

# GATEWAY CITIES COUNCIL OF GOVERNMENTS

## Committee on Homelessness

### AGENDA

Thursday, April 28, 2016  
5:30 p.m. Meeting

Office of the Gateway Cities Council of Governments  
1<sup>st</sup> 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. **ELECTION OF CHAIR**

**IV. PLEDGE OF ALLEGIANCE**

**V. AMENDMENTS TO THE AGENDA** - This is the time and place to change the order of the agenda, delete or add any agenda item(s).

**VI. PUBLIC COMMENTS**

**VII. REPORTS**

- A. Report from the Los Angeles Homeless Services Authority (LAHSA)—Clementina Verjan, Associate Director of Policy and Planning, LAHSA
  - 1. 2016 Homeless Count Results
  - 2. LAHSA Updates
  - 3. Los Angeles County Homeless Initiatives
  
- B. Review of Gateway Connections Monthly Reports for the Months of January, February, and March, 2016 by PATH
  
- C. Report from PATH on Proposals Submitted to United Way

**VIII. MATTERS FROM COMMITTEE MEMBERS**

**IX. 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.

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 B.**

# **Introduction and Review of Gateway Connections Monthly Reports for January Through March 2016– by PATH**



# Gateway Connections January-March 2016 Report

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*Submitted April 2016*

*To the Gateway Cities Council of Governments*



**Gateway Connections Monthly Narrative Report**  
**Agency/LCA: Helpline Youth Counseling (LCA1)**  
**Report Month and Year: January 2016**

**1. Please briefly describe any accomplishments for this period**

Through a collaborative effort involving the Bell Gardens Police Department, the Vernon Police Department, the Department of Mental Health a SPA 7 outreach event was conducted. The purpose of the outreach was to make contact with homeless individuals and provide them with informative literature on the Winter Shelter Program, Bell Shelter and other services provided by DMH.

During their outreach efforts staff encountered a mother with her four-year old son living in an encampment. HYC staff provided the family with a motel voucher for approximately two weeks. On top of the housing vouchers staff also provided vouchers for food and gasoline. DMH Mobile Triage Team SB-82 referred the family to Whole Child and were vouchered for a couple days until she had an intake appointment. DMH staff and the participant met with Whole Child and completed the intake form. After the appointment the participant was due to return the following day. DMH staff will continue to follow up with the client with the hopes of following through for services through Whole Child.

HYC staff conducted outreach in the following cities: Bell, Bell Gardens, Commerce, Cudahy, Huntington Park, Maywood, South Gate, Vernon, and East Los Angeles. Completed 25 full intakes and CES Surveys.

Through a partnership with PATH, HYC completed 20 Continuum of Care Section 8 Applications and 16 participants were approved. Transported participants to the County Housing Authority for an orientation and to receive their Section 8 HACLA vouchers and are currently being assisted with housing search. The three other participants are waiting for applications to be approved.

Through referrals from Bell Shelter and the Winter Shelter Program, HYC staff scheduled and met with eight participants, completed eight full intakes and CES surveys.

Staff completed home visits, delivered security deposit checks, and completed home inspections & budget sheets. HYC staff provided Tenant/Landlord handbooks to clients. A total of 15 household members were placed into permanent housing.

A participant was transported to US Vets to complete an application for an HVI voucher.

HYC staff is continuing to follow up with participants on a weekly basis in acquiring income verification, CA ID, social security cards, and any other documents that need to be updated.

HYC staff participated in The Greater Los Angeles Homeless Count; staff participated and counted homeless individuals in the following cities: Bell, Cudahy, Maywood and South Gat.

**2. Please briefly describe any challenges for this period**

None

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

None

**4. Please briefly describe staffing or agency changes**

New Staff, Ernest Powe was hired on January 12, 2016 as the Housing Outreach Navigator.

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

- 01/06 Hacla Interview Session
- 01/11 & 25 Staff Clinical Supervision
- 01/12 & 01/19 Section 8 Continuum of Care Voucher Issuance
- 01/13 CES Survey Training Webinar
- 01/14 Spa 7 Meeting
- 01/19 Programs Director Meeting
- 01/20 Veteran Housing Alliance Meeting
- 01/22 COG Meeting
- 01/26 Homeless Count
- 01/26 Veteran Huddle Phone Conference

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

None

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

Wilfredo N. is a 59-year-old Hispanic male born in Puerto-Rico. Wilfredo served in the United States Army for 21 years before being honorably discharged. During his time with the armed forces he participated in the following tours; Operation Desert Storm, Operation Enduring Freedom and Operation Iraqi Freedom.

He joined the U.S. Military Band and traveled the world. After being discharged he decided to move to California from Puerto Rico in order to pursue a career in music. While in California, Wilfredo taught Latin-infused rock, jazz, blues, salsa and African rhythms, while also playing in different ensembles during his off time. One day he noticed that he was developing an involuntary eye twitch, the spasms got worse and soon after it impaired his ability to read music. After visiting the doctor it became apparent that he would require brain surgery to correct the facial spasms.

After the surgery Wilfredo found himself financially impoverished and with no family support he soon found himself living on the streets. He turned to a faith-based organization in Orange County to assist him with food, rent, and medical care. After gaining a bit of stability Wilfredo decided that he wanted to pursue his passion for music and moved to Los Angeles. It wasn't long before he found himself homeless again, sleeping on the beaches of Santa Monica, and several shelters such as the Armory, Volunteers of America, PATH, and the Bell Shelter. Through the Bell Shelter he was referred to HYC staff. Because he is a veteran he was issued a VASH voucher and staff assisted the client in searching for permanent housing, completing the tenant application and security deposit.

Wilfredo is very grateful for HYC in providing permanent stability. Now he can follow his dreams and passion for music and not worry where he's going to sleep next. He stated, that he would never forget everyone who helped him and plans to pay it forward and help other homeless individuals.



**Gateway Connections Monthly Narrative Report**  
**Agency/LCA: Whittier First Day (LCA2)**  
**Report Month and Year: January 2016**

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

Homeless Count Special Ops:

Once again it's time for the annual homeless count and Gateway Connections is in full swing! This year the outreach team has the support of the Los Angeles Sheriff's Department, Department of Mental Health, and LAHSA to do a "special ops" count. A special ops count is when the outreach teams of all LCAs are given vital area maps each

containing critical hotspots that may not be easily accessible to non-outreach volunteers participating on the night of the count (ie, train tracks and riverbeds). We are especially thankful for the support provided by the LASD into dangerous areas. This ensures that all our homeless neighbors are effectively counted and would show the need to bring services to our area.

**Homeless Count Night:**

During the last few nights of January, Los Angeles County participates in a census that would count people experiencing homelessness (or evidence of homelessness). Gateway Connections Whittier First Day and PATH volunteered their off-time hours to support their service cities and the organizations who are taking the lead to do the homeless count. Most of our outreach staff volunteered their time to support Pico Rivera, Santa Fe Springs, Whittier, Whittier Unincorporated, and La Mirada. Not only did the staff share their experiences with volunteers, but they also connected with other individuals such as city councilmen, the press, neighborhood social services departments—all of who are vital in the fight to end homelessness.

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

No major challenges presented for this month.

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

No client has left the Gateway Connections program this month.

**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 staffing changes.

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

No training at this time.

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

No concerns at this time.

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

For nearly a decade, Mike called the Pico Rivera streets his home. He had help and was viewed as “service resistant” by many who tried to help. But it was not the fact that Mike did not want services. He was just unaware of the services available to him and afraid to ask about them. Mike depended on people most of his life. He lived with his father who taught him to be hard-working but keep his head low and avoid drawing attention to himself. Life after his father’s death was difficult for him and the inexperience in life skills and assertion resulted in his homelessness.

Mike encountered Gateway Connections: Whittier First Day through a referral from Tracy Mendoza from City of Commerce and his friend Albert, who would share a McDonald’s coffee with him each morning. The two had given a warm hand off of Mike to WFD Outreach Navigator Scott, who oversaw Mike’s case.

And Scott developed a special bond with him. With the help of his enthusiastic navigator, Mike was able to gather documents on his own. He started his general relief, then managed to set up his Medi-Cal and find a primary doctor in Pico Rivera. He was even set up with mental health, which allowed him to be eligible for a tenant based supportive housing (TBSH) voucher.

And after months of searching, Mike finally found a studio apartment in Downtown Los Angeles. The first few nights made him anxious. Uncomfortable with everything being new, Mike kept everything in their packaging—even sleeping on floor next to his new bedsheets. When Scott did a transitional visit, he realized Mike was afraid to use his new things—worrying that they may get dirty or break. Scott reassured Mike that many of his possessions were for him to use and would eventually require some form of maintenance or cleaning and Scott would gladly show Mike how to use and take care of them. For the next few weeks, he worked with him, teaching him basic life skills and encouraging him to explore his curiosity and go to the skills classes offered inside his apartment complex.

Today Mike is moving toward self-sufficiency at a steady pace. He attends life skills classes in his complex, taken an interest in his MP3 player, and enjoying his new home.

**Gateway Connections Monthly Narrative Report**  
**Agency/LCA: Our Place Housing Solutions (LCA3)**  
**Report Month and Year: January 2016**

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

The month of January was a very busy month for homeless services organizations, Our Place Housing Solutions included. January was the month in which the LA County Homeless Count was conducted. OPHS participated in various aspects of the homeless count throughout the month.

Because of the growing concern over homelessness among youth throughout LCA 3, OPHS took a lead role in gathering data and information that was used to inform the

LAHSA staff in planning for the youth count on January 23. OPHS utilized the experiences and expertise of 3 homeless TAY individuals who have participated in weekly outreach to youth in LCA 3.

They participated in planning meetings throughout the county and were solid youth representation on the day of the count. Although not many youth were identified on the day of the count, the experience and knowledge of this population is crucial in knowing how best to reach out and locate youth in need of housing services.

OPHS participated in the Special Operations Count that took place in many of the hot spots and more dangerous locations throughout the Gateway Cities. OPHS staff also participated in two evening counts in SPA 6 and SPA 7 respectively.

In addition to these aspects of the Homeless Count, OPHS staff were busy helping to identify property and manage relationships with landlords accepting Section 8 vouchers. January was a critical month in placing many clients who had received Shelter+Care (CoC) vouchers through HACoLA. OPHS is thankful for the partnership of PATH in this process – particularly the housing specialist and retention case managers.

While housing placements have been a focus of the OPHS team in January, the team continued to conduct regular outreach. This outreach focused on specific requests from local law enforcement and city officials in many of the cities throughout LCA 3. Regular outreach is conducted that focuses on youth. Additionally, OPHS conducts regular outreach with COG partners, medical staff from St. John's Well Child and Family Center and programs that focus on specific services to those who are struggling with substance abuse and dependence.

**2. Please briefly describe any challenges for this period**

N/A

**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.**

The OPHS team was off for the holiday on January 1, 2016. The team members were also off in observance of Martin Luther King Jr. Day on January 18, 2016.

Julie Jimenez's last day working with OPHS was on Friday, January 15, 2016. She is now working as a Housing Navigator at The Whole Child. OPHS management is in the process of hiring for the vacant Case Management position.

**5. Please list trainings and meetings that staff attended during this period.**

- “Affordable Housing - How to Find and Apply for Affordable Housing” – Tuesday, January 5, 2016 from 6:30 – 8:00 PM (Mark, Manny and Heather attended this training.)
- COG Leadership Meeting – Friday, January 8, 2016 from 10:00 – 12:00 PM (Becky and Chrissy attended)
- Bellflower Homeless Task Force Meetings – Saturday, January 9 and Monday, January 11, 2016 (Chrissy, Becky, Mark and Heather attended these meetings)
- COG Conference Call – Tuesday, January 12, 2016 from 1:00 – 2:00 PM. (Becky and Chrissy participated in the call.)
- CES V2 Training Webinar – Wednesday, January 13, 2016 from 9:00 – 11:00 AM (Becky, Mark, Heather, and Manny participated in webinar).
- LAHSA Homeless Youth Count Meeting – Thursday, January 14, 2016 from 10:30 – 12:00 PM (Heather and Becky, along with 3 homeless youth participated in this planning meeting).
- Lynwood Homeless Task Force Meeting – Thursday, January 14, 2016 from 6:00 – 7:30 PM (Mark attended this meeting.)
- HMIS Training with OPHS Staff and Wendy Huynh (LAHSA) – Friday, January 15, 2016 from 1:00 – 4:00 PM. (All OPHS staff in attendance)
- St. John Mobile Medical Unit at Calvary Baptist Bellflower Homeless Breakfast and Showers and Bob White Park in Norwalk – Saturday, January 16, 2016 from 7:00 – 3:00 PM. (Heather and Daina were in attendance.)
- COG Outreach Meeting – Friday, January 22, 2016 from 10:00 – 12:00 PM (Becky and Manny attended.)
- Youth Homeless Count – Saturday, January 23, 2016 from 9:00 – 3:00 PM (Becky and Heather participated with 3 homeless youth identified in LCA 3.)
- Hot Spot Counting – Tuesday, January 26, 2016 from 6:00 – 10:00 AM (Heather and Manny attended.)
- SPA 7 Homeless Count – Tuesday, January 26, 2016 from 8:00 – 12:00 AM (All OPHS staff participated in 3 different LCA 3 cities.)
- SPA 6 Homeless Count – Thursday, January 28, 2016 from 8:00 – 12:00 AM (All OPHS staff participated in 3 different LCA 3 cities.)

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

NA

**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 January, OPHS housed a total of 12 individuals; 9 of which were adults. The 12 individuals made up 7 separate households. Two of these households were

families with young children and another was a mother with her adult child with disabilities.

Although the mother and her adult daughter had not experienced chronic homelessness, the mother is a veteran and the daughter has severe developmental disabilities that limit her ability to live independently. This family moved to California from Massachusetts in order to be near to other family members; however they did not have a permanent housing placement arranged prior to moving. At their time of move-in in January, they had experienced 5 months of homelessness.

This family came to the attention of the OPHS through their contact with the agency's board president. Through partnership with US Vets, 1736 Family Crisis Center, Patriots and Paws and OPHS, this mother and her daughter are now living in a one-bedroom apartment in Long Beach. This apartment will continue to be subsidized for a few months through the SSVF program. Although this family is still trying to get settled in their housing placement and in their new lives in California, they continue to be surrounded by multiple agencies providing much needed support. We are so thankful that these resources exist for veterans and their families even if they are not identified as chronically homeless.

OPHS also experienced the first housing placement with CoC (Shelter + Care) vouchers through HACoLA in January. The individual placed in permanent housing is a long-standing client and friend of OPHS/Kingdom Causes Bellflower. He originally became connected with KCB when he left the streets to be placed in a temporary drug treatment program. He worked with Good Soil Industries for about a year and then at one point was part-time staff with Our Place Housing Solutions. During his employment with each of these programs, he had several episodes of homelessness in addition to many years of homelessness and drug abuse on the streets prior his enrollment in the drug treatment program.

This individual is now working full-time at a senior facility...the same facility in which the owners have worked to secure a Section 8 unit for him. Along with his full-time job, this individual remains active in the community in many ways. Specifically, he serves the community in the bike shop that is located at the KCB/OPHS office. With this bike shop, this individual is able to mentor others in learning how to fix bikes and provide much needed resources to under-resourced individuals in the community.

## **Gateway Connections Monthly Narrative Report**

**Agency/LCA: City of Long Beach (LCA 4)**

**Report Month and Year: January 2016**

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

1/14/16: Veteran outreach

Location: Signal Hill

Agencies present: PATH, DHHS, WFD

Staff canvased the entire city covering every street. No veterans were identified. Staff also updated point in time homeless count maps marking where encampments were found and updating current hotspots.

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

The LCA-4 has been very fortunate to have 6 of our clients receive Shelter plus Care or a Section 8 voucher just in the last two months. We were able to successfully house one of them (see success story) and we are working diligently to guide the other 5 through the process. Finding a unit for these clients is one challenge because Landlords who take a housing subsidy are limited. When one is found and accepts our client the next hurdle is the security deposit and first month's rent. Both CES and the COG offer financial assistance to cover the deposit but the first month's rent is the responsibility of the client. The clients receiving the subsidy have limited income including GR and paying the rent is a hardship at times.

It's reasonable for a landlord to expect the rent at the time of move in and also the client's first step toward sustainability. Staff is working with each client to set up a savings plan for the rent in advance. The staff begin at the start of the voucher process coaching the client to begin saving. Their rent is calculated for them and the total amount of rent for the first month is a rough estimate depending on the unit selected. Thirty percent of the monthly income is needed for ongoing lease compliance so staff is helping them with money management and working to guide them to establish a savings account that puts their estimated amount of rent in that account from their income. The strategy is that by starting as soon as they submit a housing subsidy application they will have enough saved to pay the months' rent.

**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.**

N/A

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.

Bill has been experiencing homelessness for the past five years in the Lakewood and Hawaiian Gardens area. When outreach staff first connected with Bill about a year and half ago, he had no income and was drinking alcohol on a daily basis. Bill was connected to medical and mental health services, emergency shelter, and general relief. Then he applied for SSDI/SSI. Bill was connected detox, AA meetings, anger management, and a coping skills class. After nine months his SSDI/SSI was approved; three months later he received his Shelter plus Care Voucher. He searched tirelessly for a unit hoping to stay in the community of Lakewood where he previously lived for 35 years. Nine months later Bill was approved for an apartment in Bellflower. He moved into his new home on 1/14/16.



**Gateway Connections Monthly Narrative Report**  
**Agency/LCA: PATH (People Assisting the Homeless)**  
**Report Month and Year: January 2016**

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

The PATH Gateway Connections team participated in the County wide homeless count.

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

Our challenge is locating vacancies for our clients with HUD VASH and regular section 8. While there are many clients with vouchers ready to be housed the unavailability of units is the biggest hurdle.

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

None to report.

**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.**

Two of our partners (OPHS, HYC) hired outreach case managers.

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

The Gateway Connections team participated in a webinar for the CES 2.1.

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

None to report.

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

Gateway Connections participated in the 2016 Homeless Count. This year LASD Cops Bureau counted along with the teams on a special ops project. The areas counted were hard to reach areas. It was a huge success for us to have the Sherriff's Dept. A Black and white squad car followed us to every corner of our census tracts. We had the ability to park in areas we normally cannot, which saved us time to focus on our task at hand.

One of our vets who received an HVI voucher through U.S. Vets had to renew his voucher with the Housing Authority because we have been unable to locate a vacancy. In the month of January we found him an available unit. He passed his credit check and has submitted the RFTA to the HACLA. If he passes inspection he will be able to move into his unit in February.

## **Report Month and Year: February 2016**

### **1. Please briefly describe any accomplishments for this period**

HYC staff conducted outreach in the following cities: Bell, Bell Gardens, South Gate, and Vernon, Completed 15 full intakes and CES Surveys. Through referrals from Bell Shelter and the Winter Shelter Program, HYC staff scheduled and met with eight participants, completed eight full intakes and CES surveys. Staff referred and introduced several participants to the staff of DMH SB-82 team for Mental Health Services. HYC staff is continuing to follow up with participants on a weekly basis in acquiring income verification, CA ID, social security cards, and any other documents that need to be updated.

A total of 15 household members were placed into permanent housing. Staff completed home visits, delivered security deposit checks, and completed home inspections & budget sheets. HYC staff provided Tenant/Landlord handbooks to clients. A participant was also assisted with the utility deposit.

Through a partnership with PATH, HYC is continuing to follow up with clients that submitted the Continuum of Care Section 8 Applications by transporting participants to the County Housing Authority for an orientation and to receive their Section 8 HACLA vouchers These clients are currently being assisted with the search for permanent housing. In addition four Rapid Rehousing applications and two Department of Health Services Housing applications were submitted to the Housing Authority.

The following services were given to participants; transported veterans to US Vets to complete applications for an HVI voucher, assisted veteran in completing an application to acquire his DD214.

### **2. Please briefly describe any challenges for this period**

None

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

None

### **4. Please briefly describe staffing or agency changes**

Ernest Powe is no longer with Helpline Youth Counseling.

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

- 2/01, 2/08, 2/22, & 2/29 Staff Clinical Supervision
- 2/05 HYC monthly staff meeting

- 2/09 Continuum of Care Training
- 2/09 Veteran in Person Huddle meeting @ Paramount office
- 2/10 Meet with supervisors to discuss space needs for Norwalk office and programs
- 2/17 All HYC staff mandatory IT Written Information Security Program training @ Liberty Plaza.
- 02/23 Programs Director Meeting
- 02/25 Spa 7 Homeless Coalition 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**

Eva A.'s homelessness began in 2005, when she began experimenting with drugs; slowly her drug habits consumed her. For eight years, her only home was the streets in the city of Whittier. Feeling ashamed and not wanting to bother any family members she continued a downward spiral, until one day, missing her mother, she decided to visit her. Fearing for her daughter's life, she advised Eva to enter a drug rehabilitation program. Eva checked herself into a substance abuse treatment and completed the program. It was recommended by her drug counselor to get mental health services and was referred to Pacific Clinic; she was diagnosed with schizophrenia, bipolar disease, depression and anxiety.

Since her mother lived in senior housing, she was not able to place her on the lease. She had no other option but to couch surf at friends' homes and when that was unavailable she found herself on the streets again. Having no stability, she sought shelter at Bell Shelter. Through a referral from the Bell Shelter, HYC staff came in contact with her. Through DMH, the client was assisted in acquiring a housing voucher. HYC staff found housing for the client but for two weeks were unsuccessful in trying to reach her. Finally one-day staff received a call from the client informing them she had been hospitalized for two weeks due to a blood clot on her leg. HYC staff advocated on her behalf by requesting an extension on her housing voucher and submitting documents to HACOLA to allow more time for HYC staff to search for Permanent Housing. To further assist the client staff advocated on her behalf to make sure she received her GR benefits. Because of the situation of her being hospitalized she was unable to submit the requested documents, HYC staff was able to submit hospitalization documents to the DPSS worker stating her legitimate reason for not submitting earlier and they reinstated her GR Benefits. HYC also supported her in finding housing and being the mediator for her with the management company until she would be discharged. Staff also assisted with the deposit.

The client feels grateful to HYC for all that staff did to help her not only while she was hospitalized but through the process of going from sleeping on the streets to having a place to call her own. Client also stated having a positive outlook on the future, one without drugs and filled with support. She will continue to receive the mental services

she needs to get her life back on track. She is also making progress in getting her health back.



**Gateway Connections Monthly Narrative Report**  
**Agency/LCA: Whittier First Day (LCA2)**  
**Report Month and Year: February 2016**

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

Whittier Area Church and Unincorporated Whittier hosted the annual car show. This important community gathering allowed the outreach team a special kind of outreach: engaging the blue-collar business community about homelessness. Many volunteers participated in the event including board members of Whittier First Day and alumni families who have been housed through the Gateway Connections. Their goal, apart from having fun and giving back to the community, was to engage and network with business leaders, educate them on the complexities of homelessness, and hopefully gather some input on how to make the surrounding area a safer and more vibrant community. By the end of the day, we not only educated community members but also had a few landlords' express interest in becoming section 8 landlords!

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

No major challenges presented for this month.

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

No client has left the Gateway Connections program this month.

**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 staffing changes.

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

No training at this time.

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

No concerns at this time.

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

Those around her enjoyed Miki's optimism and her comedic wit. She would hold panhandling signs on the streets filled with jokes and positive messages. "Being positive made me more money," she said, "I'd definitely make more money with my looks, but I'm a girl who likes challenges!" She panhandled the streets of Unincorporated Whittier and La Mirada for many years until one day her uplifting humor caught the attention of two outreach workers from PATH and Whittier First Day.

But her case was far from simple. Miki went through a lot even before she became homeless. Her upbringing and early life was fairly stable; she had a decent job and a very supportive family. Her situation changed when she broke the news to her family that she wanted to transition from being a man to a woman. Her family did not take it lightly and shunned her for many years. This took a toll on Miki and she spiraled into episodes of crippling depression and anxiety.

Miki's anxiety was one of her biggest barriers. What seems like a mundane task for someone else is like crossing the Sahara for Miki. Signing up for programs or going to agencies was a big ordeal for her as she suffered panic attacks whenever she was inside buildings, leading her to reschedule or abandon appointments. On top of it all: she did not feel like her anxiety was an issue. Many months and continued outreach meetings later, Miki finally decided to sit down and get connected with a mental health provider.

Her continued mental health support enabled her to gain control of her anxiety and her life. While she was making great strides, her anxiety once again began to consume her when she received a section 8 voucher. She had read about the housing market crisis in Los Angeles and became overwhelmed with despair; she discovered that the places she wanted to live in were not section 8 friendly and figured that she would lose her voucher. But with the wonderful collaboration of PATH and Whittier

First Day, she was able to rent an apartment in a lovely neighborhood near Griffith Park.

Today Miki continues to be one of the outreach team's sunniest cheerleaders. Although she is thankful for the collaborative work of the Gateway Connections outreach team, we redirect her celebration towards herself as she has done such an amazing job and remaining positive as she can through it all.

**Gateway Connections Monthly Narrative Report**  
**Agency/LCA 3: Our Place Housing Solutions**  
**Report Month and Year: February, 2016**

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

The accomplishments of this period involve expanded partnerships. Because of Good Soil Industries (a social enterprise of Kingdom Causes Bellflower), OPHS has had a solid working relationship with Positive Steps, a drug treatment facility for men in Downey. This month, Mark and Becky met with the leadership staff at Positive Steps to further strengthen this relationship. In the month of February, OPHS was able to get 2 men into treatment within one day when the wait time is typically a couple months. In addition, OPHS housed 1 chronically homeless neighbor immediately after graduating from the program at Positive Steps due to a relationship with a property owner in the local community.

OPHS has also developed a much stronger partnership with the Norwalk Housing Authority. They are working with OPHS to provide rental assistance to chronically homeless neighbors upon moving in to units in the city of Norwalk.

We also welcomed a new partnership with UCLA mobile eye clinic. The staff at UCLA connected with OPHS staff and recently brought their mobile eye clinic to the Saturday morning breakfast that is hosted every week by Calvary Baptist Bellflower. Ten homeless neighbors were thoroughly assessed and are currently waiting for new glasses. We are hoping to schedule another date for the mobile unit to be in our area in the summer.

**2. 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.**

OPHS staff observed the Presidents' Day holiday on Monday, February 15, 2016.

Ashley McKay, our new Case Manager, began her employment at OPHS on Monday, February 29, 2016. We are excited to welcome a new team member that came highly recommended by the staff at the Long Beach Multi-Service Center.

In addition, a Biola University, Sociology student began her internship with OPHS on Friday, February 26, 2016. Her name is Grenisha Parker, and she will be joining the team on Fridays for a full day until the end of May 2016.

**3. Please list trainings and meetings that staff attended during this period.**

- Coordinated outreach with St. John's Well Child and Family Center and Community Health Partners – Thursday, February 4, 2016. (Mark and Manny participated in outreach.)
- St. John Mobile Medical Unit at Calvary Baptist Bellflower Homeless Breakfast and Showers and Bob White Park in Norwalk – Saturday, February 6 and February 20, 2016 from 7:00 – 3:00 PM.
- BUSD Caring Connections Presentation – February 9, 2016 from 9:00 – 9:30 AM. (Becky presented on OPHS services.)
- CoC/Shelter+Care Documentation Training – February 9, 2016 from 9:00 – 10:00 AM. (Mark and Becky attended.)
- In-person Veteran's Huddle – February 9, 2016 from 10:00 – 12:00 PM. (Becky and Mark attended.)
- Meeting with City of Norwalk Housing Authority – February 10, 2016 from 9:00 – 10:00 AM. (Becky and Chrissy met with Norwalk staff to discuss housing assistance program in Norwalk.)
- Coordinated outreach with Downey Police Department – February 10, 2016 from 7:30 – 12:00 PM.
- Meeting with Positive Steps staff in Downey – February 10, 2016 from 2:00 – 3:00 PM. (Becky and Mark met with administrative staff to discuss greater partnership and collaboration with homeless men seeking substance abuse services.)
- COG Leadership Meeting – Friday, February 12, 2016 from 10:00 – 12:00 PM (Becky and Chrissy attended)
- UCLA Mobile Eye Clinic at Calvary Baptist Bellflower Homeless Breakfast and Showers – Saturday, February 13, 2016. (Heather was in attendance.)
- Meeting with Meredith Berkson (PATH) – Wednesday, February 17, 2016. (Becky attended to discuss concerns in LCA 3.)
- HMIS 102 – February 18, 2016 from 9:00 – 12:00 PM. (Heather and Manny attended.)
- COG Outreach Meeting – Friday, February 26, 2016 from 10:00 – 12:00 PM (Mark attended.)

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

NA

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

We are so excited to get to celebrate a permanent housing placement with a mother and her two children who have been staying at our “short-term” family hospitality home for the past year. Margaret’s House is definitely not a program that we intend families to stay at for a year, but this mother’s circumstances were extremely difficult.

MC entered Margaret’s House with her husband and 10-year-old daughter. She left Margaret’s House and went into permanent housing without her husband and with an additional child. MC worked a steady job throughout her time in the program. Her husband also had a steady job, until he relapsed. He was asked to leave Margaret’s House because of this relapse. He maintained living at a shared living home for some time until he got further caught up in legal trouble and substance use. While her husband was in prison, MC found out she was pregnant with their child.

The pregnancy was difficult and she ended up going into pre-term labor at 24 weeks. The doctors were able to stop the delivery and the baby remained inside mom for an additional 4-5 weeks. MC was required to stay in the hospital until her baby was delivered. OPHS staff worked diligently with supportive services and community members in the area to make sure that MC’s 10-year-old daughter had consistent child care throughout the mother’s time in the hospital. It was during this time that MC was granted a voucher through The Whole Child.

Julie Jimenez from The Whole Child was able to identify a landlord and apartment that accepted MC without ever meeting her. He was touched by her story and wanted to join the journey of her success. Upon her discharge from the hospital, MC returned to Margaret’s House with her daughter while her newborn son remained in the NICU. MC made daily visits to the hospital while planning for her move into her permanent housing.

During this time, MC’s husband was released from jail. He reunited with his family, but identified his own temporary housing. His commitment to his family was evident as he spent every night in the hospital with his son until he was discharged. MC moved into her home with her daughter on February 18, 2016. Now she, her daughter and her newborn son are sleeping safely in their two-bedroom apartment. MC’s husband is continuing his process of recovery while working through his legal issues.

This has been a long road, but we celebrate. We know the journey is far from over, but another person made it home (with two little ones in tow).

**Gateway Connections Monthly Narrative Report**  
**Agency/LCA: City of Long Beach/4**  
**Report Month and Year: February, 2016**

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

Staff worked collaboratively with partners of SPA 7. PATH, LASD and the City of Long Beach LCA-4 performed outreach along the Los Angeles and San Gabriel River and Coyote Creek Riverbed. People along the riverbeds were offered outreach and engagement and information regarding El Niño and the availability of the Winter Shelters program in order to get out of cold and rain.

The LCA-4 was fortunate to have four individuals receive Shelter plus Care vouchers in the last month. Staff was able to use the CES packet and successfully work with the individuals receiving the vouchers to participate in the process of submitting documentation and attending orientation for the voucher. Completing the process is difficult due to the transient nature of the clients and the instability of living on the street. Staff is now assisting the four individuals with housing location, landlord negotiation and move in assistance.

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

A significant barrier to clients obtaining housing can be poor credit. Several years spent on the street and poverty can make establishing or maintaining credit a challenge. Now before applying for an apartment, clients obtain their free annual credit report and sign up for free credit alerts so they may ensure accuracy and dispute any errors. This allows clients to better advocate for themselves and be candid about their situation to landlords.

- 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.**

2/9/16: CoC Training

- 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.**

Dewayne is a 32-year-old African American male that has been experiencing homelessness for 10 years. He lives in bushes in the city of Signal Hill and can often be found with just a blanket and is a frequent victim of crime due to his blindness. After three years of engagement with the client, Dewayne has begun to participate in different service.

In particular, Dewayne has started to be more proactive about his medical care. Dewayne has several health issues, including diabetes, albinism, and blindness along with severe depression. His proactive approach to these issues is a tremendous step forward in bettering his overall life.

Dewayne finally increased his income by applying for general relief and food stamps. He has also agreed that in order to stabilize more of his life he will begin the process to receive SSI benefits. Help me Help You will be assisting Dewayne in that process and a local church pastor has begun assisting Dewayne with the various appointment and documentation required for him to be housed.

This has expanded Dewayne's social circle and increased his communication with staff and medical professionals. He is actively participating in his progress and beginning to see the benefits of developing social bonds.

**Gateway Connections Monthly Narrative Report  
Agency/LCA: PATH (People Assisting the Homeless)  
Report Month and Year: February 2016**

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

The PATH Gateway Connections team has a complete team. After functioning with a limited team, we now have all the cogs in place to make sure that we are working at maximum efficiency and helping our clients Make it Home. We will have the ability to match clients using HMIS once new hire is trained.

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

Our challenge is still locating vacancies for our clients with HUD VASH and regular section 8 vouchers.

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

None

- 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.**

Gateway Connections hired a new Program Manager/CES Matcher, Jonathan A Sanabria. Our PATH Gateway Connections Outreach Navigator took two weeks off work.

- 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.**

Lack of available housing accepting any type of subsidy is a concern.

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

Ruben is a 47-year-old Latino Male, who has been living in his car for 36 months. Since I first met him he never mentioned that he had served in the NAVY because he thought that his discharge status, Other Than Honorable (OTH), meant that he would never be able to attain any of the benefits that are awarded to veterans. He became homeless after losing his employment. This led to the loss of his apartment.

He was linked with DPSS for General Assistance. He was depressed and he also began to experience symptoms of Schizophrenia such as hearing voices. He was linked with Exodus Mental Health, and together we completed an application for Social Security Disability, which he was able to obtain.

We lost track of Ruben for a bit but we found him again while outreaching in the area of Pico Rivera. He was sleeping in his car. He indicated that he felt embarrassed to talk about the voices he was hearing. He was stressed out about going to the VA and that is when we informed him he didn't have to go to the VA and we ordered his DD214 by mail.

Once we received the DD214 we saw he had the OTH discharge and we let him know he was still eligible for an HVI voucher. We applied through U.S vets and he received the voucher. Even though he had a voucher housing was not easy to come by and he felt. In January 2016 we saw a listing on Social Serve and we made an appointment to meet with the property manager. He was accepted and was able to move-in in February. Ruben made it home, and is doing well in housing!

**Gateway Connections Monthly Narrative Report**  
**Agency/LCA: Helpline Youth Counseling (LCA1)**  
**Report Month and Year: March 2016**

**1. Please briefly describe any accomplishments for this period**

Through referrals from Bell Shelter and the Winter Shelter Program, HYC staff scheduled and met with fifteen participants and completed fifteen full intakes and CES surveys.

Through collaborative efforts with PATH, a Spa 7 a Street Outreach was conducted in the following cities: Bell, and South Gate. One full intake and a CES Survey was completed. Provided information to the general public, business owners and the community.

Staff completed home visits, delivered security deposit checks, and completed home inspections & budget sheets. HYC staff provided Tenant/Landlord handbooks to clients. A total of 12 household members were placed into permanent housing. Also, two participants were assisted with the utility deposit.

HYC staff is continuing to follow up with participants on a weekly basis in acquiring income verification, CA ID, social security cards, and any other documents that need to be updated.

Through a partnership with PATH, HYC is continuing to follow up with the clients that submitted the Continuum of Care Section 8 Applications by transporting participants to the County Housing Authority for orientation, and to receive their Section 8 HACLA vouchers. They are being assisted with housing search. HYC staff also helped three participants in securing permanent housing, with the security deposit, and appliances. Also, staff advocated on behalf of the clients by requesting an extension on their voucher before they expired to continue searching for housing.

HYC staff submitted two rapid housing applications this month to Brilliant Corners. A total of eleven applications were submitted. Clients were referred to employment agencies to increase their income. Through Brilliant Corners, they will be subsidizing a portion of their rent for nine months. HYC staff will be monitoring participant's progress. The goals are for the participants to be self-sufficient after they complete the program.

**2. Please briefly describe any challenges for this period**

None

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

None

**4. Please briefly describe staffing or agency changes**

None

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

- 3/04 HYC staff monthly staff meeting
- 3/7,3/14 Clinical Staff Supervision
- 3/16 HYC DCFS Mandated Report Training
- 03/17 Spa 7 Homeless Coalition Meeting
- 3/18 COG Meeting
- 3/25 Landlord Brunch
- 3/22 Veteran's Phone Huddle
- 3/28 Collaborative Spa 7 Outreach

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

None

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

Marcella O.'s homelessness began in 2010; she was renting a garage that which converted into an apartment, the owner of the house notified her that his daughter was moving back from out of state and was going to be renting the place to the daughter, leaving Marcella with little options of what she could do. Due to her limited income, Marcella found it very tough to find an apartment within her budget. Since she did not have any family that lived close by, she lived in her car for four years in the cities of East Los Angeles, Cudahy and Pico Rivera.

Marcella eventually sought refuge at Bell Shelter, this is where staff first learned of her and her situation. HYC staff came in contact with participant through a referral from Bell Shelter. Upon completing the CES survey, HYC staff was able to assess she had many medical and physical problems, she has begun to lose her eyesight due to complications from diabetes, her legs are weak due to several blood clots, she needs to use a walker for mobility and also suffers from arthritis. Her healthcare complications and her lack of access to housing caused Marcella a lot of stress. She started to suffer from anxiety, panic attacks and depression. She has been connected to DMH services since.

Through the partnership with PATH, HYC assisted in completing a Continuum of Care application, which was approved and she received a Section 8 voucher. Marcella secured housing; was assisted with the security deposit, utility deposit, and household goods. HYC will continue to follow up with the participant and provide ongoing services and linkages that can sustain a better life for her.

Marcella feels overjoyed with happiness and can't believe she has a place to call home. She stated "I will be able to take better care of myself by cooking healthy foods instead of eating out all the time". She is very thankful and grateful to HYC staff for helping her find stability.



**Gateway Connections Monthly Narrative Report**  
**Agency/LCA: Whittier First Day (LCA2)**  
**Report Month and Year: March 2016**

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

**LCA 2 Presentation:**

Once a year, the cities within LCA 2 convene to report on the state of homelessness in the area. The outreach team, local police department, LA Sheriff's Department, the cities of Pico Rivera, Santa Fe Springs, La Mirada, Whittier, and Don Kanabe's office met to report on the accomplishments and issues encountered by the outreach team. One accomplishment noted was how LASD and Whittier PD's protocol of respecting the individual's property and well-being, resulting in a no-lawsuit record. Another accomplishment was the collaborative efforts between outreach teams, Cal-trans, law enforcement in the San Gabriel, Rio Hondo, and Coyote Creek waterways. While the

riverbed homelessness continues to grow, the outreach teams are glad to have the support and cooperation of public safety!

**La Mirada Presentation:**

La Mirada also asked the outreach team to report on the state of homelessness to the La Mirada Social Services Council at the La Mirada City Hall. Apart from the great turn out, a positive thing to note about meeting with the social services council was that the team presenting was originally given 10 minutes to speak however the council was so engaged in the topic that the forum ran for almost 40 minutes! Furthermore much of the council was engaged purely in interest and hopes to gain some insight on the type of homelessness in La Mirada. Many asked why there was an increase of homelessness, what could be done, and how it could be helped.

**LAHSA Count Debriefing:**

Since the count is now being held annually, LAHSA created a “feedback forum” where all participants of the 2016 Greater Los Angeles Homeless Count were welcome to attend and share their thoughts. Participants of this forum included outreach teams from Gateway Connections, city officials, volunteers, and site coordinators. During the meeting everyone broke into different groups and tackled four topics of interest: special ops teams, logistics, communication, and logistics. While overall the count was successful, the groups brought some aspects that may still need tinkering: involve the youth willing to participate in a proactive way, clearer maps, earlier notification of the count, etc. But the group did not want to turn it into an all-out complaint forum. Solutions were suggested—even resources were offered—to help improve outcomes, turnout, and logistics for the next year. The group also provided positive feedback such as advanced planning committees as well as praised the participation of all the cities.

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

Many families have been coming to Whittier First Day to seek hotel services and assistance with how to gather documents to become document ready for family solutions. This puts a strain on staff’s time and resources as the program was originally designed unattached adults experiencing homelessness. While we understand the local FSP’s strain, we are try to do what we can to support them by working with FSP social workers, working with local faith based organizations to place families into hotel rooms, and making referrals to other FSP in LA county to support the family.

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

No client has left the Gateway Connections program this month.

**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 staffing changes.

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

Maria Alcala, TK Monzon, Scott Olsen, and Zue Villareal attended a seminar on Motivational Interviewing this month. This seminar held by United Homeless Healthcare Partners (UHHP) at the United Way offices in Los Angeles. Staff learned methods on how to empower clients and guide clients to be successful, self-sufficient, and be self-aware of their behaviors and be empowered to make permanent changes.

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

No concerns at this time.

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

Steven did not have an easy time growing up being picked on all his life by those he thought were friends and loved ones. To further complicate the situation for Steven, he suffers from a disability and has a constant battle with depression and lack of self-worth. When he became homeless a year ago, he thought that he deserved to be homeless. He lost his social support group and it has been hard for him to befriend others after being manipulated numerous times. Even through these hardships he has always hoped to belong and find that special someone.

Even though Steven was homeless, he kept a secret from those around him. The East Los Angeles Regional Center and Kaiser Permanente had been working with him for quite some time and were never aware of his situation. His homelessness came to light when one day his caseworker at Kaiser noticed the state of his shoes. Upon the realization of what Steven was going through they connected him with Whittier First Day. At WFD he was accepted into the Recovery from Homelessness Program.

At first Steven felt awkward at the shelter because he was not used to the diverse personalities at the shelter. He also found it difficult comply with the rules used at WFD because he had been used to just following his own rules. Nevertheless, he learned to harmonize with those around him and he made a few friends... including the housing assistants who discovered that he had a knack for fixing electronics. While he was encouraged to take advantage of this skill, Steven still remained frozen from his lack of self-worth.

East Los Angeles Regional Center, Kaiser, and WFD worked with Steven and connected him to group therapy. There he learned that he had a voice and realized that he was worthy of accomplishment. After a few months of group therapy, Steven decided to

volunteer for an electronics repair shop where he made friends with customers. One of which allowed him to rent their backhouse. Steven was housed in March in Pico Rivera where he continues to volunteer and work on becoming a champion for himself.

**Gateway Connections Monthly Narrative Report**  
**Agency/LCA: Our Place Housing Solutions (LCA3)**  
**Report Month and Year: March 2016**

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

Collaborative efforts are often highlighted in this accomplishment section. This month is no different. We at OPHS strongly believe that without collaborations, formal and informal, the work of reducing or even eliminating homelessness is impossible. So, this month, OPHS housed a young family with a young child in an apartment with the assistance of The Whole Child in Whittier. This family has experienced chronic homelessness, but leading up to their housing placement a family from a local church had allowed them to stay at their home for a brief period. Because of this collaboration, a 6 month old baby did not have to live in a car for a long period of time.

In addition, OPHS worked closely with the Alliance for Housing and Healing to house a neighbor living with HIV. This neighbor has had multiple episodes of homelessness and her health has been in jeopardy because of this. The collaborative efforts took quite a while to materialize, but our neighbor is now safely housed in a warm apartment.

Another family experiencing homelessness was housed through the collaboration between OPHS and the City of Bellflower. This highlights another accomplishment for this period. OPHS is working diligently with the local governments of the cities in LCA 3 to locate additional housing resources that could support the work of the Gateway Cities COG. We are excited about these conversations and are hoping for even greater support from our local governments.

Additionally, OPHS has continued to impress upon the cities in LCA 3 the need to involve local organizations, businesses, law enforcement, faith communities, volunteers, etc. to establish Homeless Task Forces in all of the cities. Lynwood, through the dedication of the city staff and the support of the CES Lead in SPA 6 (HOPICS) now has a robust homeless task force. Bellflower also has monthly task force meetings that involve local homeless neighbors and concerned citizens. The discussions for task forces have begun in the cities of Downey and Norwalk. We are very excited about these efforts as change occurs when like-minded people join together. These task forces are developing creative ideas to help our homeless neighbors through concerted advocacy.

**2. Please briefly describe any challenges for this period.**

Furniture for newly housed neighbors seems to be a challenge each month. Identifying the apartments is one step in the equation of stable housing; however, making sure our homeless neighbors are comfortable in their new homes becomes the next challenge. Once donated or cheap furniture is identified, it becomes the team's task to find a way to get this furniture the newly established unit. This month, there seemed to be a lot of furniture to move. OPHS staff rented a U-HAUL and spent multiple days this month delivering furniture to apartments all over LA County. Thankfully, the team had the assistance of formerly homeless neighbors and a couple local volunteers from different churches.

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

OPHS has one neighbor who was housed in the month of March, 2016. He was placed in a large trailer through a local connection with Kingdom Causes. He recently graduated from a drug treatment program and had obtained a full-time job. This neighbor is currently struggling with his permanent housing placement as he has recently relapsed. OPHS staff is working with this neighbor's family and sober support community to stabilize his housing placement once again.

**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.**

Becky Vanderzee was out of the office on March 3 and 4, 2016.  
Mark Tigchelaar was out of the office on March 28 and 29, 2016.

**5. Please list trainings and meetings that staff attended during this period.**

- Saturday, March 5 and March 19, 2016 from 7:00 AM – 3:00 PM – St. John Mobile Medical Unit at Calvary Baptist Bellflower Homeless Breakfast and Showers and Bob White Park in Norwalk.
- Tuesday, March 8, 2016 from 10:00 – 12:00 PM - In-person Veteran's Huddle (Mark attended.)
- Friday, March 11, 2016 from 9:00 – 11:00 AM - Coordinated outreach with DMH's SB 82 Team for SPA 7 (Manny and Mark attended.)
- Friday, March 12, 2016 from 10:00 – 12:00 PM - COG Leadership Meeting (Becky and Grenisha attended.)
- Wednesday, March 16, 2016 from 5:30 – 6:30 PM – Homeless Solutions Task Force Meeting in Lynwood (Becky and Mark attended.)
- Thursday, March 17, 2016 all day – CEE Event at Bell Shelter. Mark transported 3 homeless veterans to this event.
- Friday, March 18, 2016 from 10:00 – 12:00 PM - COG Outreach Meeting. (Mark and Manny attended.)
- Monday, March 21, 2016 from 7:00 – 8:00 PM – Meeting with a local church in Bellflower to discuss issues related to family homelessness and

how the church can partner with OPHS to address these issues at a local level (Becky and Mark attended).

- Tuesday, March 22, 2016 from 8:00 – 9:30 AM – Lynwood Mayor’s Prayer Breakfast (Mark and Ashley attended).
- Thursday, March 24, 2016 from 11:00 – 12:00 PM – Meeting with Bellflower Public Safety and Lakewood Sheriff’s Department (Becky and Heather attended.)
- Thursday, March 24, 2016 from 1:00 – 2:00 PM – Case Conferencing with St. John’s Well Child and Family Center (Becky, Heather and Ashley attended).
- Friday, March 25, 2016 from 8:30 – 12:00 PM – Training: Assertive Engagement with Iain De Jong, OrgCode (Ashley attended).
- Friday, March, 25, 2016 from 10:00 – 12:00 PM – Landlord Appreciation Breakfast (Mark, Heather and a formerly homeless veteran attended).
- Friday, March, 25, 2016 from 10:00 – 12:00 PM – SPA 7 Homeless Count Debrief Session with LAHSA (Chrissy and Becky attended).
- Tuesday, March 29, 2016 from 2:00 – 3:00 PM – Meeting with the City of Downey Staff (Becky, Chrissy and Grenisha attended).

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

NA

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

Please read the attached letter that was written by one of our clients that was housed this month through the collaboration with the Gateway Cities COG. T.K., our formerly homeless neighbor, read this story at a recent celebration dinner that was hosted by Kingdom Causes Bellflower and Our Place Housing Solutions:

*“Hi my name is T.K., and I’m here to share my story. I grew up in Carthage, a very small town in Indiana. Both my uncle and father were alcoholics and watching both my brother and sister going in and out of prison for drugs became the normal everyday scene of my childhood. Then my life changed completely on August 8th, 2007, when my father passed away from a heart attack.*

*This is when I became very angry, especially with God. I started to act out in school; I was always picking fights, and became the king of detention and Saturday school. A few years after my dad passed, my mom and I moved out here to Norwalk because she grew up in this community. Growing up in a small town in Indiana and now living in a huge city, I started to feel very alone.*

*I started school at Norwalk High School and this is where I was introduced to drugs, booze, and parties. One day, my mom lost her job, which meant no income, and this was the start of our journey of being homeless. During this time we were living out of our car. Even though we were homeless in Bellflower, I was able to graduate from Somerset high school. After 6 months had passed I ended up getting into a domestic violence incident and got locked up for the first time. After being released from jail, my mom and I left to stay in Belmont Shores, and then her car got repossessed. My mom and I decided to make the journey back to Bellflower, so we packed up all our belongings and our dog into shopping carts, and took the long walk back to Bellflower.*

*Once we were back in Bellflower, my addiction spiraled out of control, which led me and my mom to go our separate ways. My addiction helped me cope and run away from my hopelessness, guilt, and the reality of being homeless. These were truths in my life I did not want to face. I first learned about Kingdom Causes at Calvary Baptist's Saturday Morning Showers and Breakfast. One day I was at the Bellflower Plaza, where the police and Seeca showed up. I got scared that my dogs would be taken away and immediately thought to run into the Community Center at Kingdom Causes. This is when I met and talked with Kim Barnett and she told me about Little House. The next day, I was admitted to Little House's program. It took two failed attempts for me to finally complete my program there. During the time I was in Little House, Kingdom Causes helped me to get a housing voucher. So after I graduated, I was able to be housed, finally, after being on the streets for 3 years.*

*When I first moved in, having my own place to call home, felt surreal. Honestly, I still feel that way to this day. I had adapted myself so well to living on the streets that I struggle a lot wanting to go back. I have to work for my sobriety and recovery every day. I motivate myself to not use dope by remembering the demoralizing things I used to do in order to feed my addiction. That is the kind of life I no longer want to live. I now have new hopes. I want to get my first job, drive my first car, and maybe even go back to school. I feel excited for these new things to look forward to, but I know that I have a lot of work to do ahead. Continuing to have supportive people in my life such as my sponsor, Little House counselors, Kingdom Causes, along with attending all of my meetings, helps me work towards my new hopes. I know I cannot do this alone. As for me and God, I'm continuing to work on this relationship. I know I'm not angry at Him anymore but rather I'm thankful to have him in knowing that I continue to be clean and sober because of Him."*

**Gateway Connections Monthly Narrative Report**  
**Agency/LCA: City of Long Beach (LCA4)**  
**Report Month and Year: March 2016**

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

Staff continue to provide outreach services and inform individuals of the winter shelter. They are also coordinating with clients to form plan to determine where they will relocate when the shelter closes for the season on March 31.

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

The LCA-4 has been very fortunate to have 6 of our clients receive Shelter plus Care or a Section 8 voucher just in the last two months. Due to the low vacancy rate it is very difficult to locate units that accept the program and are willing to work with individuals on a fixed income. Staff are working with clients to identify units in less populated areas to avoid the competition of the rental market.

**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.**

N/A

**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.**

Fred used to be a mechanic but a series of bad decisions led him down the path to becoming homeless. The road towards homelessness culminated in 2005 when he would try and find a place to sleep with his tent and bicycle as his only major property. He lived off of collecting cans until he became eligible for Social Security

at the age of 62. Even though he was receiving this assistance it was still meager and he was still living on the streets.

Staff tried to reach out to him numerous times but their attempts were met with anger, mistrust and outright rejection. After some time passed an outreach worker received a call from Fred. He asked the outreach worker if he could meet with her. Although the turnaround in thinking came as a shock to the outreach worker she was elated that he was willing to work with her. It turns out that even though it seemed as though he was not paying attention to what she was saying he was listening and was now ready to commit to changing his life.

Fred became very cooperative with staff and agreed to all the services and housing plans that were presented to him. He took his tent and bicycle and voluntarily went to Bell Shelter's 15 bed program to stabilize while his housing voucher was processed. He did have some struggles being around people, following rules and getting along with authority but each time he stumbled he reached out and got support. On March 30<sup>th</sup> Fred signed his first lease in more than 15 years. He says he hasn't felt this good in years and knows that at the age of 63 the streets are no place for him.



**Gateway Connections Monthly Narrative Report**  
**Agency/LCA: PATH (People Assisting the Homeless)**  
**Report Month and Year: March 2016**

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

The PATH Gateway Connections continues to work collaboratively with Law enforcement and DMH and our partners seeking out hidden encampments.

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

One challenge we are facing continues to be apartment searches. Another challenge is when we assist clients obtaining housing then struggle to get them to take a photo for made it home.

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

None to report.

**11. 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.**

One of our partner Agencies HYC is looking for an Outreach Navigator.

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

In the month of March we participated in a training called “Working to Achieve Excellence in Housing Based Case Management.” It was interactive training program to assist housing support workers improve their delivery of case management.

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

Lack of available housing accepting any type of subsidy is a concern.

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

There were many success stories in the month of March as PATH continues to collaborate with different organizations to help individuals suffering from homelessness. Randy is a veteran that has been living in his vehicle and motels with his wife and 15-year-old son. Randy was evicted because he says the gentrification of his neighborhood priced him out of his living quarters. He has been linked to VA services in December. PATH came in contact with Randy at the Coordinated Entry Event for Veterans that is held at Bell Shelter. He has now been linked to PATH VASH and he has a voucher in his possession and we are assisting him with finding housing.

On top of assisting Randy we are also assisting another veteran, and while this second veteran is housed his dilemma is monetary. The veteran receives \$221 dollars from GR, which he receives on the 5<sup>th</sup> of every month. His rent is due on the 1<sup>ST</sup> but because he receives his check on the 5<sup>th</sup> he is always late and has to pay a \$75 dollar fee, which puts

an even greater financial strain on him. After it is all said and done he has very little money left for him to pay for bus fare as he searches for a job. We partnered with Whittier First Day and made arrangements with his landlord to pay his rent for up to three months so can continue to search for employment.

In the month of March we participated in a Coordinated Entry Event (CEE) for veterans. There we engaged and SPDAT four veterans. Two entered into GPD shelter the same day. Three veterans were linked to VASH and another one was linked to US vets for Homeless Veterans Initiative (HVI) voucher.