

CITY OF OAKLAND
AGENDA REPORT

OFFICE OF THE CITY ADMINISTRATOR

2007 JUN 14 4:57

TO: Office of the City Administrator
ATTN: Deborah Edgerly
FROM: Department of Human Services
DATE: June 12, 2007

RE: **An Informational Report on the Performance of the Homeless Mobile Outreach Program (HMOP) For The Period Of July 1, 2005 through June 30, 2006 And Based On The Performance A Recommendation To Exercise The Option To Renew The Contract For Fiscal Years 2007-08 and 2008-09**

SUMMARY

Resolution 79230 C.M.S., dated May 17, 2005 authorized the City Administrator to renew a grant agreement with Operation Dignity, Inc. in the amount of \$358,620 for the Homeless Mobile Outreach Program (HMOP) for the period of July 1, 2007 through June 30, 2009 contingent upon satisfactory performance. The attached annual report details the performance of HMOP for the period of July 1, 2005 through June 30, 2006.

HMOP provides field outreach and harm reduction services to homeless persons living in encampments. The program also provides office-based case management, housing placements, and referrals to social services. In addition, HMOP coordinates with police and public works in the mitigation of homeless encampments.

Two attachments are included with this report. Attachment A is a map of HMOP service calls for FY 2005-06. Attachment B is the HMOP annual performance report.

FISCAL IMPACTS

The Homeless Mobile Outreach Program is included as a line item in the Proposed Policy Budget for FY 2007-08 and FY 2008-09 in the amount of \$179,310 per year. The cost for the recommended two-year contract is \$358,620. The source of funding is the General Purpose Fund (1010), Department of Human Services Administration Organization (78111), and Homeless Mobile Outreach FY 07/08 and FY 08/09 Projects (G302610 and G302620, respectively). Resolution 79230 C.M.S. authorizes an option to renew the contract with Operation Dignity for FY 2007-08 and FY 2008-09 if the Council deems performance satisfactory contingent upon review of their performance report for the initial contract period. No further Council action is required.

PROGRAM DESCRIPTION

The Homeless Mobile Outreach Program (HMOP) provides field outreach and harm reduction services to homeless persons living in encampments. The program, operated by the non-profit veterans organization Operation Dignity, uses a converted ambulance to provide field outreach to

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homeless encampments three evenings per week. The outreach team engages homeless persons in the field, and provides client intake and field case management, crisis intervention, and referrals to shelter and medical care. The team distributes food, clothing, and survival items, such as blankets, ponchos and sleeping bags.

During FY 2005-06, HMOP identified 1,064 unsheltered homeless persons living on the streets and in homeless encampments. HMOP conducted over 450 unduplicated field intakes with clients, made limited psycho-social assessments and care plans for each client, and maintained a client file and referral list. The team provided over 10,000 units of survival supplies, including food, clothing, ponchos, sleeping bags, hygiene kits and other resources. Over 20 clients were placed in emergency shelter, most through the Oakland Army Base Temporary Winter Shelter (OABTWS). Over 150 clients received transportation assistance to help them access other services.

The HMOP team works closely with Public Works, Oakland Police and outside agencies, such as CALTRANS, to coordinate cleanup and blight abatement activities at homeless encampments. The HMOP conducts regular assessments of the physical condition and public health hazards each encampment. Whenever conditions at a particular encampment warrant action, the HMOP joins with Public Works to facilitate cleanup activities and assists with service coordination for homeless persons displaced by those activities.

HMOP's field services are complemented by case management services provided at Operation Dignity's drop in center in downtown Oakland. The center provides in-depth case management services to Mobile Outreach clients. The same caseworker who works in the field with the Homeless Mobile Outreach Team is also on duty at the downtown office during a morning split shift. This allows the case worker to get to know clients in the field, and help them to develop the trust and willingness to access daytime services. Case managers direct clients to mainstream services in public health and mental health care, into jobs and training programs, into drug and alcohol outpatient and residential treatment programs, and other available social services.

KEY ISSUES AND IMPACTS

Based on Oakland's annual homeless count, and baseline data from the 2004 Alameda Countywide Shelter and Surveys of 2004 and 2005, nearly 6,300 people experience an episode of homelessness in Oakland during the course of a year. They make up nearly half the estimated 12,750 people who experience homelessness in Alameda County during the course of a year.

On any given night, there are as many as 6,000 homeless people in Alameda County, 3,000 of whom are in Oakland. The estimated 6,300 people who are homeless over the course of a year in Oakland represent 3,987 households, of which approximately 600-700 households are living in homeless encampments.

Of the 3,987 homeless households in Oakland, it is estimated that:

- 923 (23%) are chronically homeless according to HUD’s definition of that term: single individuals who have been homeless for one year or longer or more than four times in three years.
- 1,574 (39.5%) adults are “community-defined” homeless: they are living in the streets, cars, emergency shelters or transitional housing, doubled up with friends, or “couch surfing”.
- 485 (12%) are homeless transition age youth.
- 1,005 (25%) are families with children.

Data gathered by the Homeless Mobile Outreach Program (HMOP) provides independent verification of survey estimates based on an actual head count. The following are highlights of the HMOP annual performance report:

- The number of persons living on the streets and in homeless encampments is lower than the general homeless population, since many of those counted in the general homeless population are temporarily housed in shelters, transitional housing, or other programs. Also counted in the definition of homeless were persons doubled up in the apartments of friends or “couch surfing”. Operation Dignity estimates that there are approximately 1,064 persons living in homeless encampments in Oakland, including, but not limited to, chronic homeless.
- HMOP found approximately 600 “chronically homeless” in Oakland. Chronically homeless persons have one or more disabilities, including mental illness, substance abuse or other health problems, and have been homeless for a significant period. The chronic homeless represent the core of the homeless encampments population. The chronic homeless represent the target service population of the Homeless Mobile Outreach Program.
- 72.1% of single individuals reported one or more disabilities.
- 66.9% of chronic homeless were assessed with alcohol or drug dependency.
- 22.2% of chronic homeless were assessed with mental health problems.
- The average age was 43.8 years old.
- Ethnicities of chronic homeless were: Black 86.1%; White 8.3%; Hispanic 2.6%; American Indian/Alaska native 1.9%; Other 1.2%.
- 76% of homeless and precariously housed reported having been in jail or prison.
- 19.3% of homeless county-wide are veterans.

Placement and eventual relocation of street homeless clients into permanent housing is the most challenging aspect of the HMOP program. Although there are often a number of emergency shelter beds available at any given time, many street homeless persons decline to use them, some because of shelter rules preventing substance use. The multiple life-issues of the homeless encampments population, including mental and physical disabilities, make it essential to work with the health care, recovery and mental health provider systems to access appropriate services.

ALTERNATE RECOMMENDATIONS

Expansion and enhancement of outreach services are critical components of the Oakland PATH Plan, Oakland's 10 year plan to end homelessness. The Plan recommends an expansion of service nights for HMOP from three evenings per week to five nights per week. This expansion would have several immediate effects:

- Faster response time to citizen complaints regarding homeless encampments
- More service time on the streets to engage chronic homeless persons
- Greater service capacity to provide housing placements and service referrals

Expansion of service time would also provide capacity to partner with Alameda County's new sobering station in providing transportation for inebriates to the County's Fairmount Hospital campus in San Leandro. Expansion of service nights from three nights per week to five nights would cost an additional \$119,393 annually. This expansion of services would require an increase in staffing of two FTE, since in addition to evening outreach duties, current staff also work split shift daytime hours. In addition, a cost of living adjustment (COLA) for HMOP is sorely needed to maintain current service levels. The increased costs of gasoline purchases alone are seriously impacting the program. A 3% COLA for current service levels would cost an additional \$5,379 per year. A COLA that would include five nights of services would cost an additional \$8,961. The total annual cost of HMOP with five nights service and a cost of living increase would be \$307,664 per year.

SUSTAINABLE OPPORTUNITIES

Economic: Programs and services for homeless and low-income persons provide a stable environment that permits them to more readily access employment opportunities. The Homeless Mobile Outreach Program will enable the City to meet HUD requirements to maintain a sustainable funding base for homeless programs and services.

Environmental: The Homeless Mobile Outreach Program is intended to facilitate cleanup of homeless encampments and the accompanying environmental degradation caused by the proliferation of litter, debris, human waste and other negative environmental impacts.

Social Equity: *The expenditure of City funds upon the most needy in the community provides for the most basic of human needs and assist the homeless to become reintegrated into society.*

DISABILITY AND SENIOR ACCESS

The programs and services recommended for funding in this report are accessible to disabled persons and seniors.

RECOMMENDATIONS AND RATIONALE

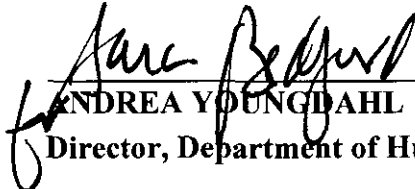
Staff recommends acceptance of this informational performance report which will enable the renewal of the current two-year agreement per Resolution No. 79230 C.M.S. with Operation Dignity, Inc. for the Homeless Mobile Outreach Program (HMOP) in the amount not to exceed \$358,620 per the period of July 1, 2007 through June 30, 2009.

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ACTION REQUESTED OF THE CITY COUNCIL

Accept this informational report on program performance.

Respectfully submitted,



ANDREA YOUNGDAHL
Director, Department of Human Services

Reviewed by:
Susan Shelton, Manager
DHS-Community Housing Services

Prepared by:
Mike Church, Program Analyst II
Department of Human Services

ATTACHMENTS

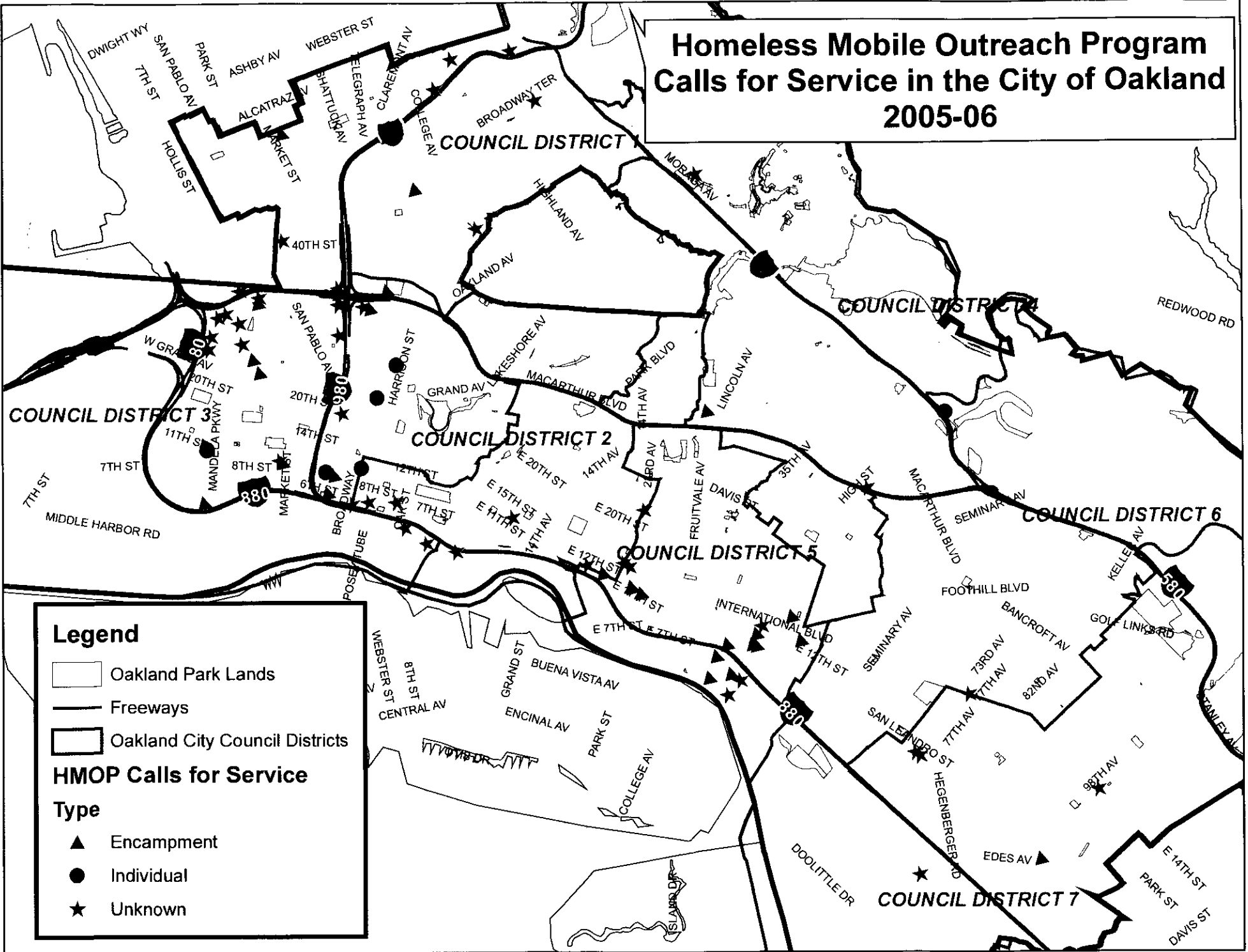
- A – Map of HMOP Service Calls
- B – HMOP 05-06 Year End Report

**APPROVED AND FORWARDED TO THE
LIFE ENRICHMENT COMMITTEE:**



OFFICE OF THE CITY ADMINISTRATOR

Homeless Mobile Outreach Program Calls for Service in the City of Oakland 2005-06



Legend

- Oakland Park Lands
- Freeways
- Oakland City Council Districts

HMOP Calls for Service

Type

- Encampment
- Individual
- Unknown

**Operation Dignity
Homeless Mobile Outreach Program (HMOP) Year End Report
July 1, 2005 – June 30, 2006**

Contract Goal	Accomplishment
Enumerate the overall homeless population	HMOP has witnessed an increase in the number of street homeless. During 2004/2005, the estimated total unsheltered homeless population was approximately 920. In 2005/2006 the total population increased to approximately 1064. (+144).
Enumerate the chronic homeless population	Of this number, approximately 600 persons are chronically homeless. This core group of chronic homeless persons have been living outside for more than 3 years, and have one or more disabilities.
300 new contacts	HMOP completed 452 new contact intakes.
200 office follow up on new contacts. (Based on new contacts only)	252 of the new clients contacted came into the office at least once for extended services. Persons who were homeless for a short time were more likely to access services than were the chronic homeless.
Longer term case management	HMOP carries an active caseload of ongoing clients (not in the new client contact count) of 67 clients. These are chronic street homeless that have engaged with HMOP but continue to live on the streets.
Address 7 community development districts	HMOP has had service calls in all 7 community development districts. (see attached map of service calls)
Seek new sites	25 new sites were identified during the year.
Monitor existing sites	Work at over 20 additional sites is ongoing. Major sites include the High St. area, Fruitvale/estuary district, Coliseum, West Oakland/Peralta, Lake Merritt areas, and North Oakland. A map of 2005/2006 service calls is provided.
Gather demographic data on 300 individuals. (Based on new contacts only)	Demographic data was gathered upon initial intake. HMOP completed intake data on 452 new contacts for this year. A demographic breakdown is included with this report.
Complete 300 psychosocial assessments. (Based on new contacts only)	Psychosocial completed on 252 individuals who came to the office for services. The goal of completing a field psychosocial assessment on all new client intakes was not met due to increased site cleanup and monitoring workload.
Distribute 10,000 harm reduction units	The MOP distributed 24,958 units. This included food, condoms garbage bags, blankets, and clothing.
Site clean up	22 sites were cleaned up, in cooperation with Public Works, Oakland Police, CALTRANS, railroads and other agencies. Some sites were cleaned up multiple times.

**Operation Dignity
Homeless Mobile Outreach Program (HMOP) Year End Report
July 1, 2005 – June 30, 2006**

POPULATION CHARACTERISTICS (New Intakes)				
Field based		Field based		Office based
Males		Females		
Ages		Ages		Ages Male/ Female
17 - 24	24	17 - 24	10	17 - 24 14 / 4
25 - 34	84	25 - 34	25	25 - 34 53 / 16
35-44	158	35-44	35	35-44 84 / 18
45-54	51	45-54	5	45-54 32 / 2
55-61	45	55-61		55-61 28 / 0
62+	5	62+		62+ 1 / 0
Families: 2 (w/kids)	10			
Total males:	377	Total females:	75	Total office: 212 / 40
Ethnicity:		Services		Ethnicity:
White	86	Shelter placement (bed hr.)	3696	White 46
Hispanic	66	Hotel/Motel (bed nights)	70	Hispanic 22
Black/AA	242	DOA placements	38	Black/AA 181
Other	58	Transitional Hg placed	39	Multi racial 3
Disabilities:		Permanent & Other residential (shared hg)	25	Disabilities:
Runaway/youth	6	Case management	319	Runaway/youth
HIV/AIDS	27	Food services	18,065	HIV/AIDS 3
Chronic Mental Illness	107	Benefits advocacy	61	Chronic Mental Illness 67
Alcohol dependent	110	Housing Advocacy	319	Alcohol dependent 66
Drug dependent	106	Legal Assist & referral	2	Drug dependent 68
Elderly 62+	5	HIV/AIDS	27	Elderly 62+ 26
Veterans	116	Employment/referral	30	Veterans 16
Physically Disabled	42	Health Care/referral	28	Physically Disabled 42
Other	1	Mental Health referral	13	Other 1
		Harm reduction items	6,893	