



MONTHLY TOTALS

25

CONTACTS

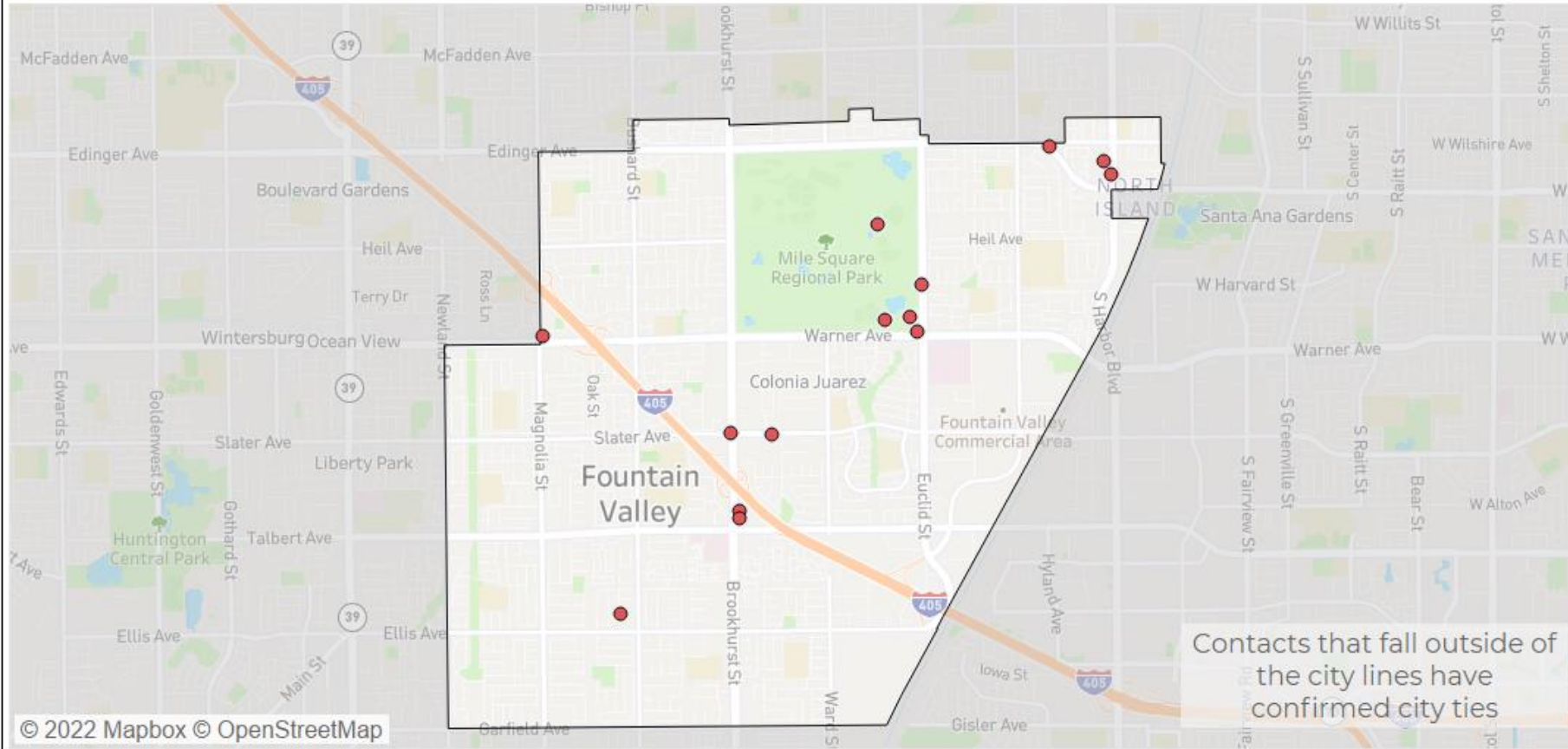
15

NEW ENGAGEMENTS

3

STREET EXITS

LOCATIONS VISITED





EXIT INFORMATION

EXIT DESTINATIONS		SHELTER EXITS	
Destination		Shelter	
Emergency Shelter	2	Yale Navigation Center	2
Transitional housing	1		
Grand Total	3	Grand Total	2

Outreach Contacts reflect the number of interactions for the specific purpose of reaching out to unsheltered homeless neighbors in a process of building trust and offering support toward the long-term goal of connecting them with emergency shelter, housing, or critical services; and providing urgent, non-facility-based care. These activities are intended to help homeless neighbors to obtain appropriate supportive services, including assistance in obtaining permanent housing, medical health treatment, mental health treatment, counseling, supervision, and other services essential for achieving independent living; housing stability case management; and other Federal, State, local, or private assistance available to assist the program participant in obtaining housing stability.. This number can be duplicated in any given reporting period. This number refers to adults only and does not include any children if they were present.

Street Exits are defined by HUD and enumerated in the HUD Systems Performance Report, and City Net uses these designations for all street exits achieved through the efforts of two or more agencies working together within the context of the homeless collaborative in the city. HUD designates some of these street exits as “temporary” and some as “permanent”, and City Net exercises discretion to count as exited those homeless neighbors who have a reasonable plan in place to move from temporary shelter to permanent housing.

Client Engagement reflects the current number of homeless neighbors who are voluntarily engaged in a formal, written case management relationship with City Net. Clients sign permission to allow City Net case managers to work with them to achieve progress on a mutually agreed upon plan to attain housing and supportive services. Case managers follow-up with housed clients for 6 months after housing to ensure a successful placement. Active cases are engaged once a week on average and are considered inactive after 90 days of no contact.

SUCCESSSES

- During City Net's first encounter with a client, they refused shelter since they had a housing opportunity with a friend. However, the opportunity fell through, and the client inquired about shelter placement at the beginning of October. The case managers enrolled the client, filled out a shelter referral, and submitted it daily, hoping to be approved. It only took a week for the client to be accepted, and they entered the shelter with a warm handoff.
- City Net case managers met a client in September when they were discharged from the hospital. The client had knee surgery and, as a result, had limited mobility due to the cast they wore. Due to their medical situation, the trouble was that they could not go back to the Santa Ana shelter where they'd previously stayed. Case managers investigated their situation further and found that the client could be referred to another shelter accommodating them. The client was more than happy to accept and went to the shelter to continue their recovery.