



### **Street Outreach & Emergency Shelter Scope of Services**

Street outreach and emergency shelters 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 and in neighboring regions. 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 and emergency shelter 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, 2022 through June 30, 2023**. SWAG will provide the following activities and services:

#### **STREET OUTREACH:**

- a. 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, Wildomar and surrounding County areas.
- b. 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.
- c. 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.
- d. 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.

- e. 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.
- f. 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.
- g. 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.
- h. All efforts will be made to achieve established benchmarks for this program which include serving up to 90 households and/or persons, connecting 75 households and/or persons with any kind of housing and/or services, and making every effort to avoid having people exit back into homelessness.

#### **EMERGENCY SHELTER SERVICES:**

- a. Lease up to three (3) motel units per month, based on availability and need, to provide an immediate shelter option for those chronically homeless through October 30, 2022.
- b. Individuals housed will be from Lake Elsinore, Wildomar and/or the surrounding county areas and will be selected and placed by the Lake Elsinore’s Outreach Team.
- c. Maintain minimum safety, sanitation, and privacy standards of emergency shelter units including supplies, food, maintenance and housekeeping services.
- d. All program participants who receive Emergency Shelter assistance meet the eligibility criteria of HUD’s criteria for defining homelessness, i.e. paragraph (1), (2), or (4) of the “homeless” definition in § 576.2.
- e. Occupants will not be required to sign leases or occupancy agreements. Team to provide a Housing First approach, offering immediate and low-barrier access to anyone facing a housing crisis. Emergency stays, when deemed necessary, should be limited to the shortest time possible to help participants regain permanent housing.
- f. Diversion strategies will be used to help homeless individuals identify and access safe alternatives to an emergency shelter quickly. Diversion includes services such as: creative problem-solving conversations; connecting with community resources and family supports; housing search and placement to help individuals and families resolve their immediate housing crisis.
- g. Provide essential services to individuals and families in emergency housing such as case management, employment assistance and job training, outpatient health services, legal services, life skills, mental health services, substance abuse treatment services, and transportation and other services, as needed based on the funding available and needs of the individual.
- h. All efforts will be made to achieve established benchmarks for this program which include serving up to 12 households and/or persons, helping 8 households and/or persons achieve housing stability, and providing mainstream benefits and/or income/employment support to 80% or more.

#### **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:
  - o Proof of Eligibility
  - o Program Intake Documents such as HMIS Release of Information, Notice of Privacy Practices, participant grievance, consent form and identification, etc.
  - o Case notes and plan showing a plan developed by the Case Manager to assist the individual in entering permanent housing or sheltered services.
  - o Back up documentation for all efforts including referrals made or services provided.
  - o 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. Below is projected estimate for services. 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. Emergency Shelter Services offering is subject to change upon completion of ESG grant funding, which is expected to be complete by October 2022.

### **STREET OUTREACH SERVICES:**

#### **Street Outreach Direct Staffing Costs:**

- Two (2) Full Time Outreach Workers - \$45/hour
  - Estimated monthly cost is \$15,642. Not to exceed \$16,560 a month.
- Part-time Case Manager- \$65/ hour
  - Estimated monthly cost is \$5,648. Not to exceed \$5,700 per month.

#### **Other Direct Costs:**

- Mileage Reimbursement - \$0.585/mile per State Guidelines
  - Estimated monthly cost is \$1,000. Not to exceed \$1,500 per month.

### **EMERGENCY SHELTER SERVICES:**

#### **Direct Staffing Costs:**

- Part-time Case Manager- \$65/ hour
  - Estimated monthly cost is \$5,648. Not to exceed \$5,700 per month.

#### **Other Direct Costs:**

- Leasing and Cleaning/Maintenance of three (3) Motel Rooms
  - Estimated monthly cost is \$7,600. Not to exceed \$8,500 per month.

### **ADMINISTRATIVE SERVICES:**

- One (1) Full-Time HMIS Coordinator for Street Outreach and Emergency Shelter Services - \$45/hour
  - Estimated monthly cost is \$7,821. Not to exceed \$8,280 a month.
- Supervision/Management Oversight - \$150/hour
  - Estimated monthly cost is \$1,200. Not to exceed \$1,200 a month.

### **TOTAL ESTIMATED COSTS FOR SERVICES:**

| Service                    | Estimated Monthly Cost | Maximum Monthly Cost |
|----------------------------|------------------------|----------------------|
| Street Outreach Services   | \$22,290               | \$23,760             |
| Emergency Shelter Services | \$13,248               | \$14,200             |
| Administrative Services    | \$9,021                | \$9,480              |
| <b>Total Cost Monthly</b>  | <b>\$44,559</b>        | <b>\$47,440</b>      |
| <b>Annual Total Cost</b>   | <b>\$534,708</b>       | <b>\$569,280</b>     |