

GATEWAY CITIES COUNCIL OF GOVERNMENTS

Committee on Homelessness

AGENDA

Tuesday, October 11, 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. Report on the County of Los Angeles Homeless Initiative—Michael D. Castillo, Chief Executive Office, County of Los Angeles
- B. Update from PATH on Recent Activities
 - 1. Recent funding awards
 - 2. LCA Meetings
 - 3. Gateway Cities Homeless Summit
 - 4. Current Requests for Proposals
- C. Review of Gateway Connections Monthly Reports for the Months of July, August, and September 2016 by PATH
- D. Local Coordinating Alliance Activity Reports
 - 1. LCA 1—Helpline Youth Counseling (Bell, Bell Gardens, Commerce, Cudahy, Huntington Park, Maywood, South Gate, Vernon, and County Unincorporated)
 - 2. LCA 2—Whittier Area First Day Coalition (La Mirada, Montebello, Pico Rivera, Santa Fe Springs, Whittier, and County Unincorporated)
 - 3. LCA 3—Our Place Housing Solutions (Artesia, Bellflower, Cerritos, Compton, Downey, Lynwood, Norwalk, Paramount, and County Unincorporated)
 - 4. LCA 4—City of Long Beach (Avalon, Hawaiian Gardens, Lakewood, Long Beach, Signal Hill, and County Unincorporated)

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 AMERICANS 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 C.

Introduction and Review of Gateway Connections Monthly Reports for July Through September 2016– by PATH

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

1. Please briefly describe any accomplishments for this period

Through a partnership with PATH, a Spa 7 Street Outreach was conducted in the City Of Commerce. During our outreach we handed out information, flyers and business cards for those experiencing homelessness. During the outreach efforts we were also able to complete 5 outreach intakes and refer one individual to the Bell Shelter.

HYC staff also collaborated in a street outreach in the City of Huntington Park, in attendance were representatives from Bell Police Department, Bell Gardens Police Department, Huntington Park Police Department, South Gate Police Department and DMH. During this outing we made contact with 13 clients, completed thirteen outreach intakes, provided 7 DMV vouchers and 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 sixteen household members were placed into permanent housing. In addition, two clients 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 updating their CES intake application and any other documents that need to be updated. During their follow-up calls, a participant requested to be referred to mental health services. HYC provided DMH referral and connected client to DMH services.

In collaboration with Brilliant Corners, HYC staff has been assisting Brilliant corners in inputting participant's case notes into the HMIS HJC program on a weekly basis.

HYC staff picked up donations at the Interfaith Food Center and coordinated with the Los Angeles County Public Health the delivery of sandwiches and fruit donations to Motel 6 to the victims that were displaced by the Maywood fire.

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.

- 07/08/ HMIS-102 Training @LASHA
- 7/20 Homeless Program Meeting @Liberty office
- 07/22 Spa 7 Homeless Coalition Meeting
- 07/2716 HMIS training with PATH staff @Norwalk office

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.

Ms. McNight was first encountered on the streets of Huntington Park with her fiancé Mr. Moore. Staff found that they had been living in a car during a collaborated outreach effort with various local agencies and law enforcement. Their journey to homelessness began when Ms. McNight's sister passed away. This was a very trying time for her because not only did she have to deal with the emotional stress that comes from losing a loved one, she also no longer had enough money to pay for rent. To add insult to injury she also started to deal with healthcare concerns. Their only income was now the GR and the SSI they received and it was hard for them to sustain any type of housing.

Having no family in California the couple did not know what to do and just lived in their car wherever they could find a safe place to park. During this time they did not want to give up and were constantly looking for a place to live. After staff assessed their situation they helped them find affordable housing in a senior housing complex. Participants were able to move in and felt grateful towards the staff for helping them make it out of the streets. They are looking forward to making dinners and having a palce to shower. After some time they finally have Made it Home!



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

1. Please briefly describe any accomplishments for this period

Whittier First Day Outreach, PATH, and Pico Rivera met at city hall after the LCA 2 follow up meeting to brainstorm creative ways to connect local services to the clients who might benefit from them. The team identified youths, elderly, and individuals suffering from substance abuse as groups that were underserved. The city and outreach team plans on contacting Jovenes Inc. for youth, local church groups for the elderly, and LA CADA for individuals with substance abuse.

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.

Maria Alcala went to a leadership and empowerment meeting at Whittier Area Church.

Outreach staff attended a small seminar at the Downey Library regarding how to manage staff burnout. The team were shown exercises to promote and maintain self-care and setting boundaries with difficult situations with clients.

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.

Rick is a kind man with an artistic soul. After a long and difficult day at work he would just sit at the local coffee shop in Whittier and try to capture the city around him on a piece of paper. He described putting charcoal to paper as “expressive and explosive,” but at the same time, it gave him a sense of direction and focus. For a while, his art was enough to help him deal with his mental illness.

Unfortunately, Rick’s employer suffered in the financial crisis and had to relocate to a different country. Rick, having only known Whittier and unable to relocate, lost his job as part of a massive company layoff. This was hard for him as he was with the company for many years. He tried to apply for other jobs but his mental illness became more and more of a challenge. Furthermore, it led to heart issues, substance abuse, and eventually, homelessness. For six years Rick roamed the streets of Whittier and unincorporated area around the city. Many people he encountered did not understand his mental health issue; his panic attacks, often boisterous but self-contained, were viewed as violent to the layperson and would result in authorities chasing him away.

Rick came to accept his homelessness after many attempts to help himself only left him feeling further marginalized. Episodes of anxiety overpowered him and prevented him from seeking help. His only source of medical attention was a street outreach team who would occasionally assist him with getting medical/mental health services. The outreach team was able to support him as he managed to get MediCal, social security, and legal services.

Permanent housing was still far from reach. At the time outreach started to work with him, the affordable housing process was still in disarray and collaboration between homeless services was only beginning. The new opportunity did not come until a few years later when different types of housing voucher programs became available. Streams of tears flowed down from his eyes when the outreach team notified him that he was eligible for a type of voucher that would see to his care after he was housed.

Once vouchered, searching for a unit was a stressful adventure for Rick and those who supported him in his housing search. Outreach had gone with him to multiple housing referrals only to find spirits broken by rejection. The SB-82 team was extremely helpful as they connected Rick to a Los Angeles building backed by the Department of Mental Health. Rick was initially resistant to the idea of living outside of Whittier. Had it not been for the outreach team's encouragement, he would have missed out on the studio where he now lives. Once he saw the quaint space (and perhaps most convincingly the direct skyline view of Downtown Los Angeles from his window) he was overwhelmed with happiness. No one to shoo him away, no one to compete with for a hot shower, knowing when the next meal will be—he was in love with the place.

“It's the feeling you get where you start imagining where your furniture should be. [The feeling] has been awhile.”

Today Rick has made his studio apartment his own by lining the walls with his drawings and random sketches. Within the short time period he's branched out to his surrounding community. He's taken up gardening at the local community garden and connected with a mental health provider and primary care provider nearby. Once a week Rick continues to do what makes him feel at peace: he takes the bus back to Whittier, where he sits at the local coffee shop, and sketches the passersby.

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

1. Please briefly describe any accomplishments for this period

OPHS has recently begun partnerships with local city governments to provide short-term rental assistance and homelessness prevention with local residents. This is an exciting addition to the current programs offered through the Gateway Cities COG and CES as it assists with rapid-rehousing services as well as provides funding for the prevention of homelessness, which has limited funding at this time. With these new initiatives, OPHS staff is connecting with local families/individuals that are on the brink of homelessness. For some, we are unable to prevent them from becoming homeless, whether this is because of conflict with their landlords or inability to sustain rent after prevention funding has been provided. We are continuing to work with them to make sure that they re-establish stable housing. Because of this, we have housed more non-chronically homeless individuals and families than normal in the last month. While it becomes difficult to maintain a high level of case management for each of these programs, we are happy to be a part of sustaining healthy homes, particularly for families with school-age children.

The outreach team at OPHS has experienced some recent success in connecting with homeless neighbors in Lynwood. Traditionally, Lynwood and Compton have been more difficult cities for our team to engage with because homeless neighbors in these cities tend to be resistant. However, the team has recently made some significant relationships and is

working closely with one gentleman in particular to get him connected with appropriate medical and mental health care.

2. Please briefly describe any challenges for this period

As a program, we are experiencing challenges brought on by the accomplishments of this month. Due to new programs starting, we are spending more staff time working with families that are on the brink of homelessness or who have been homeless for less than a year. Each of these families/individuals takes staff time and attention, so we continue to add more case management responsibilities to staff in addition to the responsibilities brought on by the Gateway Cities COG program. This is a welcome challenge as we are happy to expand the services that we are able to provide; however, this is challenging the team to be discerning in how best to spend their time in providing services.

In addition, the neighbors that we housed during the 2015-2016 Fiscal Year have needed continual case management services, and some require multiple home visits from our case managers throughout the week. We are extremely grateful that a good number of these housed neighbors have joint case management with OPHS and PATH. Without this partnership, the case management would be even more difficult to maintain. Still, our recently housed neighbors have demanded a significant amount of staff time and intervention. Because of this, and staff summer vacations, our street outreach efforts have been less consistent than usual. We continue to respond to immediate needs and requests, but the OPHS team has been deeply engaged in intense case management services.

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

OPHS has not had any clients leave the Gateway Connections program during this reporting period. However, we have faced a challenging situation with one particular neighbor who is a veteran. He was housed months ago through the PATH VASH program with a long-term voucher. This neighbor continues to spend most of his time on the street where he used to stay while he was homeless. He has not lost his housing and continues to pay his portion of his rent; however, OPHS staff is struggling to encourage this neighbor to maintain his indoor living arrangement.

This neighbor is clearly struggling with the idea of living indoors and leaving his circumstances, which had become his comfort, on the streets. While these circumstances are to be expected by people experiencing chronic homelessness, it is difficult to know how best to serve and support this individual.

4. Please briefly describe staffing or agency changes

July 4, 2016 – Holiday for staff.

Becky Vanderzee, Program Director, was out of the office on Thursday, July 7 and Friday, July 8, 2016.

Manny Salgado, Outreach Worker, was out of the office from Monday, July 18 – Friday, July 22, 2016.

Heather Choi was out of the office on Friday, July 22, 2016.

Mark Tigchelaar was out of the office from Friday, July 22, 2016 to Tuesday, August 2, 2016.

Becky Vanderzee and Chrissy Padilla-Birkey were out of the office at the NAEH Conference from Monday, July 25 – Thursday, July 28, 2016.

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

- Mondays – Weekly OPHS Team Meetings from 10:00 – 12:00 PM.
- Wednesday, June 6, 2016 from 8:30 – 9:30 AM: Meeting with Heidi Lopez, Public Health Nurse in SPA 7. Chrissy and Becky met with Ms. Lopez to discuss DPH efforts and possible collaborations.
- Thursday, July 7 and 21, 2016 from 7:30 – 3:00 PM: St. John’s Mobile Medical Unit at Bob White Park in Norwalk.
- Monday, July 11, 2016 from 7:00 – 9:00 PM: Homeless Task Force Meeting for the City of Bellflower hosted at The Warrior Center.
- Tuesday, July 12, 2016 from 10:00 – 12:00 PM: In Person Veteran Huddle. Mark attended.
- Tuesday, July 12, 2016 from 2:00 – 4:00 PM: City of Lynwood Homeless Connect Day Planning Meeting. Mark attended.
- Thursday, July 14, 2016 from 11:30 – 1:00 PM: Lunch meeting with new staff at Positive Steps – Substance Abuse Treatment Program for men in Downey, CA.
- Friday, July 15, 2016 from 10:00 – 12:00 AM: COG Leadership Meeting. Becky and Chrissy attended.
- Monday, July 18, 2016 from 7:00 – 8:30 PM: Meeting with local church in Bellflower, Bethany CRC, regarding program to provide supportive services for homeless families. Becky attended.
- Thursday, July 21, 2016 from 10:00 – 11:00 AM: Bellflower Ministerial Association Meeting. Becky, Chrissy and Heather attended.
- Friday, July 22, 2016 from 10:00 – 12:00 PM: COG Outreach Meeting. Ashley attended.
- Tuesday, July 26 – Thursday, July 28, 2016: NAEH Conference in Washington D.C. Chrissy and Becky attended.

- Thursday, July 28, 2016 from 6:00 – 10:00 AM: Collaborative Outreach in Lynwood. Manny attended outreach.
- Saturday, July 30, 2016 from 12:00 – 2:00 PM: Barbeque for Homeless Neighbors at Caruther’s Park in Bellflower with The Warrior Center.

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.

OPHS recently connected with a family of 9 seeking rental assistance. Multiple family members have health problems, but they stopped receiving some of their SSI and disability benefits and then began struggling to pay their rent on time. This continued for several months, and by the time OPHS stepped in to offer rental assistance, the landlord was too frustrated to let them remain as tenants.

The family thus became homeless. OPHS reached out to a local church that assists homeless families, and through this program, the children were able to stay in their schools, and the family stayed in a hotel for one month. During their hotel stay, they received word that after one year on the waiting list, they would be able to move into public housing in Los Angeles. This unit requires the family to pay at most 30% of their monthly income. The apartment is spacious, with four bedrooms, which makes it an excellent arrangement for this large family.

Again, we are so thankful for the partnership of organizations that came together to make sure a family does not experience long-term homelessness.

Gateway Connections Monthly Narrative Report

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

Report Month and Year: July 2016

1. Please briefly describe any accomplishments for this period

Staff coordinated with PATH and SPA 8 SB82 to visit the City of Avalon. They met with the Mayor, hospital staff, City Council Members, Sheriff’s Department, City Clerk, and Fire Department. The meeting was an opportunity for the City of Avalon to review their current system and its capacity to respond to people experiencing homelessness. In addition, the team visited a local church that provides emergency and transitional shelter, basic hygiene

and food. Both of these meetings were beneficial in determining the capacity of Avalon and the support that is needed from the Gateway Connections Program. The City will join the next LCA-4 quarterly meeting in October.

2. Please briefly describe any challenges for this period

The CoG covers a wide geographic area and has many partners in addressing homelessness. While this is a positive aspect of the program it can also create a challenge for keeping everyone informed about services and programming. For example when working with a family that is homeless there has been some confusion by communities in understanding there are two different systems for singles and families and how to access the one for families, the Homeless Families Solution System, (HFSS). The LCA-4, along with PATH, is redoubling its efforts to support and inform providers and the community about the HFSS, its providers in the area, how to access the program and assisting families in obtaining services. Additionally, the staff for the CoG are always willing to assist any family or referring providers with access to HFSS services.

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

N/A

4. Please briefly describe staffing or agency changes

N/A

5. Please list trainings 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.

Staff first encountered George, a 57-year-old Asian-American, living on the streets of Long Beach. He has been experiencing homelessness for over 8 years and it has been

difficult for us to help him because his lack of documentation, more specifically that he is in this country legally. He has been a permanent resident of the United States since 1990 but in 2008 while he was admitted to the Harbor UCLA hospital because of a diagnosis of prostate cancer someone stole his backpack and it had his residency card. George's homelessness, lack of income, and alcohol use all made replacing his permanent residency card challenging. Last year, a community based organization, Centro CHA, assisted George in submitting his renewal application and fee waiver. George received his permanent resident card in the mail and immediately went to the social security office and got his social security card. Now that George has all his documents he has been re-enrolled in the Department of Health Services Housing for Health Program and is working toward permanent housing.

Gateway Connections Monthly Narrative Report

Agency/LCA: PATH

Report Month and Year: July 2016

1. Please briefly describe any accomplishments for this period

The PATH Gateway Connections team continues to attend VA Coordinated entry event. Where we link veterans directly to VA services including VASH and Service Connection and Non Service Connection benefits.

2. Please briefly describe any challenges for this period

A lack of housing that accepts subsidies continues to be challenge.

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

N/A

4. Please briefly describe staffing or agency changes

During the month of July Housing Navigator from OPHS took time off.

5. Please list trainings 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.

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

When we met Crystol in La Mirada, she was living out of motels and couch surfing as she anxiously looked for housing. She already had a Section 8 voucher in hand for Long Beach, and we helped her in her search for a suitable unit. Unfortunately, the rental market has been extremely competitive and affordable units are difficult to find. We assisted Crystol in securing three voucher extensions, but ultimately, the voucher expired without being used. She was able to stay with her father, who is a vet, for a short time while she applied and trained to work at the Los Angeles Department of Social Services in Skid Row. Despite working at DPSS, she struggled to pay for motels. We then referred her to a Single Room Occupancy (SRO) in LA where there was a vacancy. The landlord accepted her application, and our partner organization, Whittier First Day, assisted her with the security deposit, a bed, refrigerator, TV and other furnishings. Crystol made it home!

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

1. Please briefly describe any accomplishments for this period

HYC staff conducted street Outreach in the City Of Bell Gardens and disseminated Information regarding the program with the nine homeless individuals staff came into contact with. During their outreach, one participant was referred to Bell Shelter and placed into the Shelter. During this collaborated effort staff worked with the Bell Gardens Police Department, Huntington Park Police Department, Vernon Police Department, and South Gate Police Department and DMH.

HYC staff also completed home visits, delivered security deposit checks, and completed home inspections & budget sheets. HYC staff provided Tenant/Landlord handbooks to clients. A total of nine household members were placed into permanent housing. Also, three clients 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 updating their CES intake application and any other documents that need to be updated. This is an imperative part of our services as we help clients be ready to apply for vouchers when they become available.

In collaboration with Brilliant Corners, HYC staff is continuing to assist Brilliant corners in inputting participant's case notes into the HMIS HJC program on a weekly basis. Continuing to help individuals retain housing while looking for a job.

HYC staff advocated on behalf of a participant who was close to losing his section 8 housing voucher. Staff contacted the Housing Authority and were able to provide the necessary documents required to request an extension to continue to look for housing. In addition HYC was able to find senior housing.

Four participants were referred to the following services: DMH, medical, employment services and the homeless court.

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.

- 08/04 Homeless Program Meeting @Norwalk
- 08/05 HYC Staff Meeting
- 08/05 Landlord/Tenant Luncheon
- 08/09 VA Huddle
- 8/19 HMIS Webinar
- 8/15, 8/22 Staff Clinical Supervision
- 8/25 Quarterly LCA1 Mtg.
- 8/26 COG Meeting
- 8//26 Leadership Team Mtg.

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.

HYC staff came in contact with Corey E, a 40-year-old African-American male that was referred from Bell Shelter. Before becoming homeless he had been renting a room in Tustin, California for over three years while working as a waiter. During this time he was making great tips and was saving money to rent an apartment of his own.

Tragically, all this came to an end when he suffered a stroke, and upon his release from the hospital, he found himself without a job. He applied for SSDI benefits but took too long to be approved. He was unable to pay his rent and the landlord waited but after several months was given the notice to vacate.

He moved to Lakewood California to be near his family, he couch surfed and many times he slept in uninhabitable garages. Since the stroke left him disabled he was not able to work and not wanting to burden his family, he was accepted at Bell Shelter.

HYC staff assisted Corey in finding affordable housing and he was able to move into a studio. He feels very blessed and grateful to HYC for helping him find permanent housing. He stated, "The best part of having a permanent home is that it feels great to have ownership of your life and be able to do whatever you want and not have to ask permission to do things like watch TV and cook whenever you want to." He is ecstatic about the future and is looking forward to the new changes in his life.



**Gateway Connections Monthly Narrative Report
Agency/LCA: Whittier First Day (LCA 2)
Report Month and Year: August 2016**

1. Please briefly describe any accomplishments for this period

August was a busy month for Whittier Outreach!

Some of our staff was able to attend a small gathering in a private residence for County Supervisor candidate Steve Napolitano. During this small gathering Mr. Napolitano was able to speak about the issues that he hopes to tackle if he wins his election, and most importantly to our plight he has praised the work done by our team and pledge to continue the work of predecessor Supervisor Don Knabe.

During this time we were also told about the additional funding to our SPA 7 region by United Way, which made staff very happy to know we would have access to more resources. This is good because just this month our outreach team we collaborated with both Breaking Invisible, a non-profit organization that assist people experiencing homelessness to improve the quality of their stay on the streets, and Career Wise, a group that trains outreach workers to help their clients better prepare for finding a job.

On a final note the outreach team has formed a partnership with the local hospital, Presbyterian Intercommunity Hospital, PIH, to provide health service to our homeless neighbors. This includes providing medical supplies and intern social workers that could provide access to certain health services that might not be authorized to homeless services agencies.

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

Maria Alcala had taken 1 week off mid August.

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

Case Managing Clients with Hepatitis C, St. Anne's, Los Angeles: Scott and TK attended a training seminar that provides current updates on effective treatments with clients with Hep C. There has been an increase of incidence of hepatitis C in the homeless population due to unsafe sex practices and drug use. This training provides insight on possible treatment avenues and resources available to clients with this debilitating condition.

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.

Karen and her 4 kids were driven from her home by an ex-husband. She was not new to homelessness in Whittier; many years back she worked hard to get back on her feet and find a home. This time however she had 4 children with her and she did not want them to know what it was like. She wanted to relocate but with the positive community her family was surrounded in, it was difficult for her to start anew. Furthermore her vehicle was temperamental and she did not want to risk being stranded in an unfamiliar territory.

Throughout the months they stayed in a hotel and were supported through her savings and the generosity of the community: neighborhood donations, church hospitality, local friends, and even both family services program and Whittier First Day. Together with Whole Child and First Day, Karen was able to connect with a landowner whom the two organizations had worked with in the past. She was housed in Pico Rivera, both near her children's school and her job.

**Gateway Connections Monthly Narrative Report
Agency/LCA: Our Place Housing Solutions (LCA 3)
Report Month and Year: August 2016**

1. Please briefly describe any accomplishments for this period

This month staff from OPHS had the opportunity to collaborate with different service providers in the city of Lynwood. HOPICS led the day and individuals who were experiencing homelessness in the city of Lynwood were connected to different resources. Before the event OPHS staff had been outreaching to an encampment in Lynwood and some of the individuals living in the encampment were able to attend the event.

One of the greatest joys of the OPHS team was to see these men get free haircuts. We hope that this event will continue to inspire trust between the community members and the homeless neighbors. We are thankful for the dedicated support of the mayor of Lynwood, who has been a champion for issues regarding homelessness in the City of Lynwood.

For about 3 years now, OPHS and Kingdom Causes Bellflower have been running a small home for homeless families. This program is called Margaret's House, and it truly began in the heart of a local elderly woman who wanted to see her property be used as a place that blesses families in the community. Due to the lack of resources for families in SPA 7, OPHS/KCB was inspired to use the house to temporarily shelter homeless families while

they seek permanent housing. In the month of August, 2016 we were able to host a reunion gathering of the families that have received temporary shelter services through Margaret's House. It was a great time of celebration and gathering with about 7 of the families that have come through the house. A member of Margaret's family was also able to attend and share in the celebration.

August also served as the month where we began to implement the rental assistance (HPRP) program in partnership with the City of Norwalk and PATH, with funding assistance through United Way. Chrissy and Becky met with the leadership of the Social Services and Housing Departments in Norwalk to figure out the details of the program. We are anticipating the move-in of a homeless neighbor in Norwalk in the month of September where this program will be utilized to provide financial support. The OPHS team is excited to see this program serve as a benefit to the residents of Norwalk.

2. Please briefly describe any challenges for this period

As mentioned in previous reports, OPHS continues to struggle with the balance of providing regular outreach and engagement services alongside much needed intensive case management services. We have realized that even our "less vulnerable" homeless neighbors (per CES Assessment scoring) need intense case management in order to encourage maintenance of permanent housing. The team is challenged by the time needed to provide adequate case management services to clients who truly need a high level of support.

These challenges are evidenced in two of our Rapid Rehousing, Housing and Jobs Collaborative clients who have either been asked to leave their shared housing situation or left on their own accord. We continue to work with them (alongside Brilliant Corners and PATH) to maintain housing stability; it is just requiring a much higher level of case management than expected.

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

One client housed in the month of July, 2016 relocated to Florida. She continues to be housed with family members, but OPHS will no longer provide regular case management services as she is living out of the state.

4. Please briefly describe staffing or agency changes

Manny Salgado was out of the office August 1 - 3, and 22 - 23, 2016.

Mark Tigchelaar was out of the office August 1 - 2, 2016.

Heather Choi was out of the office August 8 - 12, 2016.

Chrissy Padilla-Birkey was out of the office August 10 – 22, 2016.

Daina Villanueva was out of the office August 22 – 26, 2016.

The entire OPHS team was out of the office for a conference on August 31, 2016.

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

- Mondays – Weekly OPHS Team Meetings from 10:00 – 12:00 PM.
- Wednesday, August 3, 2016 at 12:00 PM and 2:00 PM – Interviews at HACLA for HJC clients. Becky and Ashley attended.
- Thursday, August 4 and 18, 2016 from 7:30 – 3:00 PM: St. John’s Mobile Medical Unit at Bob White Park in Norwalk.
- Friday, August 5, 2016 from 12:00 – 1:30 PM: Landlord Celebration Luncheon. Chrissy, Becky and Mark attended.
- Tuesday, August 9, 2016 from 10:00 – 12:00 PM: In-Person Veteran Huddle. Mark attended.
- Wednesday, August 10, 2016 from 12:00 – 1:00 PM: United Way Home For Good - Scoping Session with SPA 7 Leadership. Becky attended.
- Thursday, August 11, 2016 from 2:00 – 4:00 PM: SPA 7 Homeless Coalition Meeting. Becky and Mark attended.
- Monday, August 15, 2016 from 5:00 – 6:00 PM: Lynwood Homeless Connect Day Planning Conference Call. Mark attended.
- Tuesday, August 16, 2016 from 8:00 – 11:30 AM: Collaborative Outreach with MHA Staff. Mark, Ashley and Heather attended.
- Tuesday, August 16, 2016 from 2:00 – 3:00 PM: Meeting with Jonathan Sanabria from PATH re: HMIS, PHP – Data entry. Becky attended.
- Friday, August 19, 2016 from 10:00 – 2:00 PM: City of Lynwood, Homeless Connect Day. Mark, Daina, Ashley and Becky attended.
- Tuesday, August 23, 2016 from 10:00 – 11:00 AM: LCA 3 City Liaison Meeting. Becky and Chrissy attended.
- Wednesday, August 24, 2016 from 8:00 – 12:00 PM: HACLA Interviews with HJC clients. Ashley and Becky attended.
- Wednesday, August 24, 2016 from 2:00 – 3:30PM: Meeting with City of Norwalk Social Service and Housing Department Staff to discuss rental assistance program for Norwalk residents. Becky and Chrissy attended.
- Thursday, August 25, 2016 from 1:00 – 2:00 PM: Case Conference with St. John’s Well Child and Family Center. Becky and Ashley attended.
- Friday, August 26, 2016 from 10:00 – 12:00 PM: COG Outreach Meeting. Mark and Manny attended.

- Friday, August 26, 2016 from 12:00 – 2:00 PM: COG Leadership Meeting. Becky and Chrissy attended.

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

N/A

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

In the month of August, 2016, the OPHS team was able to house a mother and young child in a rented room in Long Beach. The journey has been long for this mother and daughter as they arrived in Bellflower last August, 2015. They were planning to have a room to rent with a friend; however, that did not work out as planned. Instead they began staying in hotels as their Cal Works income allowed. Occasionally, they came across compassionate friends who would house them due to concern about the age of the daughter.

OPHS connected the mother to The Whole Child immediately upon assessment. The mother received some guidance from The Whole Child regarding getting hotels through DPSS, but a long-term solution was not possible through The Whole Child. During this time, the mother and daughter ended up in a shelter in Los Angeles called, Sleep Tight Tonight. All the while, the mother never lost communication with her case manager at OPHS. She also never lost contact with her sober support community in Bellflower and Downey. These individuals supported her emotionally and spiritually.

Through her own efforts and initiative, the mother was able to identify an apartment with a room for rent in Long Beach. Upon identification of this unit, the mother also received a job through the GAIN program at DPSS at the VA in Long Beach. The mother began this job the day after she and her child moved into the rented room. The owners of the apartment drafted a lease for the client and were willing to work with OPHS as they too had experienced homelessness at one time as an immigrant family.

The mother is happily employed. The daughter is in Kindergarten and receives child care services from one of her mother's friends in Long Beach. Per a conversation with the mother just today, they are doing "very well" and she "likes her job very much."

**Gateway Connections Monthly Narrative Report
Agency/LCA: Long Beach (LCA 4)
Report Month and Year: August 2016**

1. Please briefly describe any accomplishments for this period

Staff participated in an early morning outreach event in coordination with the East Division of the Long Beach Police Department. During this outreach effort stadd was able to make contact with 15 individuals, connecting one of them to general relief benefits and mental health services.

Staff was also able to connect with Gardens Regional Medical Center staff in Hawaiian Gardens. The meeting was created to open a dialogue between the agencies to help patients who are experiencing homelessness. A plan was formulated to increase care coordination and linkage to services for those individuals being discharged.

Staff was also able to meet with Signal Hill City staff to discuss coordination, reporting and partnering with MET team from DMH. A ccorperative effort between Signal Hill PD, Long Beach PD, and COG staff to jointly address Willow Springs Park, located on the border of the two cities was coordinated.

2. Please briefly describe any challenges for this period

The main challenge this period was the Increase in outreach requests. Locally and regionally the number of people who appear to experiencing homelessness has increased calls for outreach assistance from various sources including LA County Flood Control, non-profit partners and constituents.

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

N/A

4. Please briefly describe staffing or agency changes

N/A

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

8/19/16: Data Quality HMIS

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.

Staff began working in coordination with park officials in January 2015 after they called about an individual names Jay. Jay is a 66 year old man who had been experiencing homelessness for over 10 years. Using the Vulnerability Index Service Prioritization Decision Assessment Tool (VI-SPDAT), staff determined that he had a high acuity score due to his chronic homelessness, medical and mental health issues, on top of is lack of income. Getting as far as staff did at this point was a challenge in itself because due to his mental health challenges. Jay generally avoids having any type of human contact to himself or his belongings.

After this hurdle was overcome outreach staff along with a mental health provider developed a relationship with Jay. He eventually agreed to accompany staff to the Multi-Service Center where he could apply for general relief and food stamps. The Los Angeles County Department of Public Social Services intake worker prioritized his application, and he received his benefits the next day. For the first time in a number of years, Jay had income and resources to purchase food. He then agreed to an appointment to apply for Social Security Disability Income and Supplemental Security Income; he attended several appointments with the support of Gateway Connections staff and in July, 2015 he was awarded SSI benefits. Although these activities cause Jay to experience severe anxiety, he continued to follow through with his case plan. In August, 2015 Jay began to receive full wrap around services through Mental Health America – Homeless Innovations Project. With support from staff Jay now attends regular medical and psychiatric appointments and has reconnected with his sister. As Jay became more stable, he received a Shelter Plus Care voucher from Long Beach Housing Authority. With support from MHA and Gateway Connections staff Jay moved into his new apartment this month.

Gateway Connections Monthly Narrative Report

Agency/LCA: PATH

Report Month and Year: August 2016

1. Please briefly describe any accomplishments for this period

This month we had a lot of accomplishments but one of the most important was the news that we would be receiving new funding to our program. This is great news as we continue to serve individuals in the SPA 7 area. What the funding also means is hiring outreach workers and case managers that can help us better assist all those individuals.

2. Please briefly describe any challenges for this period

A lack of housing that accepts subsidies continues to be challenge. With a 2 % vacancy rate in Los Angeles County whenever a new unit becomes available there are a multitude of

people fighting to get it. Because of the stigma that comes with housing vouchers some landlords are very apprehensive to rent to our clients.

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

None

4. Please briefly describe staffing or agency changes

During the month of August Outreach navigator from PATH took three days off.

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

In the month of August the PATH outreach team had the pleasure of housing Theresa who staff had previously encountered in the city of La Mirada. Theresa had endured many hardships that started when she received a letter from her landlord that stated that the rent would be raised. Unfortunately for Theresa she could not afford the raise and began to live in her car. She was not someone to give up easily because what staff found out was that she was a cancer survivor. Throughout all this she was also trying to continue her higher education, she was registered to attend CSU Dominguez Hills. After losing her home she was sleeping in her car and using the school gym to shower. During her time of homelessness she had the unfortunate luck to be re-ended by someone. This caused a major headache for her because she had to get a rental after the insurance company deemed her car un-repairable. After the settlement she began to look for housing again and was referred to our partners at Whittier First Day. After looking and also being assisted by our Housing Navigator she finally found someone that was willing to rent to her. The Gateway Connections program assisted Theresa with move in cost and Theresa finally made it home.

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

1. Please briefly describe any accomplishments for this period

HYC staff conducted a street Outreach in the City of Huntington Park, Bell Gardens, and Cudahy and made contact with 12 homeless individuals. Provided information such as flyers and business cards. During their outreach, one participant was referred to Bell Shelter and placed into the Shelter.

HYC staff collaborated in a street outreach in the City of Bell Gardens, in attendance were representatives from the Bell Gardens Police Department, Huntington Park Police Department, Vernon Police Department, and South Gate Police Department and DMH, made contact with 4 clients, provided flyers and business cards.

Three participants secured permanent housing this month. Home visits were conducted, delivered security deposit checks, and completed home inspections & budget sheets. HYC staff provided Tenant/Landlord handbooks to clients.

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

HYC staff advocated on behalf of a participant who was close to losing his section 8 housing voucher and is now waiting for a unit inspection.

Four participants were referred to the following services: DMH, medical, employment services and the homeless court.

An HVI Referral was submitted for a participant to Department of Mental Health of America and is awaiting for outcome.

2. Please briefly describe any challenges for this period

None

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

HYC has been notified of three participants having passed away.

Teresa was assisted with a Shelter Plus Care Voucher and was waiting for a unit inspection. It was confirmed by her DMH counselor and family. As she was being robbed, was hit behind her head and died at the hospital.

Roberto was contacted while doing street outreach with Bell Garden PD and at the time declined services. Staff was later notified via mail of his passing.

Bernardo was contacted while at the winter shelter last year at Bell Shelter and continued at their program. Staff was notified of being run over and passed away at the hospital.

4. Please briefly describe staffing or agency changes

Currently in the process of hiring a Housing Outreach Navigator.

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

- 09/02 HYC Staff Meeting
- 09/04 Site Visit at Jovenes
- 09/28 New & Existing CES Agency Orientation
- 09/29 Youth Systems Integration – HMIS 515-The Next Step Tool Training

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

HYC recommend if all possible to give the LCA's sufficient notification when requesting reports or any other information. As you know we all have limited staff and makes difficult when there is so much has to be done such as dealing with clients, outreach, meetings, etc.

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

HYC staff came in contact with Lynda I., a 55-year-old Caucasian female that was referred by Bell Shelter. She was living with her boyfriend and her two adult kids at his mother's house.

They were both using drugs and had a disagreement with his mother and was asked to leave her house. Her adult kids moved to their own place and she went to CAST for assistance and was then referred to Bell Shelter, Wellness Program. For the last year and a half, she had been receiving mental health services at ENKI and Section 8 application had been submitted and was approved for a one bedroom.

He moved to Lakewood California to be near his family, he couch surfed and many times he slept in uninhabitable garages. Since the stroke left him disabled he was not able to work and not wanting to burden his family, he was accepted at Bell Shelter.

Lynda in finding housing and was able to move into a one bedroom unit and was assisted with the Security Deposit, First Month's Rent and Utility Deposits. She was able to find an AAA group meeting a block away from where she lives and attends on a daily basis. She feels very blessed having moved from the shelter straight into housing and not having to be in the streets.



Gateway Connections Monthly Narrative Report
Agency/LCA: Whittier First Day (LCA 2)
Report Month and Year: September 2016

1. Please briefly describe any accomplishments for this period

Like the month of August, September was full of collaborations and outreach activities for our staff. One of the first collaborations that we are proud of is the work we have begun to do Jovenes Inc., the SPA7 TAY CES Leads. Outreach staff sat down with Andrea Marchetti, Executive Director, and Johnny Figueroa, SPA 7 TAY Coordinator, to discuss areas where the organizations could come together to accomplish the "100 Day Challenge".

Like last month Whittier First Day was asked to participate in a fair, this time the request came from Rio Hondo College. At the fair, outreach staff was able to educate families,

students and other community members about the issues in homelessness and the services provided by our organization and our partners.

Furthermore, staff was invited along with city of Whittier Council and Mayor to tour the John Wesley Community Health, JWCH, clinic in Downey. During the tour staff learned of the free/low cost health services to low-income, homeless, and even undocumented populations. City of Whittier was exploring free clinic settings to help serve marginalized populations in the Whittier region. Also, PATH, PATH Ventures, LA CADA, Mike Castillo, and Whittier First Day sat down with the City of Santa Fe Springs to discuss the state of homelessness within the city. Outreach provided some insight on what it's like to case manage individuals in the riverbed and the increasing needs, specifically substance abuse and mental health. Nevertheless the city was very supportive of the Gateway Connections efforts and offers any help that they can.

2. Please briefly describe any challenges for this period

County vouchers for VASH closed, making housing searches limited to the City of Los Angeles for our veterans.

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

None

4. Please briefly describe staffing or agency changes

Scott Olsen had taken 2 weeks off during the month of September.

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

Narrative of Success: United Way, Los Angeles, attended by Maria Alcala and Irene Muro. This training offers suggestions to case workers and other homeless advocates on how to help clients manage their more challenging barriers.

Awesome Assessment, United Way, Los Angeles, attended by Irene Muro and TK Monzon. This training session offers outreach workers best practices to assessment and filling out the CES packet to ensure effective and accurate distribution of services.

CES Next Step Tool/ 100 Day Challenge, attended by Zue Villareal. This training session trains outreach workers how to use the next step tool, an assessment tool for transitional aged youth.

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.

Whittier First Day staff first encountered Angelica after she was referred from Serenity Hall. Angelica story of homelessness began when she lost her job and due to her mental health and substance abuse made it difficult for her to regain a job and stability in her life. While on the street she realized that she wanted to get her life back together and began to reach out to her family to reconnect. To show her family how serious she was about getting back on her feet she enrolled at a 12 step program and that is when she was referred to our organization.

After being assessed with the CES tool Outreach Navigators began informing her as to what her housing options were. Angelica was also helped to access housing that would help her off the streets while she was applying for a DMH voucher through Housing Authority County of Los Angeles (HACoLA). With the help of Pacific Clinics, a mental health services provider, she was able to transfer into a Full Service Partnership (FSP) program. This program was able to help Angelica find lodging at Bell Shelter and then into transitional living during the interim. She was very diligent in looking for housing, coming in every week and requesting housing referrals. She managed to find housing in Bellflower in late September.

Today Angelica continues her programs with the FSP program and her 12 step program. Additionally, she is involved with the peer support groups at Pacific Clinics. Because she was able to find housing, she focused on other important things that mattered in her life. She reunited with her long lost daughter and her father, a veteran with disabilities.

**Gateway Connections Monthly Narrative Report
Agency/LCA: Our Place Housing Solutions (LCA 3)
Report Month and Year: September 2016**

1. Please briefly describe any accomplishments for this period

The month of September was an exciting one for OPHS because we were able to house the first 2 clients through the Department of Mental Health's Shelter Plus Care vouchers program. It has been a great experience for our staff because it helps us understand the

process to help our client through this process. The benefits of this collaboration and the lasting effects that it can have on our clients' housing situation are immeasurable. One client came through the DMH – SB 82 Outreach Team referral. The other client was seeing a mental health provider regularly when OPHS staff came in contact with her. For each of these circumstances, the staff at DMH was so great to work with and understood the partnership that is needed to make these housing placements work. OPHS is continually thankful for more avenues through which our homeless neighbors might identify permanent supportive housing.

Because of the deplorable state of the housing market OPHS is grateful that they were able to give a presentation at a meeting of property managers through the City of Norwalk Housing Department. While this training/meeting did not garner new landlords who were immediately willing to take our homeless neighbors in as tenants, we felt that the feedback and atmosphere was positive. It was another way to add to the awareness of our programs among landlords and property owners.

2. Please briefly describe any challenges for this period

At times, it is difficult to be the primary contact for the landlords who are working with neighbors. This often means that we receive very regular calls from landlords expressing their concern about the appearance and behavior of our neighbors who had been experiencing homelessness. Regular education is constantly needed to help guide the interactions between the client and the landlord. For the month of September in particular, there were some difficult landlord situations that challenged the OPHS team. While we value the regular contact with our landlords, it can be hard to field their every concern. This aspect of the program requires a great amount of patience.

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

The month of September ended with some pretty difficult circumstances for some of our clients. A couple that was housed in July, 2015 together in an apartment in Long Beach was asked to leave their apartment after multiple months of lack of payment and disruption on the property. This couple has been a challenge in case management for some time and Becky Vanderzee has had regular contact with the landlord. There is some concern that the owners of the building may seek legal recourse with OPHS, which is very concerning, but we believe that the circumstances have improved as the tenants have permanently left the unit.

Additionally, another client was asked to leave his apartment after the police had been called multiple times to his unit. The client has had difficulty separating from his community on the streets. Many of these individuals are not stable and caused great

concern at the apartment complex. Our client was unable to maintain a safe environment and therefore was asked to move from the apartment. We continue to work with this client as he continues to have a Section 8 voucher. We are hoping for a more stable housing circumstance where client will thrive.

4. Please briefly describe staffing or agency changes

All OPHS staff members were at a local conference on September 1 & 2, 2016, and the Labor Day holiday was observed on September 5, 2016.

Mark Tigchelaar's last day as the Outreach Coordinator at OPHS was on September 12, 2016. The OPHS leadership has hired our previous BSW Intern, Grenisha Parker, to work a part-time role until the empty position is filled.

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

- Mondays – Weekly OPHS Team Meetings from 10:00 – 12:00 PM.
- Thursday, September 1 and 15, 2016 from 7:30 – 3:00 PM: St. John's Mobile Medical Unit at Bob White Park in Norwalk.
- Friday, September 9, 2016 from 10:00 – 12:00 PM: COG Leadership Meeting. Becky and Chrissy attended.
- Tuesday, September 13, 2016 from 10:00 – 12:00 PM: In-Person Veteran Huddle. Becky attended.
- Wednesday, September 14, 2016 from 9:00 – 11:30 AM: Department of Public Health's SPA 7 Regional Networking Meeting. Becky and Chrissy attended.
- Thursday, September 15, 2016 from 7:00 – 11:00 AM. Collaborative Outreach in Norwalk. Manny attended with Jorge from PATH.
- Friday, September 16, 2016 from 8:30 – 12:00 PM. Training – "Even More Awesome Assessment" – Ashley attended.
- Thursday, September 22, 2016 from 12:00 – 4:30 PM. 100 Day TAY Housing Challenge Mini-launch Event. Becky and Heather attended.
- Thursday, September 22, 2016 from 6:30 – 9:00 PM. Norwalk Housing Authority Property Management Workshop. Becky and Chrissy presented on OPHS programs and specific City of Norwalk partnerships.
- Friday, September 23, 2016 from 10:00 – 12:00 PM: COG Outreach Meeting. Heather attended.
- Friday, September 23, 2016 from 12:00 – 1:30 PM. Lunch with Olive Crest (Foster Care) representative. Chrissy and Becky attended.
- Wednesday, September 28, 2016 from 8:30 – 12:30 PM. New and Existing CES Agency Orientation. Chrissy and Becky 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(ies). Please describe any client success stories for the month. Please include client pictures and related waiver if available.

A little over a year ago, OPHS had a homeless neighbor referred for housing services by a therapist at Rio Hondo Mental Health. At the time of this referral the client was staying on the San Gabriel Riverbed in Norwalk. Occasionally, she was able to stay at a hotel for a couple days, when her GR money came through.

This particular client has always had a tenuous relationship with her family. Although, they seem to be supportive at times, the client has only been able to stay in the backyard of her mother's house when she goes to visit them.

Throughout the course of the last year, OPHS has applied for a number of housing opportunities for this client. Each of these opportunities has reached road blocks for one reason or another. This client suffers from a severe mood disorder and is often very depressed. All the while, she maintained her regular therapy appointments at Rio Hondo. OPHS case management continued to have regular contact with client's therapist in order to provide an extended support system to client.

When the opportunity came to apply for Department of Mental Health, Shelter + Care vouchers, this client was one of the first identified through the Homeless Management Information System. With very consistent, dedicated work from her mental health therapist, this client completed the application for the S+C voucher. The partnership between DMH and OPHS has been a very encouraging aspect of this client's road to permanent housing. Our client maintained ongoing communication with both DMH and OPHS in the process and often accompanied OPHS outreach efforts to homeless neighbors in order to encourage other neighbors to seek services.

The time came, and our client received her voucher through HACoLA. She was determined to find housing as soon as possible. Within a couple weeks of receiving the voucher, she had almost an entire notebook full of apartments that she had either called or visited. As the client became frustrated that she was not having luck finding an apartment in Norwalk, where she was most comfortable, she allowed her housing search to be expanded.

The client and OPHS staff identified a landlord on one outing while looking for apartments. This landlord did not have unit available, but the client and her therapist talked with the landlord about other options and eventually were referred to the landlord where client is now living in South Los Angeles.

Our client is not living close to her family or her area of comfort, which is a challenge. She is learning life in a new community. But she has worked diligently to be able to get a place where she can now seek to gain joint custody of her 3-year-old daughter. OPHS and DMH continue their partnership in making sure that our client feels comfortable and safe in her new home. She continues to make all of her appointments even though she has to travel a significant distance. Her commitment to her overall health is something to be admired, even in the times where she has been the most vulnerable.

Gateway Connections Monthly Narrative Report

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

Report Month and Year: September 2016

1. Please briefly describe any accomplishments for this period

A coordinated outreach event was held on September 23rd between Long Beach Police, Signal Hill Police, DMH and the City of Long Beach Health Department to bring services to people at Willow Springs Park located at Spring and California Streets in Long Beach. The multi acre park has a large homeless encampment with more than 25 people. The purpose of the event was to work collaboratively with all parties to bring outreach and engagement services to the people in the park.

Twenty six people were engaged on that day of the event. Three were provided transportation to the Multi-Service Center, one pregnant female and one injured male were linked to medical services, a Veteran who is chronically homeless was linked to services and housing and two people were assessed and linked to DMH services. The Signal Hill PD will now have a representative at the Outreach Network Work Group meeting; a bi weekly meeting held with several partners involved in street outreach that borders north Long Beach and Signal Hill.

A joint effort was also held with a Mobile Outreach Health Clinic staff in Hawaiian Gardens that month. Staff from a FQHC conducted outreach with COG staff to gather information about the feasibility of doing a Mobile Clinic in the area.

2. Please briefly describe any challenges for this period

There were no new challenges to report this month that were appreciably different than what has been reported since the last quarter.

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

None

4. Please briefly describe staffing or agency changes

Candace Facemyer, case manager for the COG program for the last week in September. Shannon Parker and Lucy Hayes continued services to the COG.

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

Gateway Connections staff have been working Julie, a mother of four, for the last year. When staff first became aware of Julie she was visiting a local church and picking up food at the church's donations center. She lived in a RV on the edge of Hawaiian Gardens and had been for nearly a year. Recently single Julie was doing her best to keep her two older children in school and care for her two toddlers. She readily accepted help from the COG staff and began the lengthy process of accessing a permanent home for her and her children.

It took nearly a year but Julie was one of the most proactive clients the staff had seen. She was active in all her case planning, completed all the documents and supplied copies needed for her housing subsidy and looked for an apartment on her own as soon as she received a voucher. She was able to successfully negotiate her rent with the landlord to meet her budget and got him to agree to let her move in without the deposit check in exchange for doing her own cleaning on the unit. Today Julie and her children happily settling in to a warm, safe and comfortable home.

Gateway Connections Monthly Narrative Report

Agency/LCA: PATH

Report Month and Year: September 2016

1. Please briefly describe any accomplishments for this period

The PATH Gateway Connections team after interviewing for another PATH Outreach Navigator has successfully elected to hire Patricia Martinez. This position was made possible after receiving match funding from the cities of Norwalk and Bellflower. We were also able to hire Janeth Ventura as the AD for Rapid Rehousing teams both in SPA7 and SPA 8.

2. Please briefly describe any challenges for this period

None

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

A lack of housing that accepts subsidies continues to be challenge.

4. Please briefly describe staffing or agency changes

During the month of August Outreach navigator from LCA 3 left the outreach team.

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

We first met Mario two years ago, he was living in his car in the streets of the city of Commerce. After our meeting we started to help hi make his way from sleeping on the streets to finding permanent housing. He was placed into our PATH shelter after being referred by our outreach team. During his time at the shelter we assisted the client with obtaining his ID, SSN card and DPSS. After getting the client document ready we moved forward towards applying for a housing voucher. During this process we learned that he had unpaid tickets and was ineligible for any subsidies until he cleared the warrants. The outreach team then began to advocate for the client to the courts and assisted him in clearing his warrants. During this time his health, which was already sensitive, worsened and we provided the client with transportation and bus tokens in order for him to make sure he kept his appointments at the various clinics.

After clearing his tickets and warrants we helped the client apply for another housing subsidy and this time he was approved and we immediately started to look for housing. The process of finding a suitable unit and a landlord willing to take subsidies is one of the toughest process but with the help of a housing locator a unit was identified. The housing locator was also able to advocate for the client because he had a low credit score and convince the landlord that he would pay his dues on time. To house Mario was truly a team effort because it brought together the outreach team, case managers, shelter workers, and a housing locator. Because of everyone's hard work Mario finally Made it Home!