

GATEWAY CITIES COUNCIL OF GOVERNMENTS

Committee on Homelessness

AGENDA

Thursday, July 28, 2016
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. Update from PATH on Recent Activities

1. Responses to Requests for Proposals
2. LCA Meetings
3. City Level Data from 2016 Homeless Count
4. Gateway Cities Homeless Summit
5. Landlord Luncheon

B. Review of Gateway Connections Monthly Reports for the Months of April, May, and June, 2016 by PATH

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 April Through June 2016– by PATH



Gateway Connections April-June 2016 Report

Submitted July 2016

To the Gateway Cities Council of Governments



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

This month HYC staff scheduled and met with nine participants that were referred by Bell Shelter. During their visits with these individuals staff was able to complete full intakes and CES surveys with all nine individuals.

Staff was also involved in collaborative outreach efforts with local organizations and PATH in the following cities: East Los Angeles, Commerce, Maywood, Huntington Park, and South Gate. During this collaborative outreach seven full intakes and CES packets were completed and information was provided to the general public, business owners, and the community.

Furthermore, 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 four household members were placed into permanent housing.

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 needs to be updated.

Through a partnership with PATH, HYC staff 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 and with the security deposit. Also, staff advocated on behalf of clients by requesting an extension on their voucher before they expired to allow more time to continue searching for permanent housing.

In collaboration with Brilliant Corners, HYC staff provided transportation to clients to view units. In addition, HYC staff met with Brilliant Corners staff to review HJC forms and to assist with the audit. HYC staff scheduled and met with nine Brilliant corners participants to complete all of the forms needed in preparation for the audit.

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

None

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.

None

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

- 4/01 HYC staff monthly staff meeting
- 4/05, 4/19, Met with Maria from Path to go over Audit files
- 4/11, 4/18 & 4/25 Clinical Staff Supervision
- 4/12 Veteran's Phone Huddle
- 4/05, 4/18 & 4/20 Homeless Program Meeting
- 4/22 COG Meeting
- 4/29 American Red Cross: CPR and First Aid Certification Course

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.

Daniel V is a 58-year-old Hispanic male who faced chronic homelessness in the streets of Boyle Heights, Downey and Bell. His journey to homelessness began when he was helping a friend paint his house. While helping his friend he lost his balance and fell off a ladder and hit his head on concrete. He lost consciousness for a couple of minutes and when he went to the hospital he received numerous stitches to his head. Since that accident Daniel lost the ability to remember many things and became disabled. During this time he was living with his mother but she passed away shortly after the accident and Daniel was not able to pay the rent on his own. After losing his apartment he bounced around staying with friends and family for the next ten years. This situation would not last forever and he was no longer able to stay with family because of the numerous problems that arose. It was after this that he found himself living out of his truck, staying there for three years. During this time he was also suffering from chronic pain but never sought out assistance because he was preoccupied with finding housing. HYC staff first met Daniel during a collaborative outreach effort with PATH. HYC staff was able to assist Daniel in acquiring a Tenant Based Supportive Housing

Section 8 Voucher, securing housing and was assisted with the security deposit and household items.

Mr. Vargas stated he is grateful for everything that has been given to him and is looking forward to a new beginning. He is very thankful for all of the help he has received from HYC.



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

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

This month Whittier First Day had two amazing events the first was the Whittier First Day Angel Dinner and the second was an Open House for Political Figures. The Angel Dinner is an annual event that we host in order to recognize the hard work by both staff and clients. This year Patrick Bouchard from the outreach team was recognized for his lifetime work with both the homeless population but also the great work he does for the community overall. The Open House was great event that allowed us to showcase the great work staff is doing to government officials. La County District 4 Supervisor Candidate Mike Gin (before his candidate suspension) had toured First Day and heard the important issues among the homeless neighbors. Gin was former Hermosa Beach Mayoral candidate and had experience fighting homelessness in the South Bay. First Day was also a host to the Whittier District 1 Election Candidate Forum. Josue Alvarado, Robert Canales, and David Gonzalez spoke to attendees of the forum which comprised of residents and business owners within the district. They addressed plans for the local economy as wells as concerns of rising issues such as substance abuse, mental health, and homelessness.

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

No challenges at this time.

- 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.**

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

First Day Staff: Cultural Sensitivity hosted by United Homeless Healthcare Partners. This class provided some insight on handling underserved/protected populations and considerations to incorporate in their care

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

Mary was among the families that became displaced when a low-income housing complex in Whittier raised its rent. She had a history of homelessness in the past; this was the first place she got to call home after many years living out of her car. She was heartbroken to find herself out in the streets again after thinking she had closed that chapter of her life.

As heartbroken as she was she tried to be as resilient and resourceful and moved around nomadically. One week she would be couch bound with a relative in one part of Los Angeles. The next week she would find shelter at a faraway LA County church. Then the next week she was in the opposite side of the county, sleeping in the kitchen floor of an acquaintance in exchange to clean up the place. But the constant moves took a toll on her already frail health causing her to make

a difficult decision to stay in one area inside her car. This broke her spirit and health, leading to a series of illnesses which caused her to be hospitalized.

Mary refused to give out too much information at the hospital; she feared that they would put her in a retirement home—her last experience was traumatic for her. After three interviews, the social services department finally discovered her history of homelessness and understood why she did not want to go to a retirement home. They did a warm handoff to Whittier First Day Outreach who initiated case management while still in rehab. Together, she was fast tracked to East Los Angeles Regional Center, where she was connected to a health and social case management team.

With the support of those around her, Mary was able to find a place to call her own again in Whittier. Today Mary is giving back to the community by driving the elderly to local church masses as well as volunteering part time at the local hospital that helped get her life back in order.

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

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

During this last month three homeless neighbors received vouchers through various avenues in the month of April. The HJC/RRH program also continues to assist our homeless neighbors access stable housing. Through this program three of our neighbors have applied for HACLA vouchers. Two of these individuals are currently accessing shared housing resources from brilliant Corners as they await word on their voucher applications.

April is the last month that the St. John's Mobile Medical Unit will be at Calvary Baptist Church in Bellflower on Saturdays. The mobile unit schedule will now move to the first and third Thursdays of the week rather than Saturdays. On top of the change in days the mobile unit will also be changing its location. Its new location will be Bob White Park in the city of Norwalk. Due to the increased number of individuals living in the riverbed in the Downy/Norwalk area staff sees this as an opportunity to serve the neighbors more effectively with medical services. Moving to a weekday schedule also allows the medical and homeless services staff to have access to labs, referral services, MediCaid offices and pharmacies that would usually be closed on Saturday. OPHS has also been an advocate to have same medical providers on the unit because homeless neighbors expressed their favor of working with a recent provider over others they have seen

before. A weekday schedule also allows the consistency of medical staff that sees the neighbors.

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

One of the biggest challenges facing our organization is access to capital. As an organization OPHS has reached a point in its programming where financial assistance resources have been almost completely used up. This has challenged OPHS to become more creative in how it places homeless neighbors into housing. We have also reached out to local city governments to access funds that may have available to help our homeless neighbors. OPHS leadership has also reached out to local churches and faith groups to utilize funding that they would like to use to specifically help the homeless neighbors in the area. We believe that by building these partnerships we will not only address some of the current financial issues we face while also opening doors with potential future donors.

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

Unfortunately, the neighbor that was discussed in last month's report is no longer living in the trailer where he was placed upon graduating from his substance abuse treatment program in Downey. OPHS learned of this unfortunate situation after receiving a call from the director at Positive Steps, the program from which the client had graduated. The director learned that the client had fallen-off-the-wagon from another participant in their program who had recently seen the client on the streets and had gone back to his addiction. This has been such a heart breaking journey with our staff. As can be understood, relapse is so hard to deal with in general, but when it causes a neighbor to lose their housing, this is particularly hard on our housing team.

The fortunate thing about this situation is that we were able to work with the landlord for this trailer and move another neighbor into the trailer without losing the opportunity and availability.

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.

Ashley McKay, our Housing Case Manager, took some time off at the end of the month in April (April 28 and 29, 2016).

The Operations Director at Kingdom Causes Bellflower and Our Place Housing Solutions, Abigail Nishimoto, is no longer working for KCB/OPHS as of April 21, 2016. Our Executive Director, Chrissy Padilla-Birkey and Finance Manager,

Dominique Rustad, have taken over the majority of the roles of the Operations Director until this position is filled. These responsibilities include pay roll and HR, which do impact the services provided by OPHS.

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

- St. John's Mobile Medical Unit at Calvary Baptist Bellflower and Bob White Park in Norwalk – Saturday, April 2 and April 16, 2016 from 7:30 – 3:00 PM.
- Bellflower Homeless Task Force – Saturday, April 2 and Monday, April 4, 2016. Chrissy, Heather and Mark attended these meetings with local city volunteers who are committed to solving issues of homelessness.
- Collaborative Outreach in City of Lynwood - Thursday, April 7, 2016 from 6:00 – 10:00 AM. Mark and Manny attended outreach.
- Outreach with DMH-SB 82 Team – Thursday, April 7, 2016 from 11:00 – 2:00 PM. Daina attended outreach.
- COG Leadership Meeting – Friday, April 8, 2016 from 10:00 – 12:00 PM. Becky and Chrissy attended.
- Veteran Huddle – Tuesday, April 12, 2016 from 10:00 – 12:00 PM. Mark and Becky attended.
- CoC Voucher Issuance – Tuesday, April 12, 2016 from 2:00 – 4:00 PM. Heather and Daina attended.
- Homeless Youth Count Debrief Session – Wednesday, April 13, 2016 from 10:00 – 12:00 PM. LAHSA staff came to OPHS offices to debrief count with Heather, Becky and 2 of the youth from Bellflower area that participated in the day-of count.
- Meeting with City of Bellflower re: LMIHAF funding – Thursday, April 14, 2016 from 11:00 – 12:00 PM. Chrissy and Becky attended to discuss progress and challenges of program.
- Meeting with Jonathan Sanabria from PATH re: reporting requirements – Tuesday, April 19, 2016 from 1:00 – 2:00 PM. Mark and Becky attended.
- HJC HACLA Voucher session with Thomas Harper from PATH – Tuesday, April 19, 2016 from 4:00 – 5:30 PM. Ashley and Becky completed applications with 3 clients.
- COG Outreach Meeting – Friday, April 22, 2016 from 10:00 – 12:00 PM. Mark and Manny attended.
- SPA 7 Homeless Coalition Meeting – LAHSA Quarterly Meeting – Tuesday, April 26, 2016 from 2:00 – 4:00 PM. Becky attended.
- Site Tour at R.O.A.D.S. Community Clinic in Compton – Wednesday, April 27, 2016 from 10:00 – 12:00 PM. Becky and Mark attended.
- Gateway Cities COG Meeting with City Representatives – Thursday, April 28, 2016 from 5:30 – 6:30 PM. Becky and Chrissy attended.

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.

Mr. ES came to OPHS in search for housing after living on the streets for 8 years because of his struggles with severe substance abuse. He heard from some friends on the riverbed that OPHS had helped others receive housing. Mr. ES decided to come into the office and start the process of making his way from the streets to stable housing.

What Mr. ES did not understand when he first came into the office was that permanent housing resources take time to obtain. On top of his homelessness he also has multiple medical and mental health concerns that led to disability and subsequently SSI support. The client also revealed that he had an uncle that lived in Bellflower and was a big advocate of the client. He regularly accompanied the client to the office and made sure the client was accessing the supportive services that he needed to make a change in his housing situation.

While working with this client OPHS had made multiple attempts to try to get ES into a program, shelters or shared housing in order to accommodate his lack of income. At times, ES became very frustrated with the OPHS staff, feeling as though the staff was “not doing anything” to help resolve his homeless circumstances. Throughout this time, the neighbor and the OPHS developed a trusting relationship that allowed for open communication about challenges in the process.

Recently, Mr. ES became eligible for the CoC program and he obtained a voucher. As with the majority of neighbors who obtain vouchers, it has become increasingly difficult to identify units/landlords that accept the voucher. Thankfully, OPHS has maintained a solid relationship with a landlord that deals with property in the South Bay. She alerted us to an open apartment in one of her buildings. While the apartment is not in the area of the county that our neighbor is familiar with, he accepted this apartment and has moved in.

One crucial thing that has led to the success of this neighbor’s housing placement is the support of the neighbor’s uncle. The OPHS staff meets with the neighbor and his uncle to discuss plans to help maintain stability of housing for this neighbor. OPHS will continue to work with this neighbor

and PATH closely to establish a plan to help this neighbor access supportive substance abuse services and other community support to develop appropriate connections in this new neighborhood.

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

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

This month the city of Long Beach had the pleasure of participating in a coordinated outreach effort with PATH and other local organizations. The outreach effort focused in the Coyote Creek Riverbed in the cities of Hawaiian Gardens and Lakewood. During this outreach effort staff encountered several encampments and engaged five people. One of the individuals that staff encountered was already receiving services and was provided with transportation in order to connect with Bell Shelter. The other four individuals stated they became homeless due to family relationship issues; they accepted information but declined services.

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

One of the challenges we face in our area is the limited resources available to individuals that are undocumented. This lack of resources is only exasperated when the individuals are also homeless. These individuals do not qualify for benefits – income or medi-cal and have little or no access to housing programs due to their legal status. The Homes for Health program by Department of Health Services has some availability for this sub-population. In order to qualify for this program the individual experiencing homelessness must also be visiting a county facility more than twice yearly and suffer from a chronic health condition. While accessing the resource can be lengthy and time consuming for clients it is a valuable program and offers services and housing to people without access to any other resources.

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.

None

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.

During an outreach effort in the LA Riverbed with the Police Department, Mental Health America, and US Vets, staff encountered an individual by the name of Art. Art is a 51-year-old Hispanic man that had been living in a tent since 2009 and had become homeless when he lost his job. Not being able to pay for his housing his family kicked him out of their home. When staff engaged Art he expressed concerns regarding receiving services and the difficulty he had previously encountered when others had tried to help him. He was placed in a motel to stabilize; afterwards he was connected to a shelter. Art is currently attending Lifeskills classes with the Goodwill; he is also receiving assistance in developing a resume to become employment ready.

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

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

The PATH Gateway Connections is working with our partners, law enforcement and DMH in our hotspots. We feel that as a collaborative effort we will be able to outreach to more individuals in our area and connect them to the appropriate benefits/vouchers.

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

Lack of affordable housing remains one of the hardest issues we have to overcome. With a low vacancy rate and sky high rent it is a challenge for us to house our clients once they receive a voucher. To combat this we are

continuously outreaching to potential landlords to add vacancies to our database.

- 3. Please indicate the circumstances of any clients that 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 this month.

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

None at the moment, although biggest concern affecting the program would be lack of units that accept vouchers.

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

This month PATH was able to house four different households.

Randy and his family had been living in the city of Whittier but lost their home when the building would go through refurbishing. Once that process would be complete the management company would rent out the apartments for a higher rate than before as well. This rise in cost caused Randy and his family to start living in the streets. Throughout this process Randy's 15 year old son was still attending school. Randy encountered the team after attending a Coordinated Entry Event at Bell Shelter. Randy was able to access a VASH voucher through our PATH VASH team. We assisted the family with housing leads until the family found a unit in the city of Boyle Heights. The family liked the location and the property managers were willing to accept the VASH voucher. After stabilizing their home situation Randy and his family are now trying to normalize their lives. Randy has continued to attend 12 step meeting and their son is continuing his education in a more stable environment.

After her husband died, Teri, felt as though it was too much to deal with and gave up on life, lost her job and soon found herself homeless after losing her housing. During these hard times she also fell into drug dependency making her situation

that much more dire. After some time on the streets she enrolled and completed a residential substance abuse treatment program. After completing the program she enrolled into a sober living, enrolled into school and began working at Good Will. Although sober living closed she had saved enough money and had purchased a vehicle, in which she began to live out of after the sober living closed. It was during this time that staff began to outreach to her and encourage her to seek other housing possibilities. Her situation made her eligible for the CoC program and she received a housing voucher. After working on finding a suitable apartment for her one was located in the city of La Mirada. After turmoil and transitions she finally found stability and Made it Home!

Danny and Amanda are a couple that we first encountered in the city of Downey in 2015. Amanda is a paraplegic due to car accident she was involved in over 20 year ago. They lived in an apartment in the city of Downey until they were evicted after failing to comply with the higher rent after the landlord raised it. They found themselves living in a motel but they would run out of money by the third week of every month. When their money would run out they would sleep in their mini van. During this time they also obtained a membership to a local gym to have access to showers. They lived this way for about a year, and then after outreach staff discovered that Danny was a US Veteran they informed him of the different services that existed for him. Danny felt embarrassed and had never told anyone about his service to this country, but staff made sure that he was comfortable with accessing some of the services. He obtained a VASH voucher, but the struggle to find a housing solution became difficult after many places turned them away once they discovered that Amanda was in a wheelchair. After some time a unit was discovered in the city of Montebello. We met with the Landlord/Manager because she wanted to meet with the staff and the clients. The day we met, the Landlord insisted we go to the Housing Authority and complete the RFTA paperwork there. So we drove to the Housing Authority and completed the RFTA. She wanted to talk more with her potential tenants and invited us all to lunch. The Landlord asked the couple a lot of questions and Danny and Amanda were happy to answer. Amanda and Danny have Made it Home!

Danny is a veteran whom found himself living on the streets after his wife divorced him. This caused a crisis in his life and he began to drink heavily. The drinking caused a downward spiral and he soon lost his job, followed by his home. Staff met David at a Coordinated Entry Event at Bell Shelter. It was there that he entered GDP Shelter the same day. He was also enrolled into the VASH housing program to find a housing voucher. During this time he also started to attend church to combat his drinking. After some time of looking he moved into a senior housing complex in the city of Santa Fe Springs. He continues to attend church to combat his drinking and is also involved with new people that help support him into not giving into his addiction. Danny has Made it Home!

Report Month and Year: May 2016

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

Through referrals from Bell Shelter, HYC staff scheduled and met with eight participants and completed eight full intakes and CES surveys. Staff also completed home visits, delivered security deposit checks, and completed home inspections and budget sheets. HYC staff provided Tenant/Landlord handbooks to clients. A total of twelve households members were into permanent housing. HYC is also continuing to follow-up with participants on a weekly basis in acquiring income verification, CA ID, social security cards, and any other document needs to be updated.

On top of the individual work the organization committed to during the month, HYC also participated in multiple collaborative efforts. With PATH a SPA 7 Outreach was conducted in the following cities: Commerce, Cudahy, Huntington Park, Maywood, East Los Angeles and South Gate. Through the event HYC was able to do ten full intakes along with the CES surveys. Information was also provided tp the general public, business owners and the community.

HYC also collaborated with Brilliant Corners in inputting participant's case notes into HMIS HJC program. HYC staff is continuing to assists participants in finding permanent housing. Eight clients are participants of the Brilliant Corners. Since the start of the program in January 2016, three clients have been housed, and two other participants are in the process of being housed.

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

None

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.

None

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

- 05/06/16 HYC staff monthly staff meeting
- 5/02, 5/9 & 5/16,5/23 Clinical Staff Supervision
- 5/10 Veteran's Phone Huddle
- 5/12 SPA 7 Homeless Coalition Meeting
- 5/27 COG Meeting

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.

Kevin H is a 49-year-old African-American male who became homeless after spending three years in jail. He lived on the streets of Los Angeles, living on the skid row. He did not want to bother family members after being released from prison and rode his bike to get around. One day while riding his bike he was hit by a car, he sustained a broken foot and road rash to his arm and legs. Following the accident he was hospitalized for a few days. While in the hospital his case manager knowing he was homeless referred him to Bell Shelter. It was there that HYC staff met Kevin. Kevin still had a broken foot and needed several surgeries on it before he could walk again. While many would be deterred Kevin battled on and received a Section 8 voucher through the Housing for Health Program. He secured housing and was assisted with the security deposit. Kevin feels blessed and very thankful of HYC staff for helping him find a home. He is recovering from his second surgery and is happy he doesn't have to worry about where he is going to sleep.



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

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

This month was an exciting one for Whittier First Day because we held our first ever Pancake Breakfast Fundraiser. It was an event to not only raise funds for homelessness services but also our shelter. The pancake breakfast was held at the local Applebee's in La Habra on the second weekend of May. Applebee's provided the food and venue while WFD staff was in charge of serving the food and clean up. Overall the event was a success with a good turnout that included community members, friends and relatives of homeless neighbors and other local organizations looking to support.

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

No challenges to report at this time.

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

No client 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.

Scott Olsen had taken 3 weeks off and TK Monzon had taken one week off. This had impacted the outreach numbers for La Mirada and Montebello as well as health/mental health numbers.

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

Culture of Wellness Webinar

A webinar that shows some tips and tricks on how to cultivate a self-empowered client while at the same time not compromising agency policies.

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.

Eduwiges and her daughter Susana lived a financially comfortable life in Whittier but not all was what it seemed. Eduwiges's husband at the time was emotionally abusive. He would taunt and belittle them daily, controlling their every action and disapprove of any self-advancement. According to them, they did not get to achieve much. They remained cleaning ladies, cleaning houses through word of mouth and Eduwiges's husband's approval.

But one day, after decades of trauma, Eduwiges decided that it was better to live on the streets than with a man who never supported her nor his daughter. When they left they were expecting to hotel hop or sleep in parks or alleys. This motivated them to contact Gateway Connections Whittier First Day Outreach. Their case was opened and a plan had been created and agreed upon. However neither the outreach team nor Eduwiges and Susana expected the overwhelming support the two had in their lives. Families and friends came forth and offered their homes. They thanked outreach for their efforts and moved on. But while offers were generous, big hearts lived in small spaces and could not accommodate the two very long.

They found themselves being homeless once more and reconnected with the outreach team. However this time they were more broken than before. Susana had tried to apply to several jobs but found it to be a fruitless endeavor and it was affecting her emotionally. Eduwiges also found it difficult to adjust to shelter life.

Her divorce was difficult and also took a toll. Regardless it was respite from the street and it allowed them to address other priorities. After a year of fruitless job searches, rejection letters, and overall general bad luck, things began to slowly change for the better. Susana managed to get a stockpiling job at Walmart. While working there, she became inspired to go back to school to be a pharmacy technician. Eduwiges finally received an increase on her benefits. This allowed the two to receive a joint section 8 voucher.

But finding housing was a challenge for Eduwiges and Susana; Susana worked in La Mirada and their voucher restricted them to Los Angeles City Neighborhoods. This limited their search to the most eastern LA cities like Highland Park or East Los Angeles—specifically where there are safe and accessible public transportation to Susana’s job. After a voucher renewal and almost giving up at their 100th day, they happen to pass by a small house in East Los Angeles. As soon she finished signing the rental agreement, Eduwiges began unpacking all her belongings. She was captured in the frenzy of excitement and having a place to call her own once again.

Today Susana is now a clerk manager at Walmart and has finished school and studying to become certified in pharmacy technician. Her mother volunteers at a Los Angeles soup kitchen where she helps make meals for the underserved.

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

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

This month was big for partnerships and their importance was further showcased throughout this month. The neighbors that were housed in our LCA this past month could not have been housed without the partnership with outside organizations. For the month of May, these partnerships included, Department of Health Services, PATH, Brilliant Corners, Homes for Life, Department of Mental Health and Substance Abuse Services. Collaborations with different organizations continue to be main reasons for any accomplishments achieved through the Gateway Cities Program.

This month also saw OPHS submit requests for continues partnerships with two cities within LCA 3, City of Downey and City of Norwalk. These cities have been willing to accept proposals that would provide funding to be administered by OPHS in order to help people on the brink of homelessness and homeless neighbors currently residing on the streets of these respective cities. We are hopeful that these cities will recognize the need for city governments to be actively involved in the housing needs of their communities.

OPHS's partnership continues with St. John's Well Child and Family Services' mobile unit that comes to LCA 3 on a bi-weekly basis. The only difference will be that it will now be consistently parked at a local park in the city of Norwalk. The park is a great location for our neighbors because it is right next to the riverbed, where many of our neighbors stay. We are hoping that this creates better access to care and trusting relationships between our homeless neighbors and the medical care system.

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

While we are grateful of all the different resources that have been provided throughout different avenues, one of the biggest obstacles that we face to utilize the resources is finding housing units. Many units in the area refuse to take the housing subsidies that our neighbors have. This burden can become draining to our neighbors because they feel like they have worked hard to attain their voucher only to find the road is only beginning.

Along with the challenge of finding units for our neighbors we also are experiencing difficulties with the administrative burdens of these new programs because of the lack of available staff. No program or resource is without its large amount of paperwork and constant communication with outside organizations. This becomes a challenge because the amount of time it takes to get one housing resource for a neighbor it takes away time from outreaching to new homeless neighbors within our LCA. We embrace this challenge because we acknowledge that a neighbor is getting a housing resource that may not have been available prior to this time, but we struggle to meet the demands of the homeless neighbors who have yet to be engaged through outreach and housing navigation services.

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.

Becky Vanderzee, Director of Housing Programs, was out of the office from May 4 to May 6, 2016.

Mark Tigchelaar and Manny Salgado were out of the office on Thursday, May 12 and Friday, May 13, 2016.

Manny was also out of the office on Thursday, May 19, 2016 and both he and Ashley McKay were out of the office on Friday, May 20, 2016.

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

- Mondays – Weekly OPHS Team Meetings from 10:00 – 12:00 PM.
- St. John’s Mobile Medical Unit at Bob White Park in Norwalk – Thursday, May 5 and May 19, 2016 from 7:30 – 3:00 PM.
- National Day of Prayer – City of Bellflower – Thursday, May 5, 2016. OPHS staff attended in order to increase collaborative partnering.
- CES Meeting at LAHSA – Monday, May 9, 2016 from 9:00 – 12:00 PM. Chrissy attended.
- Meeting with Telecare – Pico Rivera – Monday, May 9, 2016. Becky met with a new staff member at Telecare as she is transitioning from her role at CHCADA (Mental Health).
- Veteran Huddle – Tuesday, May 10, 2016 from 10:00 – 12:00 PM. Mark attended.
- LA County Board of Supervisors Budget Meeting Downtown – Wednesday, May 11, 2016 at 9:30 AM. Chrissy and Becky attended to advocate for county funding for care of homeless neighbors.
- Lynwood Homeless Task Force – Wednesday, May 11, 2016. Mark and Chrissy attended the meeting.
- SPA 7 Homeless Coalition Meeting – Thursday, May 12, 2016 from 2:00 – 4:00 PM. Becky and Chrissy attended.
- COG Leadership Meeting – Friday, May 13, 2016 from 10:00 – 12:00 PM. Becky and Chrissy attended.
- Meeting with Rio Hondo Staff re: DMH S+C Voucher Applications – Friday, May 13, 2016 from 1:00 – 5:00 PM. Becky attended.
- Meeting with local landlord – Tuesday, May 17, 2016 from 4:00 – 5:00 PM. Becky, Heather and Chrissy attended to advocate on behalf of landlords accepting Section 8 vouchers.
- Norwalk City Council Meeting – Tuesday, May 17, 2016 from 6:00 – 8:00 PM. Becky and Chrissy attended to advocate for proposal for city funds to be matched by United Way housing/prevention funds.
- Outreach with DMH SB 82 Team – Friday, May 20, 2016 from 12:00 – 2:00 PM. Daina and Mark attended outreach.
- LAHSA/UW RFP Check-in Phone Conference – Friday, May 20, 2016 from 3:30 – 4:30 PM. Chrissy and Becky were present on the call.
- Presentations at Cerritos High School Social Justice Class – Tuesday, May 24, 2016 from 8:30 – 12:00 PM. Becky and Jason Barnette (Good Soil Industries) spoke to sophomore class about working with marginalized populations.

- Conference Call with COG Leadership – Wednesday, May 25, 2016 from 12:30 – 1:30 PM. Becky and Chrissy were present on call.
- Collaborative Outreach in Compton – Thursday, May 26, 2016 from 6:00 – 10:00 AM. Manny, Mark and Ashley attended.
- Case Conferencing with St. John’s Well Child and Family Center – Thursday, May 26, 2016 from 1:00 – 2:00 PM.
- COG Leadership Meeting – Friday, May 27, 2016 from 11:00 – 12:00 PM. Becky and Chrissy attended.
- SPA 7 Community Planning Meeting – Friday, May 27, 2016 from 12:00 – 1:30 PM. Becky and Chrissy attended.
- COG Outreach Meeting – Friday, April 22, 2016 from 10:00 – 12:00 PM. Mark and Manny attended.

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.

This month OPHS had success in housing homeless neighbors through different collaborations. The first client was placed into a Sober Living program after spending some time in a drug treatment program. Before entering the treatment programs, NM was living on the streets with her young daughter. While she is not with her child anymore she feels that through the completion of the program and her path towards permanent housing are allowing her to anticipate reunification with her young child.

In conjunction with this program, NM has also applied for a HACLA voucher through our lead organization, PATH, and the Housing and Jobs Collaborative. We celebrate her sobriety and her new found employment. And we celebrate participation in a program that allows “stages of stability.” Participation in this program has allowed NM to be immediately off the street, time to seek full-time employment and consistent rental assistance. Through this program, she is also able to hope for more in a permanent housing solution with the pending HACLA voucher.

Another neighbor was housed through the HJC-RRH program in the month of May as well. Through this program’s partnership with Brilliant Corners, RS was able to identify and move in a shared housing unit in West Covina. Prior to this housing placement, RS was on the streets and in and out of unsafe living environments for over 2 years. Although RS’s new unit is far

away from his support system, he is excited about the new opportunity this provides to seek independence and a positive life style. While this young neighbor has a long way to go in finding long-term employment and overall stability, we celebrate that his housing is now safe and secure.

As a team, we are hopeful that these programs exist to help neighbors that are in all stages of development. Most specifically, we are hopeful for a program that allows neighbors to seek long-term sustainable income through employment while simultaneously receiving consistent rental assistance.

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

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

This month staff participated in a coordinated outreach effort with the Long Beach VA in an effort to target homeless veterans. The goal was to inform veterans of the Community Entry Event on May 18. Through this outreach effort we were able to make contact with six veterans that were literally homeless. They were transported to the Long Beach VA the day of the event so they could be connected with the different services being offered.

Two of the veterans experiencing homelessness were able to access services and housing at the event. Both of the individuals were placed into bridge housing until they identify a permanent housing solution. The other four veterans were also able to access a variety of services offered by providers specializing in veteran services.

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

It can be difficult to understand the challenges facing an individual that has experienced chronic homelessness. This gap in understanding is heightened when that same person initially moves into permanent housing. Housing is the first step towards reintegrating someone back into society, the adjustments to living in a permanent home after a lengthy time on the streets can be daunting and extremely stressful for some individuals.

For the housing navigators that work with these individuals from the time they are on the street to when they become permanently housed, their goal is to make the transition for the client as smooth as possible. The smoother the process is, the more likely that the individual will successfully stay housed in the future. Because of this reason staff work with multiple agencies to ensure all paperwork is in order, all fees are covered, and that the unit actually becomes a home for the

client. Staff reaches out to a number of agencies like PATH, Department of Mental Health, the Salvation Army and local faith based organizations to furnish the unit and provide household goods for the clients, so when they move in it is more of a home, rather than just a random place to sleep.

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.

None

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

5/31/16: Conflict Resolution: Verbal Judo

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.

Jim is a 57-year-old Caucasian male who has experienced homelessness in the city of Hawaiian Gardens for over seven years. He initially became homeless when his parents passed away and he was no longer able to maintain the family home. Jim has been diagnosed with mental health issues and received services from the Department of Mental Health for over five years.

Staff first encountered Jim in October 2015. When they met him they were able to convince him to fill out the Service Prioritization Tool, VI-SPDAT, it was determined that Jim qualified for supportive housing. The Coordinated Entry System then matched Jim to a Shelter Plus Care Voucher in January of 2016. However, Jim had poor credit, low income and was competing for housing in a very tight rental market. Even with these obstacles Jim refused to give up, he widened his search area and applied for an apartment at a senior village in Castaic Lake. He was approved contingent on paying higher security deposit. Jim moved into his new home on May 16, 2016. He states he is becoming acclimated to his new

community and loves all the activities provided to get to know his new neighbors.



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

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

The PATH Gateway Connections has various housing opportunities and now employment services for our clients. We are working hard to make sure that all our clients have the opportunities afforded to them to set them up for success. With the Housing and Jobs collaborative we are not only finding housing solutions for our clients but also supporting them as they transition back to the workforce.

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

Lack of affordable housing in LA County, and more specifically where our clients would like to live continues to be the biggest barrier to housing

homeless individuals. While we have many clients with vouchers in hand there are not as many units to house them.

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 Navigator for non chronic and employment services.

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

In the month of May the Gateway Connections team participated in a Mental Health First Aid Training.

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

We are receiving calls from clients and agencies outside of our service area and when we inform them we cannot help they become upset. We offer referrals for agencies within their area.

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

This month the Gateway Connections team had the privilege to house a veteran by the name of Richard. Richard first experienced homelessness in the state of Arizona. During his time in Arizona he saved money to travel to Los Angeles after hearing that the job prospects were better. When he arrived he looked for jobs but could not find any. He soon found that he had spent almost all his saving on motels and other living expenses and he started living in his car. He lived this way for a total time of 18 months. During this ordeal he had no idea about the VASH program nor any other of the programs that exist to help Veterans. He had never used the VA for anything and did not know how to navigate the system. Staff assisted him in accessing the VA in Long Beach and also connected him with the Whittier First Day Shelter. After showing him the VA system and entering him into the shelter staff invited him to a VA Coordinated Entry Event where he was also enrolled into the LA VA system and was enrolled into VASH. He obtained a VASH voucher through this event and with the help of Erika the

PATH Gateway Connections Housing Navigator he found a unit in a senior housing complex in the city of Santa Fe Springs. While at first he was placed on the waiting list he did not have to wait long and after a short time they called him and indicated there was an available unit for him. Fortunately he had also enrolled into the SSVF program and they were able to help him with the deposit. The unit passed the inspection and Richard was able to Make it Home!

At this point he was enrolled into SSVF to assist with the deposit. The unit passed inspection and Richard made it Home!

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

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

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

Through a partnership with PATH, a Spa 7 Street Outreach was conducted in the City Of Maywood, Information was provided to the general public, business owners and the community.

HYC staff collaborated with the South Gate Police department to conduct a street outreach in the City of South Gate. Made contact with ten clients, completed ten outreach intakes. Provided information such as flyers and business cards.

HYC 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 nineteen household members were placed into permanent housing. One client was assisted with a utility deposit. In addition, two clients were assisted with new appliances such as a stove and refrigerator. HYC also assisted a client with a donation of baby clothes and diapers for her newborn son.

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 needs to be updated.

In collaboration with Brilliant Corners, HYC staff has been assisting Brilliant corners in inputting participant's case notes into the HMIS HJC program. HYC staff is continuing to assist participants in finding permanent housing. Five clients were housed this month.

HYC staff advocated on behalf of Jorge Zapata. Mr. Zapata found housing and had the landlord complete the RFTA. Mr. Zapata was hospitalized and was not able to turn in the completed RFTA to the Housing Authority. HYC staff reviewed and submitted the completed RFTA to the Housing Authority County of Los Angeles.

HYC staff coordinated with the Los Angeles County Public Health to pick up and deliver donations such as fruit, juices, popcorn, sandwiches, crackers, desserts and toiletries to Motel 6 and Travelodge motels to the victims that were displaced by the Maywood fire.

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

None

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.

None

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

- 06/03/16 HYC staff monthly staff meeting
- 6/06, 6/13 & 6/20,6/27 Clinical Staff Supervision
- 6/09 Spa 7 Homeless Coalition Meeting
- 06/10 Homeless Program Training at HYC Norwalk
- 06/14 Veteran Huddle
- 06/15 HMIS training @ LASHA
- 06/24 GCCOG Meeting

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.

P. Moore is a 37-year African-American male; his homelessness began a year ago. He was renting a room for over five years when the owner decided to sell his home. The owner did not give Paul sufficient time to look for another place. Due to his limited income, he was not able to afford market rent; he was working part-time as a security guard. Paul found himself living in his car for over a year in the following cities Los Angeles, Hawthorne, Inglewood, and Long Beach, while he tried to find a room to rent. However, shortly after he lost his job as a security guard. It was then Mr. Moore sought refuge at the Winter Shelter Program at Bell Shelter. Through a referral from Bell Shelter, HYC staff met and completed an intake and a CES application. During their intake HYC staff, realized Mr. Moore would be a perfect candidate for the Brilliant Corners program. HYC staff completed and submitted the application to Brilliant Corners. A requirement of the Brilliant Corners program is for Mr. Moore to meet with an employment specialist to assist him in finding a job to increase his income so that he can be self-sufficient and not need any assistance in paying his rent after nine months of being in the program. He is currently receiving \$221 in General Relief and is continuing to go on job interviews. He is hopeful he will find full-time employment soon. HYC staff was able to assist Mr. Moore in finding shared housing. Also, HYC staff helped Mr. Moore in completing the move-in assistance and furniture selection form from Brilliant Corners.

Mr. Moore felt very grateful and blessed to have found HYC. He feels if it weren't for HYC staff he would have never been linked to Brilliant Corners and would still be homeless. He loves his permanent home and looks forward to a great future.



Report Month and Year: June 2016

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

This month we had the pleasure to stand with the city of Whittier and other Local Non-Profit Organizations to honor and praise Supervisor Don Knabe for his contribution to not only the city of Whittier but to the region as a whole. Without his efforts, dedication and advocacy, the state of poverty would be in a more difficult state. The team also had the pleasure to host Ricardo Mendoza, Deputy Director for Congresswoman Linda Sanchez, and after they shared pleasantries the team gave insight to the challenges of combating homelessness. This included an unfavorable housing market to subsidized housing, client disabilities, and the increased cost of living. The team also praised other agencies stepping up to assist individuals like Department of Mental Health and Veteran Affairs.

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

None

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.

None

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

Maria and Zue attended "Homeless Family And Children: a Community Response."

This training session, which was offered to law enforcement, case workers, and community partners trained individuals on the differences with working with families and the types of services available. Upon completion, Maria and Zue received a certificate of completion as well as list of family centered services.

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.

Client testimony: Richard

“Becoming homeless was as simple as losing my roommate, then my job, and not being able to find employment. This left me unable to maintain a residence while also trying to pay outstanding bills, all while trying to maintain a good credit history. With a limited income of Social Security, the next one and a half years of my life were spent primarily living in my car. I quickly learned to be resourceful while trying to maintain a degree of personal pride.

Eventually, I met another veteran who had been homeless. He informed me of a facility that had helped him and offered to give them my phone number. I accepted his kind offer, and soon after was contacted by the Gateway Connections Whittier First Day Outreach staff. Scott Olsen and Jorge Guzman (PATH) had reached out to me. They invited me to visit the facility for an orientation and tour. I attended, but was not quite ready to surrender myself. They convinced me to attend a veteran’s outreach program, which was held at the City of Bell, at the Salvation Army Shelter. First Day was present when I attended, and was there when I discovered that I qualified for a VASH Voucher. I was truly overwhelmed by the help, and decided to remain in contact with the First Day Staff. Eventually, I decided to apply and took part of their intake process. I participated in the screening, TB Test, and interviews and was eventually accepted into the program.

Whittier First Day supplied me with a place to sleep, three meals a day, showers, on site laundry; all of which came at no cost to me. They also had an onsite medical clinic and weekly access to a medical doctor every Wednesday, which was also available at no cost to me. This gave me the time to regroup and the voucher would enable me to obtain decent affordable housing! Wow! Where did all of this come from? Daily chores were required for the residents to help keep everything clean and running smoothly. I gladly performed these, because this gave me a sense of purpose and kept my pride and dignity intact. I entered Gateway Connections: Whittier First Day in early 2016 and received my VASH Voucher on about a month after. I then received the news that I would obtain permanent housing on May 27, 2016.

Gateway Connections Whittier First Day required regular meetings with the Housing Navigator, Maria Alcala. This provided me with assistance and guidance in navigating the process of obtaining housing, as well as the availability of other programs. Mandatory meetings were also required with the Case Manager, who helped monitor my progress and activities. This was a very well structured program!

Without Whittier First Day, their programs, and their resources I would be without a permanent residence. Once again, I am truly overwhelmed by the programs, the help, guidance, and assistance that was provided by Gateway Connections: Whittier First Day. I will always have a sense of attachment and appreciation to Gateway Connections: Whittier First Day.

Richard O

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

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

With June, came an increased focused on end of the fiscal year reporting and preparing, in both funding and programing for a new fiscal year. OPHS celebrates that from July 1, 2015 – June 30, 2016, 76 individuals were housed through our programs. This includes adults and children within the families that we connected to permanent housing. Altogether 52 households have been provided with move-in assistance for this fiscal year within the 8 cities of LCA 3.

During the month of June, OPHS worked hard to secure funding through the Cities of Bellflower and Norwalk to create new programs that will provide individual rapid-rehousing and homelessness prevention services to the residents of each respective city. We are excited to be able to apply, as a partner of PATH, to United Way for matching funds that will assist both OPHS and PATH in providing more concerted outreach services to homeless neighbors and neighbors at risk of becoming homeless in each of these cities. Homelessness prevention is an area of funding where we have seen gaps and so we are thankful for these cities who have taken the initiative to provide this service through their local funds.

As highlighted later in our stories of success, OPHS also was a part of helping our first local landlords become Section 8 providers for the first time in their history as landlords. This work could not have been done without the advocacy of one of our local homeless neighbors. Because of her advocacy efforts, she is now also a member of the local homeless task force.

One additional success is the growing connection to medical clinic services in Compton and Norwalk, where our local homeless neighbors frequently go for care. These clinics include R.O.A.D.S Clinic in Compton and a DPH TB clinic in Norwalk.

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

OPHS experienced similar challenges this month as in previous months, including: finding appropriate units for homeless neighbors; working with challenges in housing authority inspections; follow through from homeless neighbors in camps on in the riverbeds; and lots of calls/referrals with limited resources to assist.

These challenges are not new to us or to any organization within the Gateway Cities COG. We continue to work to find success in placing homeless neighbors in permanent housing in the midst of these ongoing challenges.

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.

Manny Salgado was out of the office from Monday, June 20 – Friday, June 24, 2016.

The time that these two staff members were away from the office definitely impacts the amount of time we were able to spend in outreach efforts as they are our primary outreach staff.

OPHS welcomes a summer intern to our program, Grenisha Parker. She is a Bachelors in Social Work student at Biola University. Her main role with OPHS will be supporting the families that are a part of the homelessness prevention program in Bellflower and planning activities for our homeless neighbors during the summer months.

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

- Mondays – Weekly OPHS Team Meetings from 10:00 – 12:00 PM.
- June 1, 2016 from 1:00 – 3:00 PM: Bidder's Conference at LAHSA for FY 2016-2017 funding. Becky attended.
- Thursday, June 2 and 16, 2016 from 7:30 – 3:00 PM: St. John's Mobile Medical Unit at Bob White Park in Norwalk.
- Tuesday, June 7, 2016 from 7:00 – 8:30 AM: Caring Connections – Meeting with Bellflower Unified School District Case Managers. Becky and Chrissy attended.

- Tuesday, June 7, 2016: Visit to DHS Hospital in Norwalk – Hospital that provides hotel stays to patients while receiving care for TB. Mark and Manny visited this site.
- Wednesday, June 8, 2016 from 10:00 – 12:00 PM: Gateway Cities COG Community Planning Meeting. Chrissy and Becky attended.
- Thursday, June 9, 2016 from 2:00 – 4:00 PM: SPA 7 Homeless Coalition Meeting. Mark attended.
- Thursday, June 9, 2016: Visit to Inter-Community Health – Short-term Care Rehabilitation. Informational visit due to client staying at the facility temporarily. Manny visited this site.
- Friday, June 10, 2016 from 10:00 – 11:00 AM: COG Leadership Meeting. Becky and Chrissy attended.
- Friday, June 10, 2016 from 11:00 – 1:00 PM: Gateway Cities COG Youth Community Planning Meeting. Becky, Chrissy and Heather attended.
- Tuesday, June 14, 2016 from 10:00 – 12:00 PM: In-person Veteran Huddle. Mark attended.
- Tuesday, June 21, 2016 from 10:30 – 11:30 AM: Meeting with City of Bellflower Staff. Chrissy, Becky and Samantha Salmeron (Little House) attended meeting.
- Thursday, June 23, 2016 from 7:00 – 11:00 AM: Collaborative Outreach in Paramount. Mark and Manny attended.
- Thursday, June 23, 2016 from 1:00 – 4:00 PM: Funders Collaborative RFP, CES Scoping Session #1. Chrissy attended.
- Friday, June 24, 2016 from 10:00 – 12:00 PM: COG Outreach Meeting. Heather and Ashley attended.
- Wednesday, June 29, 2016 from 8:30 – 3:00 PM: Training - Homeless Families with Young Children: A Community Response. Ashley attended.
- Thursday, June 30, 2016 from 11:00 – 1:00 PM: Collaborative Outreach with DMH SB 82 Team. Mark attended.

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.

Please see the attached article, which highlights the medical outreach efforts of OPHS staff in partnership with St. John's Well Child and Family Center.

<https://www.kcet.org/confluence/building-trust-and-bringing-health-to-larivers-homeless>

Please also see the attached newsletter from Kingdom Causes Bellflower. This newsletter is from the Fall of 2015 and it highlights a mother and her daughter who were on the streets in Bellflower for about 5 years. As of June, 22, 2016, both the mother and the daughter have been housed in their individual apartments, both with individual housing subsidies.

Ellen (mother) and Tina (daughter) had become “regulars” with the law enforcement in Bellflower. Both have history of substance abuse and mental health concerns. Tina was housed after completing a drug treatment program in March, 2016. Ellen was just housed at an apartment in Bellflower on June 22.

The beauty of Ellen’s story is that in the process of her receiving housing, OPHS developed a new partnership with local landlords who were willing to take on a Section 8 voucher for the first time in their property management history. The journey did not come without its struggles and difficult setbacks, but we are so pleased to say that Ellen is safely housed today in a beautiful one-bedroom apartment in the community in which she feels the safest. A local community member has formed a bond with Ellen, which has encouraged her to purchase new furniture for Ellen’s apartment.

Because of Ellen’s relationship with other homeless neighbors in the local community, we are hoping that her story of success will encourage other neighbors to participate with us on their journey towards housing, even if it takes some time to find the right resources and the right unit.

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

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

This month staff coordinated with local agencies to perform outreach in the city of Lakewood. During this outreach event staff was able to make contact with ten people living in the San Gabriel Riverbed. Three of these individuals were provided with DMV fee waiver applications, and two others expressed a need in assistance in applying for benefits. All contacts were also provided with information on the many different available benefits that they might be able to access.

The LCA-4 quarterly meeting was set for August 4th and will be held in Hawaiian Gardens. The group will include all cities in the LCA-4 region and the agenda will include a discussion on: service provision, the current need in each city and planning for increased capacity in the new year and a discussion on local and regional efforts to end homelessness.

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

None

- 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.**

None

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

6/16: TRAPP training

- 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.**

The church The Way Out Ministries in the city of Hawaiian Gardens referred Barb to us after discovering that she was homeless. Barb is a 22-year-old female that is literally homeless and is staying in an RV at the Hawaiian Gardens Casino parking lot. At the moment her only source of income is what she makes as a dog groomer and has held that job more several months now. Although she works unfortunately it is not enough to sustain herself and pay for a adequate housing. She had heard about the great work done at The Way Out Ministries and went to visit them looking for help. The ministry has a great relationship with CoG staff and quickly connected her to us. Staff met with Barb and completed a CES packet and assessment to see how best they could help her. After further evaluation staff determined that she was a perfect fit for the Housing and Jobs collaborative program. The program is designed for individuals like Barb

who might only need help to get re-acclimated into the working force. Staff helped Barb apply for the program and it was confirmed that she was eligible and is now only waiting to be enrolled.

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

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

This month we received the great news stating that we will be funded for the upcoming year. This is great news that we are extremely excited about. This year the homeless count also showed that we were able to make a dent in the homeless population in our region and we want to continue to assist the individuals in our area.

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

Like many of our partners our biggest issues continues to be finding affordable housing unit and Landlords that are willing to take housing vouchers. One way we are trying to combat this issue is the Landlord Appreciation brunches. The next one will be on August 5th, 2016, and we will try and bring in as many landlords in SPA 7 to let them know of the different benefits to working with our clients and team.

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.

During the month of June Outreach navigator Jorge took some time off. Our Associate Director Tomasz took time off in June.

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.

On our PATH website Epath.org we do not have contact information for our South Bay Cog team. The Gateway Connections is receiving some of those calls and we have to refer them to the appropriate program.

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

The Gateway Connections team first met John two years ago when he was referred to us by Norwalk Social Services. He became homeless when his parents passed away and his siblings asked him to leave the house because a niece would be moving in and her social worker said he could no longer live there. Throughout the conversation with John staff learned that he was a veteran but he never reached out for help because he believed that he had a dishonorable discharge from the Army and wouldn't qualify for any assistance. We attempted to request his DD214 but John was unwilling to look into it. John at that time also decided to move from Norwalk and reside in the high Desert. After being away for some time he came back in February 2016, and staff encountered him on the streets again. We offered to look into his DD214 again and this time he agreed. After helping him attain his DD214 we learned that his status was "Other Than Dishonorable", or OTH. Discovering his status we informed him of the HVI, Homeless Veterans Initiative, program and started the process to help him gain a housing voucher. After strating the process we linked him to the Salvation Army Bell Shelter's GDP program, but unfortunately he didn't like the setting and left the shelter within a week. He started living in his car again and we continued to help him in that way. After a bit he received a housing voucher and we started working on helping him find a housing placement as well as linking him to a housing locater at Patriotic Hall so that more people would be able to help him find a housing solution. We completed and submitted the RFTA, which is a packet for the landlord to submit to the Housing Authority. The unit passed the Housing Authority Inspection and John now has a move in date. Just when things seemed to have gotten better John finds himself in the ER and has an emergency procedure. He is in the hospital for three days and afterwards was going to be discharged into the streets. Staff was able to intervene and found him a 3 day motel voucher. The final night at the motel he packed his bags and landed them into his car, but when he woke up he found that his car and belongings had been stolen. He was heartbroken because they had stolen all his belongings and his only place to sleep. We tried to keep him positive and assisted him in another GDP program through US Vets. Ten days after starting his stay in the program his apartment was ready for him to move in. After a long journey John Made it Home!