



### **Homeless Street Outreach Services**

Street outreach services will be provided by the Social Work Action Group (SWAG) as a coordinated effort to make contact and provide services for homeless residents in the City of Lake Elsinore. Services are facilitated by SWAG members who are trained in how to effectively communicate and connect with homeless residents in a manner that encourages potential clients to receive services and seek housing sustainability. Ultimately, the main goal of our services is to have residents follow the steps and resources provided by SWAG.

The aforementioned steps and services include ongoing contact, treatment, crisis stabilization housing, and eventually building a path towards permanent housing. As the first step, street outreach services are vital aspects of reducing homelessness in the City of Lake Elsinore as well as helping our most vulnerable residents.

### **SCOPE OF SERVICES**

Social Work Action Group (SWAG) will work in conjunction with the City of Lake Elsinore to facilitate and lead the overall scope of homeless services for the City of Lake Elsinore. Services will be provided with flexibility to meet the needs of the community **from July 1, 2024 through June 30, 2025**. SWAG will provide the following activities and services:

#### **STREET OUTREACH:**

1. Respond to homeless service requests made by the City of Lake Elsinore within one business day. This includes weekly outreach events in the City of Lake Elsinore.
2. Homeless Street Outreach will be conducted in partnership with law enforcement to address specific “hot spot” areas and individuals who have requested assistance through the Homeless Hotline as identified by SWAG, City of Lake Elsinore staff and the Riverside Sheriff's Department.
3. The focus will be on working with the unsheltered population who are NOT connected with other services such as day centers and emergency shelters, as these persons can access services and case management from these providers. This effort is aimed at reaching those who cannot or will not reach or navigate services on their own. The outreach team will target, when possible, the most vulnerable including seniors, unaccompanied women, youth, and veterans.
4. Homeless youth, individuals fleeing domestic violence, newly homeless and individuals at risk of homelessness, will be provided connection to resources including housing voucher applications and county services navigation.

5. All individuals encountered will be included in the by-name list specifically maintained for the City of Lake Elsinore. This list will be shared with the City within 30 days of the conclusion of each month.
6. All individuals referred to SWAG or encountered will be included on a “live” document shared between SWAG and the City that will track requests for assistance, actions taken to assist the individual, and their personal action plan.
7. Individuals referred to SWAG or found living on the streets will be assessed and provided assistance to exit life on the streets. Services include obtaining admittance and transportation to emergency shelter options, alcohol and drug treatment, connection to mental and physical health providers, case management, etc.

#### **ADMINISTRATION & COORDINATION EFFORTS:**

- a. Conduct Riverside County housing assessments (VI-SPDAT) to unsheltered homeless individuals and families and provide navigation services.
- b. Participate in Coordinated Entry System (CES) and maintain working relationships with other service providers.
- c. SWAG will conduct/participate in Homeless Management Information System (HMIS) responsibilities. These duties will be facilitated by an HMIS coordinator who will be tasked with collecting client level data and detailing individuals/groups who are prone to homelessness. Each individual will be entered into HMIS upon obtaining essential and required HMIS documentation. If an individual does not have proper documentation, SWAG will provide resources and/or assistance obtaining vital documents.
- d. A comprehensive street outreach file will be created/maintained for each individual that includes at least the following documentation:
  - i. Proof of Eligibility
  - ii. Program Intake Documents such as HMIS Release of Information, Notice of Privacy Practices, participant grievance, consent form and identification, etc.
  - iii. Case notes and plan showing a plan developed by the Case Manager to assist the individual in entering permanent housing or sheltered services.
  - iv. Back up documentation for all efforts including referrals made or services provided.
  - v. Program discharge/exit paperwork.
- e. Actively participate in the City’s monthly Homeless Task Force Meetings and Riverside County Behavioral Health Crisis Team meetings.

- f. Assist with coordination and facilitation of the Homeless Outreach Community Coalition meetings.
- g. Participate in city sponsored community events, as requested.
- h. Participate in weekly Coordinated Entry Housing Navigation meetings to advocate and ensure clients are being linked to Riverside County Continuum of Care housing resources.
- i. Connect the unsheltered homeless population to appropriate housing solutions throughout Riverside County.
- j. SWAG will assist in developing informational content, which will include material for the regional anti-panhandling campaign and disseminate it throughout the community. The campaign will encourage stakeholders, faith-based groups, community groups, businesses, and concerned residents to discourage well-intended activities that enable the chronically homeless to remain on the streets and focus their efforts on long-term solutions.
- k. Provide support to the City of Lake Elsinore through training, presentations and sharing updates related to trends in regional homeless efforts.
- l. Data collection of key activities and results, community partners/businesses engaged will be reported to the City of Lake Elsinore on a monthly and quarterly basis.
- m. Attend and participate in City Council meetings, as requested.
- n. To assist with grant and financial reporting requirements, SWAG will send payroll journals, mileage tracking documentation, employee timecards, vendor invoices, reports of services offered, and other related reporting documents to the City within 30 days of the conclusion of each month.
- o. All individuals referred to SWAG or encountered will be included on a “live” document shared with SWAG and the City that will track requests for assistance, actions taken to assist the individual, and their personal action plan for both, Street Outreach and Emergency Housing services.

All services provided by SWAG will be provided at the following rate and/or costs. All services will be billed monthly at an hourly rate for staffing and as one-time costs for all other direct costs not to exceed the amounts shown below.

**STREET OUTREACH SERVICES:**

**Street Outreach Direct Staffing Costs:** 6,500 hours per year x \$55.00 = \$357,500

- Two (2) Full Time Outreach Workers
- Part-time Case Manager

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

- Mileage Reimbursement

**ADMINISTRATIVE SERVICES:** Supervisor/Management Staff 22 hours x 12 months = 264 x \$95 = \$25,080

- One (1) Full-Time HMIS Coordinator for Street Outreach and Emergency Shelter Services
- Supervision/Management Oversight

	<b>2024/2025</b>
<b>Street Outreach Staff</b>	\$357,500
<b>Mileage Reimbursement</b>	\$10,200
<b>Supervisor/Management Staff</b>	\$25,080
<b>Administration &amp; HMIS Entry</b>	\$19,639
<b>Total</b>	\$412,419.00