



# City of Culver City

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## Staff Report

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**File #:** 21-730, **Version:** 1

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**HA - Approval of an Amendment to the Existing Professional Service Agreement with Saint Joseph Center to Continue Expanded Homeless Outreach Services During Weekdays, Evenings, and Saturdays in an Amount Not-to-Exceed \$699,659.**

**Meeting Date:** March 22, 2021

**Contact Person/Dept:** Tevis Barnes, Christina Stoffers/CDD  
**Phone Number:** (310) 253-5782

**Fiscal Impact:** Yes ☒ No ☐

**General Fund:** Yes ☐ No ☒

**Public Hearing:** ☐ **Action Item:** ☒ **Attachments:** ☒

**Commission Action Required:** Yes ☐ No ☐ **Date:**

**Public Notification:** Committee on Homelessness (03/16/2021); Landlord Tenant Mediation Board (03/16/2021); Saint Joseph Center (03/16/2021); Upward Bound House (03/16/2021);(E-Mail) Meetings and Agendas - City Council (03/18/2021);

**Department Approval:** Sol Blumenfeld, Community Development Director (03/16/2021)

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### **RECOMMENDATIONS:**

Staff recommends the Culver City Housing Authority Board (Board) approve an amendment to the existing professional services agreement with Saint Joseph Center to continue expanded homeless outreach services during weekdays, evenings, and Saturdays for the period of April 1, 2021 through April 1, 2022 in an amount not to exceed \$699,659.

### **BACKGROUND:**

Since 2005, Culver City has contracted with Saint Joseph Center (SJC) to provide outreach services to unhoused individuals in Culver City. In 2010, the SJC homeless outreach contract was expanded to include homeless outreach to four days a week, 70 nights of emergency motel stays, and transportation assistance in the form of bus tokens (TAP cards).

On August 12, 2019, the City Council approved an amendment to the existing agreement to expand the level of SJC homeless outreach services from four days to six days a week, between the hours of

7:30AM and 4:30PM on Mondays, from 7:30 to 10PM Tuesday - Friday, and from 2PM to 10PM on Saturdays. To accommodate the expansion and additional management and oversight, the creation of two outreach teams were formed. Each team included a *Mental Health Specialist, Case Manager, and Peer Specialist*. When needed, the Culver City SJC outreach team has leveraged medical team and substance abuse staff support from the SJC E6 Outreach Team. (See Note 1)

At the Committee on Homeless (COH) regular meeting on February 23, 2021, the COH recommended for the Fiscal Year 21-22, a continuation of the expanded SJC homeless outreach program. On March 10, 2021, the Culver City SJC Outreach Team Program Manager and Outreach and Engagement Director gave a presentation on outreach and engagement methodology and highlighted program statistics to the Council Housing and Homeless Subcommittee.

## **DISCUSSION**

### **Homeless Outreach and Engagement**

Homeless outreach seeks to build a relationship of trust and care with unhoused individuals who face unusual challenges and are the most difficult to serve. This process is an ongoing service and can take days, weeks, months, and even years, depending the stage of homelessness an individual is currently experiencing. It takes an average of seven attempts from initial contact to connect an unhoused individual to supportive services. Effective homeless outreach reaches those who might not otherwise seek assistance on their own and ensures that people's basic needs are met while supporting them along pathways towards housing stability.

The Culver City SJC outreach team is a multidisciplinary team of clinical and nonclinical staff that work intensively with each unhoused client, providing assessment, case management and referrals to mental health services, medical services, and temporary and permanent housing placements. The team focuses on meeting clients at the level they are ready to accept and receive services and treating clients with dignity, compassion, and respect. This approach helps facilitate client rapport and emphasizes basic human rights, giving unhoused clients agency over their own choices.

### **Supportive Services and Permanent Housing Placement**

The goal of expanding the outreach contract was to increase the total number of homeless individuals and families served from approximately 60 to 120 and to permanently house at least 15 of those homeless individuals.

Over the past year, the team has worked diligently to respond to homeless outreach requests from City departments, including the City Manager's Office, Enforcement Services, Fire, and Police, as well as the Los Angeles Homeless Outreach Portal (LA-HOP). Since the start of the expanded outreach contract, Culver City alone has sent the team to over 100 homeless outreach requests. . Under the current SJC contract, the outreach team assisted the following unhoused individuals from July 2020 - February 2021:

- Total of unhoused persons enrolled = 139
- Total of unhoused served and referred to housing and supportive services = 154

- Total of unhoused placed in permanent housing = 9
- Motel vouchers nights provided = 30

Pursuant to Culver City Municipal Code Section 3.07.065.A, these services are exempt from the formal competitive bidding process, provided the contract is based on competitive quotations, whenever practical, as determined by the City Manager. Given SJC's history with the City and knowledge about Culver City's unhoused population, in particular the ongoing relationship SJC has established with unhoused individuals, it has been determined that competitive quotes are not practical at this time.

### **FISCAL ANALYSIS:**

To maintain the outreach program at the current level of services, SJC's proposed budget for FY 2021-22 is \$699,659 (see Attachment No. 1, SJC Proposed Budget). This reflects a three percent cost of living increase in staff salary requested by SJC. Funds to support the contract continuation will be drawn from Housing Account #47650710.

This budget includes indirect costs, increased operating costs, increased costs for direct client services, and the following staff positions: Director of Outreach, Mental Health Specialist, Case Manager, Peer Advocate, Data Specialist, and Quality Assurance. (See Note 2)

The Housing Authority has limited funds to maintain operating costs for the Housing Division and complete the Housing Programs identified in the FY21-22 Housing Division Work Plan. The Board may want to consider how these additional homeless outreach service costs impact other housing programs proposed over the Work Plan planning horizon and beyond (see Attachment No. 2, Housing Program Matrix).

### **ATTACHMENTS:**

1. Attachment No. 1, SJC's Proposed Budget
2. Attachment No. 2, Housing Program Matrix
3. Attachment No. 3, SJC July 2020 - February 2021 Report Summary

### **MOTION(S):**

That the Culver City Housing Authority Board:

1. Approve an amendment to the existing professional services agreement with Saint Joseph Center to continue expanded homeless outreach services during weekdays, evenings, and Saturdays for the period of April 1, 2021 through April 1, 2022 in the amount not to exceed \$699,659;
2. Authorize the City Attorney to review/approve the necessary documents; and

3. Authorize the City Manager to execute such documents on behalf of the City.

**NOTES**

1. According to the 2020 Greater Los Angeles Homeless Count, 216 people were found experiencing homelessness in Culver City. Since 2016, the total number of people experiencing homelessness in Culver City increased 50%. In support of the Los Angeles County Homeless Initiative, the City Council adopted resolution Number 2016 R 113 on November 28, 2017. Through this resolution, the City contracted with Lesar Development Consultants to facilitate the update of the City's homeless strategies. On July 9, 2018, the City Council and Housing Authority jointly approved the updated Plan to Combat and Prevent Homelessness. The need to expand outreach services is also part of Strategy E of the County Homeless Initiative and is incorporated in Culver City's Plan to Combat and Prevent Homelessness, under Goal 4: Enhance Data Tracking and Homeless Outreach Activities Among City Staff and Service Providers.
2. **Director of Outreach** provides oversight and ensures alignment with agency goals. Coordinates with Culver City on program operations, reporting and outcomes. Ensures team objectives are achieved and deliverables are met. Identifies and addresses barriers to program operations. Provides direct day-to-day support to the Program Manager.  
**Mental Health Specialist** provides case management services to clients, including street-based mental health assessments, linkages and supports building trust and rapport. Creates and implements services plan goals, emphasizing coordinated strategies for address mental health/substance abuse issues, medication management and other factors that can impede a successful transition to longer term services. Accompanies clients to appointments (when necessary) assists with gathering of pertinent documentation, provides referrals and warm handoffs to appropriate services.  
**Case Manager** provides case management services to client including street-based assessments, linkages and supports. Accompanies clients to appointments (when necessary), assists with gathering of pertinent documentation, provides referrals and warm handoffs to appropriate services.  
**Peer Advocate** has duties similar to the Case Manager but brings the lens of lived experience of homelessness to the team. Provides case management services to client including street-based assessments, linkages, and support. Accompanies clients to appointments (when necessary), assists with gathering of pertinent documentation, provides referrals and warm handoffs to appropriate services.  
**Data Specialist** provides program data support and technical assistance to ensure data integrity of information being entered into database system. Assists with aggregating data for both internal and external reporting.  
**Quality Assurance** provides overall quality assurance for program, provides training, assists with internal review of client documentation, ensures compliance with all HIPAA standards and best practices