



Supportive Services and Management of the Anchor

The Anchor

The Anchor is a crisis stabilization housing complex owned by the City of Lake Elsinore and operated by Social Work Action Group (SWAG) serving chronic homeless individuals from Lake Elsinore. The Anchor offers a 90-day crisis stabilization program. The Anchor has 14 separate units and can house up to 20 individuals. Everyone is selected and placed by SWAG, for up to 90 days, and must be thoroughly assessed prior to placement. It is not an emergency or shelter housing operation. Rather, it is a resting place for those who are chronically homeless to work toward the acceptance of help and recovery. All housing units will be managed and maintained in accordance with housing first principles. As such, each homeless individual is carefully selected, assessed, and placed strategically into the complex based on the following eligibility requirements:

- a. Chronically homeless, i.e. individuals must be homeless living on the streets for at least one year or more or had three or more episodes of homelessness that were equivalent to one year.
- b. Identified as literally homeless (living in a place not meant for habitation) by Law Enforcement or Code Enforcement.
- c. Must be known to reside on the streets of Lake Elsinore, Wildomar and surrounding unincorporated District 1 areas.
- d. A working history of outreach and/or case management with SWAG for at least six months.

Scope of Services

Social Work Action Group (SWAG) will work in conjunction with the City of Lake Elsinore to facilitate and manage the daily operations, which includes facility management, case management, and supportive services.

FACILITY MANAGEMENT:

1. Maintain a sanitary and clean facility that aligns with Housing First policies and that meet the Housing Quality Standards (HQS).
2. Ensure the safety of all clients, visitors, and staff members.
3. Ensure the confidentiality and privacy of clients participating in The Anchor program.

4. Conduct daily room checks to ensure room cleanliness and minimal damages of each room on the property. In addition to ensuring cleanliness, room checks will also serve as unit inspection to ensure clients are fulfilling the safety requirements expected by all Anchor residents.
5. Screen and approve all on-site visitors.
6. Immediately notify city staff of any maintenance issues that need to be addressed. Assist with the coordination of services, if needed.
7. Ensure only registered clients and authorized staff enter the premises, including assisting authorized staff with enforcing the “no visitors” policy for guests.
8. “Good Neighbor “policy to ensure no loitering or panhandling is taking place within sight of The Anchor.
9. Coordinate donation drop-offs at facility.
10. Maintain accurate records of all donations received and distributed.
11. Maintain accurate records of client intakes, progress, entry, and exit dates.
12. Remain within compliance of mandated reporting requirements.
13. Provide food and meals for clients
14. Providing clients with transportation to and from the facility to meet essential needs.
15. Purchasing office/administrative materials to upkeep the facility’s office space. Materials will be used by both The Anchor staff and clients.

CLIENT SELECTION AND SCREENING:

1. Through street outreach activities with law and code enforcement, SWAG will identify, assess, and screen potential Anchor clients.
2. Maintain and implement intake and grievance policies for individuals choosing to accept housing at The Anchor.

SUPPORTIVE SERVICES:

1. Clients will assist in the daily cleaning of rooms and common areas to promote awareness and self-healing.
2. Maintain a schedule of meeting with clients to help program participants develop and pursue goals agreed upon by the case manager and client.
3. Provide advocacy for program participants by assisting with navigating institutional barriers and ensuring that clients are connected to services that they may be eligible. Such services may include but are not limited to, health insurance, mainstream benefits, general assistance, housing programs, behavioral health, and substance abuse treatment services.
4. Coordinate clients primary medical care and treatment including providing medically assisted treatment or counseling sessions, as applicable.
5. Provide activities and classes intended to promote personal and/or community growth.
6. Assist clients with transitioning back into society by engaging with them on a personal and caring level intended to help them realize their worth and potential.
7. Assist clients with reconnecting them to family and loved ones to help build and promote their support network.
8. Provide or seek outside support for employment training and job readiness support based on the aptitude and responsibility of each client.
9. Provide counseling to help clients reach personal levels of growth.

10. Explore community groups and volunteers interested in providing supportive service support in unique areas including in the implementation of life skills, financial literacy and/or hobby related interests.

ADMINISTRATION & COLLABORATION SUPPORT

1. Participate in monthly Homeless Task Force and Behavioral Health Coordination meetings.
2. Coordinate and manage community donation and volunteer requests as part of LE Gives.
3. Conduct Riverside County housing assessments (VI-SPDAT) to unsheltered homeless individuals and families and provide navigation services.
4. Participate in Coordinated Entry System (CES) and maintain working relationships with other service providers.
5. SWAG will conduct/participate in Homeless Management Information System (HMIS) responsibilities. These duties will be facilitated by a part-time HMIS coordinator who will be tasked with collecting client level data and detailing individuals/groups who are prone to homelessness.
 - a. Everyone will be entered into HMIS at first contact.
6. A comprehensive client file will be created/maintained for everyone.
7. Provide monthly reports to the City regarding ongoing placement and services at The Anchor to include, but not limited to, the following:
 - a. By-Name List of Tenants and Status, City of Origin
 - b. Number of Homeless Individuals Housed and For How Long
 - c. Outcome data for individuals service including type of housing that an individual exited to, the percent of successful housing exits, and exit types for unsuccessful housing exits.
 - d. Number of instances of services.
 - e. Increases in capacity for new and existing programs.
 - f. Number of unsheltered homeless individuals becoming sheltered.
 - g. Number of homeless persons entering permanent housing.

NOT INCLUDED (TO BE MANAGED BY THE CITY):

1. Regular Housekeeping including deep cleaning and sanitation of rooms following client exits, or as needed for special circumstances.
2. Ongoing maintenance and repairs to the rooms and many community living areas to ensure they remain in good working order including all necessary upgrades to ensure rooms meet the Housing Quality Standards (HQS).
3. Maintain all common-use appliances in working order and replace as necessary. This includes the kitchen appliances, washer and dryer, water heater, etc.
4. Maintaining, replacing and repairing any furniture, décor, bedding or other facility furnishings necessary to maintain a safe and clean environment.
5. Security and information technology services related to the safe operation of the site.
6. Regular landscaping and pool/spa maintenance of the site.
7. Pay any and all utility costs for program office and The Anchor site, including but not limited to electric, trash, natural gas, water and communications.
8. Monitor each unit several times per month for any maintenance concerns and make repairs in a timely manner.
9. Maintain and post in a conspicuous place within The Anchor site the rules and guidelines, the program office location, emergency contact information including any

24-hr emergency phone number, and the tenant grievance procedures in English and Spanish languages.

Supportive Services and Management of the Anchor

Case & Facility Managers: 10,500 hours per year x \$55.00 = \$577,500

- Two (2) Full Time Case Managers
- One (1) Full Time Facility Manager
- Two (2) Full Time Facility Monitors

Other Direct Costs: Mileage Reimbursement \$850 x 12 months = \$10,200

- Mileage Reimbursement

	2024/2025
Case & Facility Managers	\$577,500
Mileage Reimbursement	\$10,200
Administration & HMIS Entry	\$29,385
Total	\$617,085.00