health America-The Village, Lincoln Park, Long Beach Rescue Mission and various hot spot locations.

   Staff conducted weekly coordinated outreach with PATH, PATH ACT, and the Long Beach Veteran’s Affairs in Signal Hill, Hawaiian Gardens, and Lakewood. They outreached approximately 20 individuals, three of which were linked to general relief benefits, three are participating in case management, one recently received his HUD-VASH voucher, and the remaining individuals refused services but were open to future outreach engagement.

   On May 29, 2014 staff participated in a coordinated outreach with the Homeless Innovations Project (HIP) and 1736 Family Crisis Center. They engaged with individuals in several hotspots around Long Beach: Lincoln Park – where fours veterans were assisted in requesting their DD214; and various locations along the Eastside including Belmont Pier, the oilfields, and the wetlands – where individuals are very service resistant and continually refuse services.

2. Please briefly describe any challenges for this period (including issues impacting overall program and services).

   New outreach contacts have become challenging in the Hawaiian Gardens area; individuals have expressed distrust and an unwillingness to engage; several report fear of interactions with law enforcement.
3. Please indicate the circumstances of any clients that left the Gateway Connections program.
   N/A

4. Please briefly describe staffing or agency changes (if any), including time off for staff that impacts number of services or medical visits provided and/or clients served in this month.
   N/A

5. Please list trainings (if any) that staff attended during this period.
   Mental Health First Aid Training: 5/13/14, 5/20/14

6. Please indicate if your agency has concerns about the Gateway Connections Program or has recommendations for systems improvements, etc.
   N/A

7. Success Story(ies). Please describe any client success stories for the month. Please include client pictures and related waiver if available.
   In January 2014, staff conducted several outreach sessions at the Cold Winter Shelter Program (CWS). During one of the sessions, staff encountered T who reported that he had been living along the San Gabriel River in Lakewood. T first came to the CWS after a 17-day stay at Long Beach Memorial. Outreach staff learned that T had been experiencing homelessness for 12 years and suffered from untreated mental illness and various medical conditions. He had not received ongoing medical care for over 10 years; he frequented the emergency room, with at least weekly visits to meet his medical needs. He immediately agreed to a medical evaluation at The Children’s Clinic (TCC) through the Multi-Service Center (MSC). After his medical appointment, outreach staff learned the depth of T’s physical and mental condition. T suffers from bi-polar disorder, depression, anxiety, alcohol abuse, pre-diabetes, arthritis, sciatica, chronic pain, and malnutrition.

   Staff referred T to the Homeless Innovations Program (HIP), which applies an integrated mental health care, physical health services, substance abuse recovery and housing model for homeless people with mental illness and significant chronic medical issue. On February 23, 2014, Mr. Thompson was enrolled into the HIP Program and was assigned to a team of outreach workers that worked towards helping T stabilize his mental and medical health while focusing on linkages to housing. After several weeks of apartment searching T finally moved into his new apartment in downtown Long Beach on May 13, 2014.
Gateway Connections Monthly Narrative Report

Agency/LCA: PATH (People Assisting The Homeless)

Report Month and Year: May 2014

1. Please briefly describe any accomplishments for this period (include accomplishments/progress on overall program/services goals).

   Our Teams completed the 100 day pilot of the Coordinated Entry System. We displayed our goals and how we met them, we also included the different partners in our communities.

2. Please briefly describe any challenges for this period (including issues impacting overall program and services).

   This month we had challenges ordering/obtaining birth certificates for clients. The clients born out of state would have to order online and do not have sufficient income to purchase their birth certificate.

   Another challenge is when clean up efforts are organized and we get informed the day of the clean up or the day before. The organizations, preparations for the clean ups are taking place a month in advance and it would be helpful if we would receive the same notification in advance to prepare our teams and resources.

3. Please indicate the circumstances of any clients that left the Gateway Connections program.

   No Clients left the Gateway Connections Program.

4. Please briefly describe staffing or agency changes (if any), including time off for staff that impacts number of services or medical visits provided and/or clients served in this month.

   No changes this month of May.

5. Please list trainings (if any) that staff attended during this period.

   No trainings for the month of May.

6. Please indicate if your agency has concerns about the Gateway Connections Program or has recommendations for systems improvements, etc.
One concern that we have is that HMIS system is still not available and there is no set date when the system will be launched for the Gateway Connections Program.

7. **Success Story(ies).** Please describe any client success stories for the month. Please include client pictures and related waiver if available.

In the month of May the Gateway Connections team continues to assist a homeless veteran who was assisted in obtaining VASH voucher. The client was awarded HACoLA voucher, but wanted to live in the city of Norwalk. The team advocated for the client with the port of the voucher from the County to the city of Norwalk. The client recently received a new voucher and the Gateway Connections team is helping in locating and securing permanent housing. The team provided a listing of available apartments for rent and transported the client to view vacant apartments. The client applied for a 4 available apartments and is waiting for approval. The team is excited for the veteran and is waiting for the final move in date.

Another success story that took place in the month of May was engaging a chronically homeless veteran in the San Gabriel River. Prior to the engagement with the Gateway Connections team the client has never utilized VA services, but showed an interest in medical services after speaking to the team. The client was concerned about his health, but due to his fears was not ready to seek services on his own. The client was linked with VA outreach worker and the worker was able to enroll him into VA comprehensive healthcare system. As a result of the team’s effort the client was accepted to the VA hospital where he is currently receiving inpatient treatment for his medical conditions.
1. Please briefly describe any accomplishments for this period

Through the collaboration HYC staff has been successful with referring client to PATH for the following programs.

- One (1) client to the Supportive Services for Veteran Families (SSVF) program.

- HYC Staff has been approved for the grant amount of $1,300 effective July 2014 from Desert Industries. This grant will be used to provide clothing and furniture to homeless individuals when moving into permanent housing.

2. Please briefly describe any challenges for this period

- HYC Staff is currently looking for a new Outreach Specialist/Navigator with the right experience in order to obtain the success rate of our agency.

3. Please indicate the circumstances of any clients that left the Gateway Connections program.

<table>
<thead>
<tr>
<th>Client Name</th>
<th># Families</th>
<th># Adults</th>
<th># Children</th>
<th>2 Adults No Child</th>
<th>Single Adult No Child</th>
<th>Housing Type</th>
<th>VET</th>
<th>LCA</th>
<th>Assistance Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Richard M</td>
<td></td>
<td></td>
<td>1</td>
<td></td>
<td></td>
<td>VASH-Own Apt.</td>
<td>x</td>
<td>Bell</td>
<td>SSVF</td>
</tr>
</tbody>
</table>

4. Please briefly describe staffing or agency changes

- None

5. Please list trainings that staff attended during this period.

- **06/06/14** Helpline Youth Counseling All-Staff Meeting

- **06/3, 06/10, 06/17 and 06/24** HYC Staff Clinical Supervision: LCA1 staff are weekly educated, trained, supervised by a licensed Marriage, Family, and Child Counselor or a Licensed Clinical Social Worker. These trainings benefit the team tremendously by advancing our network, strategies/methods, and remaining current with trends.

- **06/12/2014** SPA7 Homeless Coalition: Coordinated Entry for Families and Singles.

- **6/19/14** Maternal Child and Health Access Monthly Meeting, Speaker: Jim Preis, Executive Director, Mental Health Advocacy Services, Topic: “Changes in Mental Health Services for Medi-Cal Recipients and Others

6. Please indicate if your agency has concerns about the Gateway Connections Program or has recommendations for systems improvements, etc.

- None
7. Success Stories

RM is a 64-year-old Hispanic male who honorably served the United States Army. RM’s struggles with homelessness began in 1992 after a fight with his family. Unable to find a resolution, RM had no other option but to move out of his home. For over 20 years, he lived in-and-out of shelters and at friends homes. In January 2014 he walked through the doors of Bell Shelter Salvation Army. During his stay at the Salvation Army Bell Shelter, he was able to save money and will be using it toward needed household items.

Helpline Youth Counseling completed and submitted the Supportive Services for Veteran Families (SSVF) application. Through the Supportive Services for Veteran Families RM was assisted with security deposit and soon after moved into permanent housing. Helpline Youth Counseling will continue to provide RM case management services and conduct home visits.
1. Please briefly describe any accomplishments for this period (include accomplishments/progress on overall program/services goals).
The City of Whittier has been recognized as an All-American Cities finalist in the month of June. This recognition focuses on community members that have come together to achieve a specific goal that improves their city. Whittier has been recognized among one of the top 25 cities in the nation. Members of the outreach team were flown to Colorado for the event to talk about how they improved homelessness not only in the city of Whittier but throughout the surrounding region by grassroots methods and social model case management. Though Whittier did not win the Top All American Cities award, many other cities throughout the country had approached our outreach members and wanted to know more about Whittier First Day, PATH and hospital collaborative efforts.

2. Please briefly describe any challenges for this period (including issues impacting overall program and services).
None at this time.

3. Please indicate the circumstances of any clients that left the Gateway Connections program.
None at this time.

4. Please briefly describe staffing or agency changes (if any), including time off for staff that impacts number of services or medical visits provided and/or clients served in this month.
No significant agency changes for this month that impacts client services.

5. Please list trainings (if any) that staff attended during this period.
None.

6. Please indicate if your agency has concerns about the Gateway Connections Program or has recommendations for systems improvements, etc.
None.
7. **Success Story. Please describe any client success stories for the month. Please include client pictures and related waiver if available.**

BM is a runaway youth who has been homeless for many years. Due to her unaddressed mental health issues, she found herself in a cycle of homelessness countless times. Since the last meeting with the outreach team, she has been connected with medical insurance, medical care, and mental services, which almost immediately resulted in housing. But unfortunately for BM, her domestic violence history resurfaced and she resulted in being homeless once again. Ashamed and fearing that she had let the outreach team down, she mustered enough courage and contacted the outreach team. Upon reassuring her that her presence was always welcomed, she revealed rather complicating news: she was pregnant. Being unsure of her future and desperate for services, the outreach team reassured her that any decision that she makes, those who care for her will support her through her journey. After feeling motivated once again, she was able to reconnect to become once again medically and mentally stable. With the help of the outreach team, she was assisted with signing up with several pregnant mother shelters throughout LA County. Because she was early in her pregnancy, she was considered low priority for many of that genre of shelters. Currently is being placed at Bell shelter for the time being. The outreach team has also managed to reconnect her with her family which may aid in some future stable support for Miller. Outreach intervention may not have—for the time being—led to permanent housing in this case but the outreach team showed effectiveness and compassion and managed to connect multiple services to once demoralized young lady.
Gateway Connections Monthly Narrative Report

Agency/LCA: Our Place Housing Solutions / LCA 3

Report Month and Year: June 2014

1. Please briefly describe any accomplishments for this period (include accomplishments/progress on overall program/services goals).

OPHS continues to work with outreach teams to conduct outreach in the cities of Downey, Compton, Bellflower, Paramount, Cerritos, Artesia, Lynwood and Norwalk. OPHS has an intern for the summer who is helping with outreach efforts.

Four individuals were housed by OPHS staff during the month of June 2014. Two of these individuals were veterans. OPHS continues to work closely with the VASH team in placing individuals who qualify for their services. One of the veterans was an elderly gentleman who was referred by a friend of his, who is a strong community advocate. This veteran was placed in a nearby senior living facility. Thanks to donations and volunteer support, this individual received free furniture for his entire apartment. OPHS has enlisted the support of other organizations to help provide supportive services to this individual. The other two individuals are a male and female couple. The female in the couple was originally identified in the 100,000 Homes Campaign – Bellflower Counts 2011. Please see their story below.

2. Please briefly describe any challenges for this period (including issues impacting overall program and services).

OPHS experiences ongoing challenges with communication regarding the displacement of clients who we’ve been working with who live in encampments.

OPHS has relied on each team member to develop a relationship with the homeless individuals that we place in housing. Because of the diversity of neighbors, OPHS staff often experiences challenges dealing with unique personalities and special needs each one presents. To combat this challenge, OPHS uses the strengths and resources of each staff member to connect with neighbors and reach out with appropriate services.

Funding was limited for the month of June due to the amount of move-in financial assistance that was provided to neighbors during the month of May, 2014.
3. Please indicate the circumstances of any clients that left the Gateway Connections program. 
   N/A

4. Please briefly describe staffing or agency changes (if any), including time off for staff that impacts number of services or medical visits provided and/or clients served in this month.

   Throughout the month of June, various OPHS staff took time away from the office. One staff took one full week of vacation time.

   The Board of Directors for Our Place Housing Solutions announced that a new Executive Director has been hired. Her name is Christina Padilla-Birkey. She has a strong relationship with OPHS already and has extensive work history in urban planning and community development. Ms. Padilla-Birkey will begin her job as Executive Director at the beginning of August, 2014.

5. Please list trainings (if any) that staff attended during this period.

   - Becky Vanderzee attended HMIS 100 training on June 4, 2014.
   - Kim Barnett and Julie Jimenez also attended this training as a refresher course.
   - Becky Vanderzee also attended HMIS 200 on June 20, 2014 to learn the basics of reporting.
   - All case managers and outreach staff attended the Housing Institute at the California Endowment Center on June 10 and 11, 2014.
   - Becky Vanderzee also attended the HOME Final Rule training through HUD on June 24-26, 2014 re: development of affordable housing projects through the HOME Set-Aside funds.

6. Please indicate if your agency has concerns about the Gateway Connections Program or has recommendations for systems improvements, etc.
   N/A

7. Success Story(ies). Please describe any client success stories for the month. Please include client pictures and related waiver if available.

   One neighbor housed this month was originally identified by Our Place Housing Solutions in the Bellflower Counts (100,000 Homes Campaign) in 2011. At that time, she had recently been released from prison and expressed a desire to be placed in a local recovery program. She was connected with services at Little House, Inc., and she remained in this program for 1 year. After completion, she was
again homeless. OPHS staff helped this neighbor with her resume which was used to obtain employment. Part-time employment was established; however the income from this job was not enough to sustain housing.

In 2013, this neighbor met her husband at Celebrate Recovery, a local outreach event at Calvary Baptist of Bellflower. This gentleman was placed in another local treatment center, Positive Steps, through the assistance of agency and community support. Through this program, he was connected to Good Soil Industries at Kingdom Causes Bellflower. While this couple was not financially able to maintain their own permanent supportive housing initially, OPHS staff enlisted the support of local churches. Through this community, the couple was encouraged to continue progressing towards their overall wellness, which included stable housing.

In 2014, this couple continued to work with OPHS case managers to obtain the needed legal documentation for permanent supportive housing. They got married in May, 2014. Once married, they were able to jointly find an apartment, through a relationship built with a local church member. They moved in on June 10, 2014, with financial assistance provided through OPHS. Since establishing housing, the gentleman completed the Good Soil program and was able to obtain full-time, permanent employment.

We are thankful for their story as it demonstrates the necessity of maintaining relationships with individuals over the course of years. Permanent supportive housing was not readily available; however, through collaboration with other organizations, OPHS remained active in the life of this couple and eventually identified appropriate housing.
1. Please briefly describe any accomplishments for this period (include accomplishments/progress on overall program/services goals).

On June 2, 2014 staff participated in a coordinated outreach effort with 1736 Crisis Center, Substance Abuse Foundation, Mental Health America, SSVF, Homeless Innovations Program (HIP), Long Beach Police Department, and Seal Beach Police Department in the wetlands, oilfields, and San Gabriel River on the east side of Long Beach. Residents of these areas were informed of a pending environmental cleanup and offered assistance. Staff spoke with approximately 15 individuals, all of which declined services.

On June 13, 2014 staff took part in outreach with HIP along the LA River. Staff connected three individuals staying in a tent south of Long Beach Blvd with HIP for assessment. HIP was able to setup an appointment for them to meet with a clinician to evaluate their mental health.

On June 18, 2014 staff performed outreach activities with Whittier First Day along Coyote Creek in Lakewood and Hawaiian Gardens. They found evidence of five encampments along the riverbed and were able to complete one VI-SPDAT.

On June 27, 2014 staff responded to a notification from a constituent of a women experiencing homelessness and suffering from both mental health and medical needs. DHHS partnered with Alliance of Housing and Healing to outreach this individual. Staff were able to locate her encampment, although she was not present; contact and assistance information was left and follow up outreach has been scheduled.

2. Please briefly describe any challenges for this period (including issues impacting overall program and services).

Staff have been unsuccessful making new contact with individuals that engage in substance abuse. These individuals continue to decline services but state they are open to continued outreach. Although they still have not agreed to a program intake or a vulnerability survey, they do engage and converse with outreach staff. Staff has observed an increase in drug use in Lakewood/Hawaiian Gardens area. This has resulted in an increase of arrests and it has been very challenging to develop and maintain
relationships and maintain contact with the population when they are arrested and/or placed on a 51/50 hold.

3. Please indicate the circumstances of any clients that left the Gateway Connections program.
   N/A

4. Please briefly describe staffing or agency changes (if any), including time off for staff that impacts number of services or medical visits provided and/or clients served in this month.
   N/A

5. Please list trainings (if any) that staff attended during this period.
   6/2/14 Microsoft 365
   6/23/14 Aerosol Transmittable Diseases
   6/25/14 SOAR forum provided a comprehensive overview on how to submit a successful application for SSI/SSDI benefits. City of Long Beach DHHS sponsored the forum.

6. Please indicate if your agency has concerns about the Gateway Connections Program or has recommendations for systems improvements, etc.
   N/A

7. Success Story(ies). Please describe any client success stories for the month. Please include client pictures and related waiver if available.
   In September of 2013, a social worker from the Long Beach Veterans Affairs alerted staff of a veteran experiencing homelessness in the Lakewood area. Staff contacted O and met with him near his encampment in Lakewood. Through the assessment process staff learned that O had been experiencing homelessness for over eight years and suffered from depression. According to the VA, O served in the post-Vietnam era and was honorably discharged, which made him eligible for all services. O was very hesitant at first and unwilling to trust staff. After a few months of continued outreach O allowed staff to connect him with PATH’s ACT team to work toward permanent housing. Staff worked tirelessly to submit Os paperwork for HUD-VASH. On April 4, 2014 O received his HUD-VASH voucher. After two months of searching, O moved into his new home on June 3, 2014. He now resides in a quiet senior community in Bellflower that is conveniently located near the library, grocery store, and bus stop, which makes it easy for him to continue with his activities at the Long Beach VA.
Gateway Connections Monthly Narrative Report

Agency/LCA: PATH (People Assisting the Homeless)

Report Month and Year: June 2014

1. Please briefly describe any accomplishments for this period (include accomplishments/progress on overall program/services goals).

   Our Teams participated in a meeting with the CES team and discussed strategies to improve services and quicker linkages for Veterans.

2. Please briefly describe any challenges for this period (including issues impacting overall program and services).

   The Gateway Connections Team had multiple engagements with the clients in clean up locations prior to clean up date. Team offered services to the homeless clients in the riverbed. Clients seem unwilling to utilize services being offered. The team had involved LAHSA Outreach team and LCA 3 Outreach Team to develop a coordinated Outreach Strategy.

3. Please indicate the circumstances of any clients that left the Gateway Connections program.

   No Clients left the Gateway Connections Program.

4. Please briefly describe staffing or agency changes (if any), including time off for staff that impacts number of services or medical visits provided and/or clients served in this month.

   No changes this month of June.

5. Please list trainings (if any) that staff attended during this period.


6. Please indicate if your agency has concerns about the Gateway Connections Program or has recommendations for systems improvements, etc.

   N/A
7. Success Story(ies). Please describe any client success stories for the month. Please include client pictures and related waiver if available.

In the month of June the Gateway Connections Team received a phone call from a homeless individual who wanted to meet the outreach team in person and discuss his current situation and his housing options. The Gateway Connections team collected his information and prepared some housing leads and a printout of detailed information regarding our services. The team met with the client and learned that the client is a Veteran and might be eligible for VA Benefits. The team helped the client obtain his DD214 and scheduled an appointment with the VA Social Worker. When the appointment was scheduled the team transported the Veteran to the VA Campus where he was able to meet with the eligibility VA Case Manager and explore services that the VA has to offer. The team, on the behalf of the client, followed up with the case manager and acquired the status of the veteran’s assessment. The VA Case Manager informed us that his application is still being processed. The Veteran is very excited and glad that he has been linked with the VA services.

The Gateway Connections team continues to provide supportive services to a chronically homeless individual who has been assisted with transitional housing. The client was engaged a couple of months ago in the Coyote Creek. The client did not have any identification or income and shared with the team that over 8 months ago he was a victim of identity theft. In addition, the client has not reported the identity theft because of his addiction. Gateway Connections team encouraged the client and assisted with transportation to the local DMV, where he was linked with a special investigation unit to assist him with his request. The team helped him with completion of the forms and submitted them to the DMV who will investigate his case. After the client submitted the forms, the DMV issued him temporary paper photo ID until his case is resolved. Furthermore, with the paper ID, the client applied and has been granted General Relief. The client is grateful for our assistance because without the support he would not have been able to receive any benefits.
## MONTHLY SERVICE REPORT - Gateway Connections Initiative

### SERVICES/BENEFITS - TOTAL

| MONTH / YEAR | Connected to Shelter (Unduplicated) | Connected to Service (Duplicated) | Numeral Nce Mgmt | Connected to Hot Spots | Connected to Substance Abuse Socs | Connected to Employment Services | Connected to MH Socs | Connected to HIV/AIDS Socs | Connected to Life Skills / Personal Enrichment | Connected to Mainstream Benefits | Connected to Education Socs | Connected to Veteran Benefits | Connected to Criminal Justice/Legal Svc | Placed in Emergency Shelter | Vacated a Motel/Hotel Voucher | Active Shelter or Motel Hold | Placed in Permanent Housing | Permanent Housed |
|--------------|-------------------------------------|-----------------------------------|------------------|------------------------|----------------------------------|---------------------------------|---------------------|-----------------------------|--------------------------------------------|----------------------------------|-----------------------------|-----------------------------|--------------------------------|-----------------------------|----------------------------|--------------------------|--------------------------|
| October 2012 | 2,353                               | 647                               | 1,861            | 308                    | 145                              | 18                               | 12                  | 12                          | 33                          | 6                               | 2                          | -                          |                              | 17                         | 32                        | 26                       | 24                       | 33                       |
| November 2012| 1,937                               | 653                               | 1,585            | 249                    | 69                               | 6                                | 7                   | 5                           | 11                          | 24                              | 13                         | 4                          | -                          |                              | 20                         | 24                        | 24                       | 13                       | 21                       |
| December 2012| 2,234                               | 651                               | 1,885            | 171                    | 62                               | 3                                | 2                   | 3                           | 10                          | 13                              | 9                           | -                          | -                          |                              | 14                         | 2                         | 4                        | 14                       |                          |
| January 2013 | 2,551                               | 797                               | 2,078            | 259                    | 63                               | 10                               | 6                   | 6                           | 24                          | 1                               | 11                         | 13                         | -                          |                              | 16                         | 15                        | 16                       | 18                       | 29                       |
| February 2013| 1,961                               | 625                               | 1,567            | 183                    | 95                               | 2                                | 1                   | 6                           | 40                          | -                               | 70                         | 22                         | -                          |                              | 21                         | 15                        | 18                       | 9                        | 12                       |
| March 2013    | 2,017                               | 685                               | 1,432            | 255                    | 120                              | 13                               | 5                   | 9                           | 41                          | 51                              | 28                         | 17                         | 2                           |                              | 26                         | 21                        | 20                       | 9                        | 30                       |
| April 2013    | 2,642                               | 936                               | 1,899            | 359                    | 280                              | 9                                | 3                   | 9                           | 28                          | -                               | 39                         | 17                         | 6                           |                              | 27                         | 40                        | 27                       | 25                       | 27                       |
| May 2013      | 2,688                               | 799                               | 1,926            | 410                    | 193                              | 11                               | 4                   | 8                           | 20                          | -                               | 37                         | 26                         | 1                           |                              | 30                         | 68                        | 72                       | 15                       | 29                       |
| June 2013     | 2,137                               | 773                               | 1,820            | 307                    | 163                              | 7                                | 4                   | 4                           | 21                          | -                               | 23                         | 19                         | -                           |                              | 23                         | 36                        | 48                       | 25                       | 31                       |
| July 2013     | 1,992                               | 642                               | 1,493            | 474                    | 195                              | 7                                | 3                   | 5                           | 62                          | 1                               | 88                         | 8                           | 2                           |                              | 14                         | 42                        | 46                       | 26                       | 38                       |
| August 2013   | 2,388                               | 721                               | 2,116            | 368                    | 148                              | 6                                | 14                  | 17                          | 302                         | -                               | 54                         | 22                          | 1                           |                              | 25                         | 28                        | 30                       | 22                       | 32                       |
| September 2013| 2,701                               | 838                               | 2,147            | 413                    | 133                              | 8                                | 5                   | 13                          | 292                         | -                               | 58                         | 31                          | 2                           |                              | 24                         | 18                        | 16                       | 24                       | 26                       |
| October 2013  | 2,602                               | 832                               | 2,324            | 466                    | 249                              | 10                               | 13                  | 12                          | 359                         | -                               | 56                         | 21                          | 3                           |                              | 31                         | 26                        | 22                       | 23                       | 37                       |
| November 2013 | 2,252                               | 758                               | 1,983            | 375                    | 228                              | 18                               | 10                  | 16                          | 305                         | -                               | 56                         | 29                          | 2                           |                              | 28                         | 5                         | 11                        | 13                       | 21                       |
| December 2013 | 2,346                               | 817                               | 2,218            | 381                    | 261                              | 14                               | 16                  | 9                           | 329                         | 2                               | 71                         | 43                          | 2                           |                              | 29                         | 3                         | 10                        | 12                       | 22                       |
| January 2014  | 2,853                               | 930                               | 2,747            | 464                    | 302                              | 11                               | 15                  | 11                          | 306                         | 1                               | 89                         | 42                          | 30                          | 10                         | 3                           | 30                        | 12                       | 13                       | 9                        | 15                       |
| February 2014 | 2,493                               | 838                               | 2,580            | 486                    | 287                              | 4                                | 14                  | 7                           | 292                         | 2                               | 94                         | 53                          | 19                          | 9                           | 1                           | 27                        | 38                        | 39                       | 26                       | 63                       |
| March 2014    | 1,789                               | 669                               | 1,674            | 434                    | 270                              | 19                               | 11                  | 26                          | 188                         | 1                               | 90                         | 29                          | -                           | 14                          | 2                           | 25                         | 6                        | 10                       | 26                       | 31                       |
| April 2014    | 683                                 | 182                               | 387              | 194                    | 228                              | 20                               | 4                   | 18                          | 71                          | 1                               | 53                         | 50                          | -                           | 12                          | 1                           | 3                         | 8                        | 14                       | 9                        | 16                       |
| May 2014      | 890                                 | 264                               | 518              | 318                    | 254                              | 22                               | 21                  | 19                          | 69                          | 2                               | 125                        | 46                          | 21                          | 13                          | 5                           | 11                        | 10                       | 8                        | 1                       | 16                       |
| June 2014     | 978                                 | 338                               | 647              | 304                    | 263                              | 33                               | 9                   | 16                          | 78                          | -                               | 59                         | 61                          | 14                          | 11                          | 2                           | 2                         | 10                       | 9                        | 1                        | 11                       |

### TOTAL YTD

|                      | 44,492                              | 14,395                            | 36,887                        | 7,176                              | 4,008                            | 251                              | 179                          | 234                          | 2,860                           | 11                               | 1,194                        | 588                          | 104                         | 176                           | 39                         | 443                        | 457                        | 485                        | 333                        | 553                        |
## MONTHLY SERVICE REPORT - Gateway Connections Initiative

### SERVICES/BENEFITS - TOTAL LCA 1

<p>| MONTH / YEAR | Contacts | Served (Unduplicated) | Served (Duplicated) | Received Case Mgmt | Assessed at Hot Spots | Connected to Substance Abuse/Svcs | Connected to Employment Services | Connected to MH Svcs | Connected to MediCare | Connected to HIV/AIDS Svcs | Connected to Life Skills/Personal Enrichment | Connected to Mainstream Benefits | Connected to Education Svcs | Connected to Veterans Benefits | Connected to Criminal Justice/Legal Svs | Placed in Emergency Shelter | Issued a Motel/Hotel Voucher | Exit Shelter or Miscellany | Provided Move-In Assistance | Permanently Housed |
|--------------|----------|-----------------------|---------------------|-------------------|----------------------|----------------------------------|----------------------------------|---------------------|----------------------|-------------------------------|------------------------------|-----------------------------------|-----------------------------|----------------------------------|----------------------------------|-----------------------------|-----------------------------|
| October 2012 | 29       | 29                    | 3                   | 3                 | 29                   | 0                               | 0                                | 0                   | 0                    | 0                             | 0                            | 0                                 | 0                          | 0                                | 0                                | 0                            | 0                            |
| November 2012| 23       | 23                    | 0                   | 0                 | 23                   | 0                               | 0                                | 0                   | 0                    | 0                             | 0                            | 0                                 | 0                          | 0                                | 0                                | 0                            | 0                            |
| December 2012| 9        | 9                     | 0                   | 0                 | 9                    | 0                               | 0                                | 0                   | 0                    | 0                             | 0                            | 0                                 | 0                          | 0                                | 0                                | 0                            | 0                            |
| January 2013  | 3        | 3                     | 1                   | 1                 | 0                    | 0                               | 0                                | 0                   | 1                    | 0                             | 0                            | 0                                 | 0                          | 0                                | 0                                | 0                            | 0                            |
| February 2013 | 72       | 61                    | 9                   | 9                 | 61                   | 1                               | 4                                | 23                  | 0                    | 61                            | 2                            | 0                                 | 0                          | 0                                | 0                                | 0                            | 0                            |
| March 2013    | 102      | 86                    | 8                   | 8                 | 41                   | 0                               | 0                                | 6                   | 14                   | 0                             | 41                           | 5                                 | 0                          | 0                                | 2                                | 0                            | 3                            |
| April 2013    | 69       | 33                    | 11                  | 11                | 33                   | 0                               | 0                                | 2                   | 10                   | 0                             | 33                           | 6                                 | 0                          | 0                                | 5                                | 3                            | 6                            |
| May 2013      | 87       | 28                    | 30                  | 40                | 38                   | 0                               | 0                                | 2                   | 2                    | 0                             | 30                           | 13                                | 0                          | 2                                | 8                                | 4                            | 8                            |
| June 2013     | 52       | 14                    | 22                  | 33                | 31                   | 0                               | 0                                | 1                   | 1                    | 0                             | 21                           | 0                                 | 0                          | 3                                | 0                                | 1                            | 8                            |
| July 2013     | 208      | 9                     | 81                  | 81                | 71                   | 0                               | 0                                | 1                   | 1                    | 0                             | 81                           | 0                                 | 0                          | 0                                | 0                                | 8                            | 8                            |
| August 2013   | 128      | 21                    | 46                  | 46                | 46                   | 0                               | 0                                | 1                   | 1                    | 0                             | 46                           | 1                                 | 0                          | 1                                | 0                                | 0                            | 9                            |
| September 2013| 142      | 23                    | 26                  | 49                | 49                   | 0                               | 0                                | 0                   | 0                    | 0                             | 49                           | 0                                 | 0                          | 0                                | 0                                | 0                            | 5                            |
| October 2013  | 143      | 10                    | 31                  | 41                | 41                   | 0                               | 0                                | 0                   | 1                    | 0                             | 41                           | 1                                 | 0                          | 1                                | 0                                | 0                            | 4                            |
| November 2013 | 87       | 25                    | 23                  | 48                | 48                   | 0                               | 0                                | 0                   | 0                    | 0                             | 48                           | 0                                 | 0                          | 3                                | 0                                | 0                            | 5                            |
| December 2013 | 110      | 19                    | 33                  | 52                | 52                   | 0                               | 0                                | 0                   | 0                    | 0                             | 52                           | 0                                 | 0                          | 1                                | 0                                | 0                            | 5                            |
| January 2014  | 93       | 15                    | 29                  | 44                | 44                   | 0                               | 0                                | 0                   | 0                    | 0                             | 44                           | 1                                 | 0                          | 0                                | 0                                | 1                            | 2                            |
| February 2014 | 126      | 11                    | 40                  | 51                | 51                   | 0                               | 0                                | 0                   | 0                    | 0                             | 51                           | 0                                 | 0                          | 0                                | 0                                | 0                            | 5                            |
| March 2014    | 134      | 20                    | 28                  | 48                | 48                   | 0                               | 0                                | 0                   | 0                    | 0                             | 48                           | 1                                 | 0                          | 3                                | 0                                | 0                            | 5                            |
| April 2014    | 127      | 12                    | 31                  | 43                | 43                   | 0                               | 0                                | 1                   | 1                    | 0                             | 43                           | 0                                 | 0                          | 0                                | 0                                | 0                            | 5                            |
| May 2014      | 156      | 63                    | 36                  | 99                | 99                   | 1                               | 0                                | 0                   | 0                    | 0                             | 99                           | 0                                 | 0                          | 1                                | 0                                | 0                            | 1                            |
| June 2014     | 77       | 7                     | 26                  | 33                | 33                   | 0                               | 0                                | 0                   | 0                    | 0                             | 33                           | 0                                 | 0                          | 1                                | 0                                | 0                            | 1                            |
| <strong>TOTAL YTD</strong> | <strong>1,977</strong>| <strong>474</strong>               | <strong>514</strong>             | <strong>740</strong>           | <strong>891</strong>              | <strong>2</strong>                           | <strong>2</strong>                           | <strong>18</strong>              | <strong>54</strong>                | <strong>0</strong>                         | <strong>884</strong>                       | <strong>30</strong>                             | <strong>0</strong>                         | <strong>15</strong>                           | <strong>15</strong>                           | <strong>47</strong>                        | <strong>83</strong>                       | <strong>57</strong>                       | <strong>64</strong>                      |</p>
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**MONTHLY SERVICE REPORT - Gateway Connections Initiative**

**COUNTY OF LOS ANGELES - CHIEF EXECUTIVE OFFICE - HOMELESS UNIT**

**Agency Name:** GATEWAY CITIES COUNCIL OF GOVERNMENTS

**Report Prepared By:** TK Monzon

**Date Prepared:** 7/1/2014

**Report Month & Year:** Oct 1, 2012 to June 2014

**SERVICES/BENEFITS - TOTAL LCA 2**

**Housing**

**Provided Move-In Assistance**

**Permanently Housed**
### MONTHLY SERVICE REPORT - Gateway Connections Initiative

#### SERVICES/BENEFITS - TOTAL LCA 3

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