



**MEMORANDUM**

**DATE:** May 2023  
**TO:** Honorable Mayor & Council  
**FROM:** Mario Lara, Assistant City Manager  
**SUBJECT:** Measure O/ESEA – May Progress Report

This is the fourth Measure O/ESEA (Emergency Shelter and Enforcement Act of 2022) written progress report to the city council since ESEA became effective December 23, 2022.

The ESEA requires the city to collect data on the following efforts, and report on its progress to the city council every 30 days: 1) Providing emergency shelter space, 2) Eliminating encampments and unlawful camping.

1) Providing Emergency shelter space:

ESEA requires that by March 23, 2023, the city manager must identify and authorize at least 605 new emergency shelter spaces. The city can count any emergency shelter spaces authorized on or after December 31<sup>st</sup>, 2021. Below is a table enumerating the number of emergency shelter spaces identified and authorized by the city manager after this date.

<b>Shelter</b>	<b>Capacity Identified/Authorized After 12/31/21</b>
SHRA-Grove Avenue (Emergency Bridge Housing)	26
City-North 5th Navigation Center	59
<b>City Motel Program</b>	
Arden Acres (Motel Program_Step Up)	120
<b>City/County Partnership - via Coordinated Access</b>	
Salvation Army	70
North A	80
<b>Non-Congregate</b>	
State/City/County tiny homes (Work in Progres/Est.)	350
Total (Updated 5/31/2023):	705
<b>Other Safe Programs</b> (not counted towards ESEA obligations)	
Outreach & Engagement Center	50
Colfax Lease Safegrounds - Work in Progress/Est.	50

2) Eliminating encampments and unlawful camping (in city-owned/public areas):

Since adoption of the City/County partnership agreement and ESEA taking effect, City/County outreach teams have focused on outreach and engagement efforts in multiple areas. Active sites during May included W/X corridor; North B Street; 28<sup>th</sup> & C; Northern Bike Trail; Norwood & Fairbanks; and Stockton Blvd.

In addition to City/County outreach efforts, the city's Department of Community Response (DCR) along with Hope Cooperative also conducts daily outreach activities through the 311 system, special projects, and via weekly Multi Service Team (MST) activities with both the Downtown Sacramento and Midtown Partnership staff.

Furthermore, PD Impact Team conducts sidewalk and critical infrastructure ordinance enforcements and encampment resolutions mainly by obtaining voluntary compliance with City Council adopted ordinances and by coordinating removal of excess garbage.

Code Enforcement Teams regularly enforce vehicular codes by removing vehicles including motorhomes/RVs that are illegally parked. Outreach is conducted prior to removing occupied vehicles and care is taken to avoid moving occupied vehicles during severe weather events that meet threshold for weather respite activations.

Park Ranger Teams regularly enforce City Council adopted ordinances that prohibit encampments and overnight camping in parks. Outreach is conducted prior to removing encampments within parks.

Attached are weekly reports documenting citywide response to homelessness and vehicle abatement activities for the month of May. During the month of May, City/County data tracking shifted from a manual data gathering process to an HMIS (Homeless Management Information System) platform for standardized data gathering.

# Office of Community Outreach | 311 Weekly Activity Report

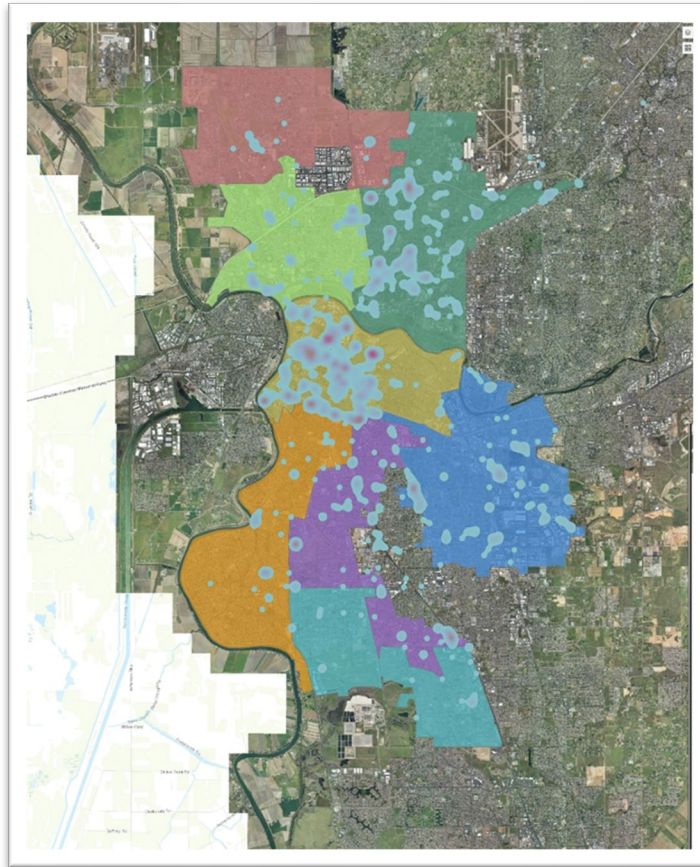
April 28, 2023 – May 5, 2023

## New Call Activity

Last week, the Department of Community Response received a total of 725 calls for service and closed 739 total calls. This resulted in a small decrease to total pending call load.

Service Type	April 28, 2023 - May 5, 2023			Total Calls Pending
	Calls Received	Calls Closed	Net Change	
Trash	281	276 (956)	5	65
500ft from school	11	6	5	20
Blocking Sidewalk	104	121	-17	229
Homeless Encampment Concern <sup>1</sup>	312	325	-13	531
Unhoused Self-Referral <sup>2</sup>	17	11	6	206
<b>Total Calls<sup>3</sup></b>	<b>725</b>	<b>739</b>	<b>-14</b>	<b>1051<sup>4</sup></b>

## Heat Map – Concentration of New Calls Received



<sup>1</sup> Homeless Encampment Concern is the service type for all calls for service related to homelessness not specifically broken out in this report.

<sup>2</sup> Unhoused Self-Referral was an interim service type created for community members seeking services for themselves. It will likely be sun-setted as Coordinated Access becomes fully operational. Pending call load reflects this transition.

<sup>3</sup> Total calls city wide includes some calls that were not categorized by council district.

<sup>4</sup> Total Calls Pending may include discrepancies due to redirected calls. Additional info can be provided upon request.

Service Type	Calls Received	Calls Closed	Net Change
<b>District 1</b>			
Trash Removal	3	3 (23)	0
500ft from school	0	1	-1
Blocking Sidewalk	2	1	1
Homeless Encampment Concern	10	12	-2
Unhoused Self-Referral	0	0	0
<b>Total Calls</b>	<b>15</b>	<b>17</b>	<b>-2</b>
<b>District 2</b>			
Trash Removal	79	80 (466)	-1
500ft from school	1	0	1
Blocking Sidewalk	11	12	-1
Homeless Encampment Concern	72	47	25
Unhoused Self-Referral	1	0	1
<b>Total Calls</b>	<b>164</b>	<b>139</b>	<b>25</b>
<b>District 3</b>			
Trash Removal	19	18 (23)	1
500ft from school	5	1	4
Blocking Sidewalk	3	3	0
Homeless Encampment Concern	24	31	-7
Unhoused Self-Referral	0	0	0
<b>Total Calls</b>	<b>51</b>	<b>53</b>	<b>-2</b>
<b>District 4</b>			
Trash Removal	99	88 (219)	11
500ft from school	2	1	1
Blocking Sidewalk	51	52	-1
Homeless Encampment Concern	100	100	0
Unhoused Self-Referral	1	4	-3
<b>Total Calls</b>	<b>253</b>	<b>245</b>	<b>8</b>
<b>District 5</b>			
Trash Removal	31	34 (72)	-3
500ft from school	2	3	-1
Blocking Sidewalk	16	24	-8
Homeless Encampment Concern	29	49	-20
Unhoused Self-Referral	1	0	1
<b>Total Calls</b>	<b>79</b>	<b>110</b>	<b>-31</b>
<b>District 6</b>			
Trash Removal	20	20 (98)	0
500ft from school	1	0	1
Blocking Sidewalk	15	20	-5
Homeless Encampment Concern	44	35	9
Unhoused Self-Referral	1	0	1
<b>Total Calls</b>	<b>81</b>	<b>75</b>	<b>6</b>
<b>District 7</b>			
Trash Removal	19	21 (32)	-2
500ft from school	0	0	0
Blocking Sidewalk	6	5	1
Homeless Encampment Concern	12	17	-5
Unhoused Self-Referral	0	1	-1
<b>Total Calls</b>	<b>37</b>	<b>44</b>	<b>-7</b>
<b>District 8</b>			
Trash Removal	3	3 (11)	0
500ft from school	0	0	0
Blocking Sidewalk	0	4	-4
Homeless Encampment Concern	8	26	-18
Unhoused Self-Referral	0	1	-1
<b>Total Calls</b>	<b>11</b>	<b>34</b>	<b>-23</b>

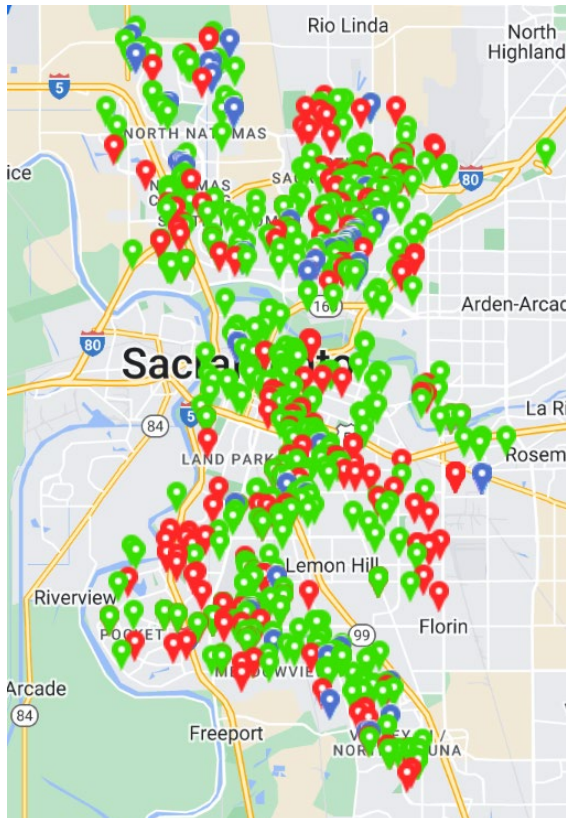
May 15, 2023

**VEHICLE ABATEMENT REPORT**

The following information pertains to complaints of vehicles on city streets between **May 1, 2023, to May 7, 2023.**

New Complaints Filed within the Period Provided Above:	573
Vehicles Tagged:	261
Recovered Stolen:	5
Vehicles Towed:	39
Hazards Removed Immediately	14

Map of Code Enforcement activities citywide generated for the Vehicle Abatement Program:



- 📍 RE-INSPECTION
- 📍 INITIAL INSPECTION
- 📍 PRO-ACTIVE INSPECTION

# Office of Community Outreach | 311 Weekly Activity Report

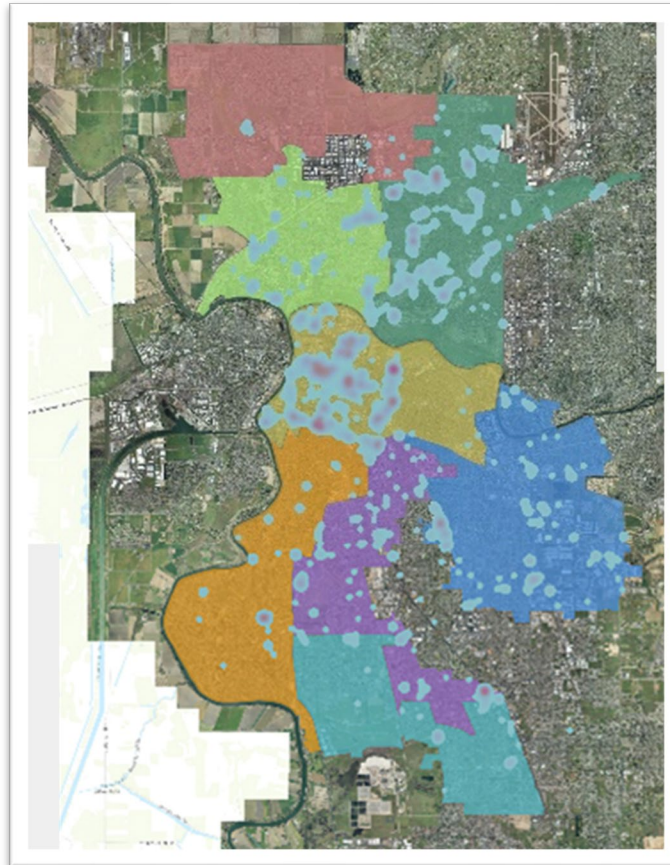
May 5, 2023 – May 12, 2023

## New Call Activity

Last week, the Department of Community Response received a total of 745 calls for service and closed 694 total calls. This resulted in a small increase to total pending call load.

Service Type	May 5, 2023 - May 12, 2023			Total Calls Pending
	Calls Received	Calls Closed	Net Change	
Trash	256	240 (919)	16	81
500ft from school	12	10	2	22
Blocking Sidewalk	123	77	46	277
Homeless Encampment Concern <sup>1</sup>	325	315	10	543
Unhoused Self-Referral <sup>2</sup>	29	52	-23	183
<b>Total Calls<sup>3</sup></b>	<b>745</b>	<b>694</b>	<b>51</b>	<b>1106<sup>4</sup></b>

## Heat Map – Concentration of New Calls Received



<sup>1</sup> Homeless Encampment Concern is the service type for all calls for service related to homelessness not specifically broken out in this report.

<sup>2</sup> Unhoused Self-Referral was an interim service type created for community members seeking services for themselves. It will likely be sun-setted as Coordinated Access becomes fully operational. Pending call load reflects this transition.

<sup>3</sup> Total calls city wide includes some calls that were not categorized by council district.

<sup>4</sup> Total Calls Pending may include discrepancies due to redirected calls. Additional info can be provided upon request.

Service Type	Calls Received	Calls Closed	Net Change
<b>District 1</b>			
Trash Removal	1	2 (1)	-1
500ft from school	0	0	0
Blocking Sidewalk	2	2	0
Homeless Encampment Concern	4	7	-3
Unhoused Self-Referral	0	0	0
<b>Total Calls</b>	<b>7</b>	<b>11</b>	<b>-4</b>
<b>District 2</b>			
Trash Removal	78	69 (422)	9
500ft from school	1	0	1
Blocking Sidewalk	16	6	10
Homeless Encampment Concern	73	80	-7
Unhoused Self-Referral	2	5	-3
<b>Total Calls</b>	<b>170</b>	<b>160</b>	<b>10</b>
<b>District 3</b>			
Trash Removal	23	22 (130)	1
500ft from school	2	4	-2
Blocking Sidewalk	3	5	-2
Homeless Encampment Concern	40	25	15
Unhoused Self-Referral	1	2	-1
<b>Total Calls</b>	<b>69</b>	<b>58</b>	<b>11</b>
<b>District 4</b>			
Trash Removal	83	85 (199)	-2
500ft from school	1	1	0
Blocking Sidewalk	60	44	16
Homeless Encampment Concern	95	156	-61
Unhoused Self-Referral	3	9	-6
<b>Total Calls</b>	<b>242</b>	<b>295</b>	<b>-53</b>
<b>District 5</b>			
Trash Removal	23	20 (58)	3
500ft from school	3	1	2
Blocking Sidewalk	11	5	6
Homeless Encampment Concern	38	12	26
Unhoused Self-Referral	1	6	-5
<b>Total Calls</b>	<b>76</b>	<b>44</b>	<b>32</b>
<b>District 6</b>			
Trash Removal	24	24 (82)	0
500ft from school	1	2	-1
Blocking Sidewalk	13	7	6
Homeless Encampment Concern	39	15	24
Unhoused Self-Referral	1	5	-4
<b>Total Calls</b>	<b>78</b>	<b>53</b>	<b>25</b>
<b>District 7</b>			
Trash Removal	8	6 (12)	2
500ft from school	3	2	1
Blocking Sidewalk	13	7	6
Homeless Encampment Concern	18	12	6
Unhoused Self-Referral	0	0	0
<b>Total Calls</b>	<b>42</b>	<b>27</b>	<b>15</b>
<b>District 8</b>			
Trash Removal	6	5 (7)	1
500ft from school	1	0	1
Blocking Sidewalk	4	1	3
Homeless Encampment Concern	10	6	4
Unhoused Self-Referral	2	3	-1
<b>Total Calls</b>	<b>23</b>	<b>15</b>	<b>8</b>

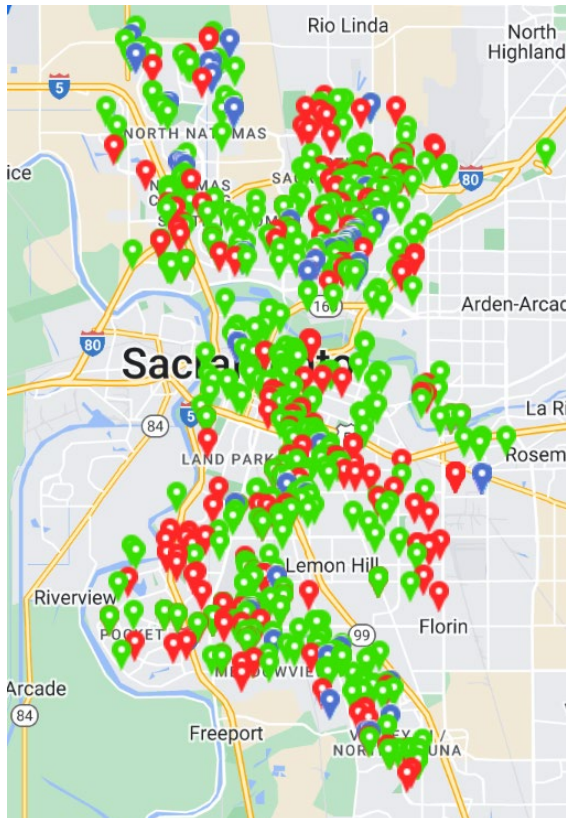
May 15, 2023

**VEHICLE ABATEMENT REPORT**

The following information pertains to complaints of vehicles on city streets between **May 8, 2023, to May 14, 2023.**

New Complaints Filed within the Period Provided Above:	565
Vehicles Tagged:	346
Recovered Stolen:	2
Vehicles Towed:	44
Hazards Removed Immediately	10

Map of Code Enforcement activities citywide generated for the Vehicle Abatement Program:



- 📍 RE-INSPECTION
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# Office of Community Outreach | 311 Weekly Activity Report

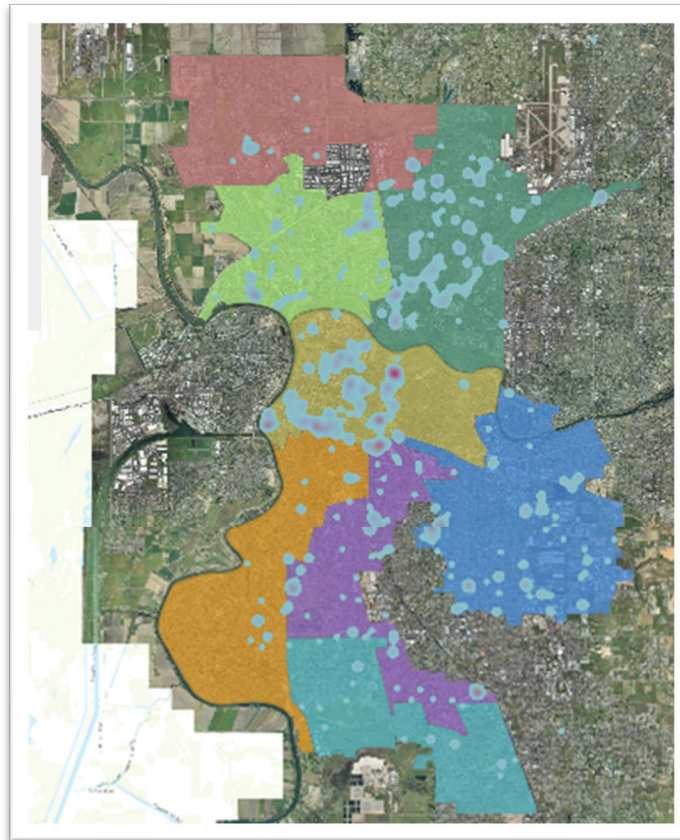
May 12, 2023 – May 19, 2023

## New Call Activity

Last week, the Department of Community Response received a total of 754 calls for service and closed 820 total calls. This resulted in a modest decrease to pending call load.

Service Type	May 12, 2023 - May 19, 2023			Total Calls Pending
	Calls Received	Calls Closed	Net Change	
Trash (Cubic Yards Removed)	278	293 (1019)	-15	66
500ft from school	5	11	-6	17
Blocking Sidewalk	113	97	16	295
Homeless Encampment Concern <sup>1</sup>	336	390	-54	498
Unhoused Self-Referral <sup>2</sup>	22	29	-7	176
<b>Total Calls<sup>3</sup></b>	<b>754</b>	<b>820</b>	<b>-66</b>	<b>1055<sup>4</sup></b>

## Heat Map – Concentration of New Calls Received



<sup>1</sup> Homeless Encampment Concern is the service type for all calls for service related to homelessness not specifically broken out in this report.

<sup>2</sup> Unhoused Self-Referral was an interim service type created for community members seeking services for themselves. It will likely be sun-setted as Coordinated Access becomes fully operational. Pending call load reflects this transition.

<sup>3</sup> Total calls city wide includes some calls that were not categorized by council district.

<sup>4</sup> Total Calls Pending may include discrepancies due to redirected calls. Additional info can be provided upon request.

Service Type	Calls Received	Calls Closed	Net Change
<b>District 1</b>			
Trash Removal (Cubic Yards Removed)	5	5 (19)	0
500ft from school	1	0	-1
Blocking Sidewalk	3	0	3
Homeless Encampment Concern	13	10	3
Unhoused Self-Referral	0	0	0
<b>Total Calls</b>	<b>22</b>	<b>15</b>	<b>7</b>
<b>District 2</b>			
Trash Removal (Cubic Yards Removed)	77	81 (487)	-4
500ft from school	0	1	-1
Blocking Sidewalk	23	22	1
Homeless Encampment Concern	62	132	-70
Unhoused Self-Referral	0	2	-2
<b>Total Calls</b>	<b>162</b>	<b>238</b>	<b>-76</b>
<b>District 3</b>			
Trash Removal (Cubic Yards Removed)	28	29 (78)	1
500ft from school	2	6	-4
Blocking Sidewalk	3	7	-4
Homeless Encampment Concern	34	51	-17
Unhoused Self-Referral	3	0	3
<b>-1Total Calls</b>	<b>70</b>	<b>91</b>	<b>-21</b>
<b>District 4</b>			
Trash Removal (Cubic Yards Removed)	82	86 (176)	-4
500ft from school	1	2	-1
Blocking Sidewalk	54	39	16
Homeless Encampment Concern	91	89	-2
Unhoused Self-Referral	2	0	2
<b>Total Calls</b>	<b>230</b>	<b>216</b>	<b>11</b>
<b>District 5</b>			
Trash Removal (Cubic Yards Removed)	37	40 (101)	3
500ft from school	0	1	2
Blocking Sidewalk	19	7	6
Homeless Encampment Concern	41	28	26
Unhoused Self-Referral	2	1	-5
<b>Total Calls</b>	<b>99</b>	<b>37</b>	<b>62</b>
<b>District 6</b>			
Trash Removal (Cubic Yards Removed)	30	32 (90)	-2
500ft from school	0	0	0
Blocking Sidewalk	4	7	-3
Homeless Encampment Concern	56	34	22
Unhoused Self-Referral	2	0	2
<b>Total Calls</b>	<b>92</b>	<b>73</b>	<b>19</b>
<b>District 7</b>			
Trash Removal	5	7 (35)	-2
500ft from school	0	1	-1
Blocking Sidewalk	4	7	-3
Homeless Encampment Concern	15	18	-3
Unhoused Self-Referral	0	0	0
<b>Total Calls</b>	<b>24</b>	<b>33</b>	<b>-9</b>
<b>District 8</b>			
Trash Removal	6	5 (17)	1
500ft from school	1	0	1
Blocking Sidewalk	2	0	2
Homeless Encampment Concern	13	18	-5
Unhoused Self-Referral	0	1	-1
<b>Total Calls</b>	<b>22</b>	<b>24</b>	<b>-2</b>

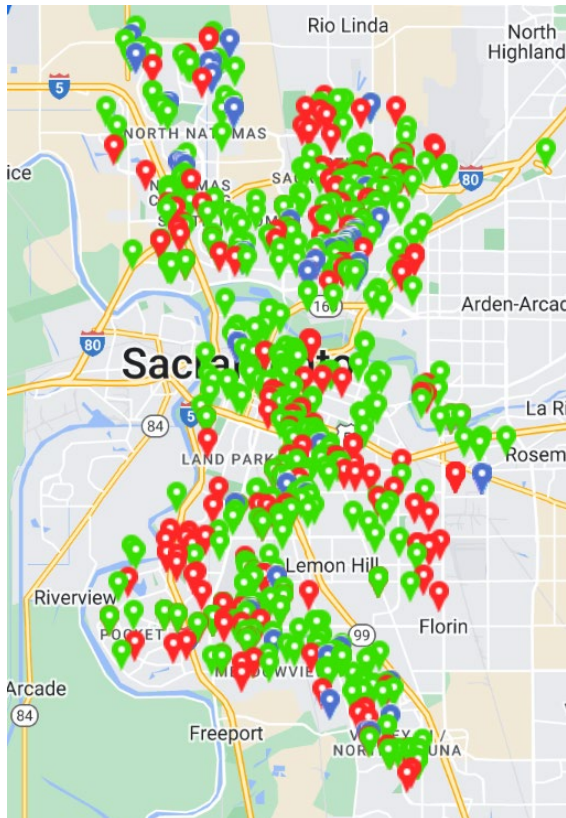
May 30, 2023




**VEHICLE ABATEMENT REPORT**

The following information pertains to complaints of vehicles on city streets between **May 15, 2023, to May 21, 2023.**

New Complaints Filed within the Period Provided Above:	584
Vehicles Tagged:	274
Recovered Stolen:	6
Vehicles Towed:	62
Hazards Removed Immediately	14

Map of Code Enforcement activities citywide generated for the Vehicle Abatement Program:



-  RE-INSPECTION
-  INITIAL INSPECTION
-  PRO-ACTIVE INSPECTION

# Office of Community Outreach | 311 Weekly Activity Report

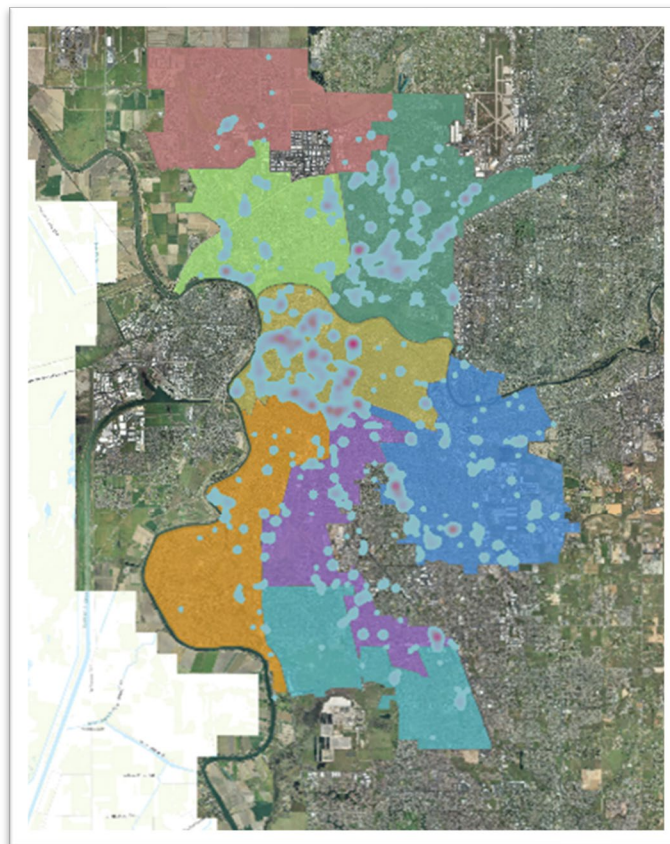
May 19, 2023 – May 26, 2023

## New Call Activity

Last week, the Department of Community Response received a total of 875 calls for service and closed 767 total calls. This resulted in a moderate increase to total pending call load.

Service Type	May 19, 2023 - May 26, 2023			Total Calls Pending
	Calls Received	Calls Closed	Net Change	
Trash	287	271	16	88
500ft from school	10	7	3	20
Blocking Sidewalk	130	95	35	332
Homeless Encampment Concern <sup>1</sup>	409	259	150	655
Unhoused Self-Referral <sup>2</sup>	39	135	-96	83
<b>Total Calls<sup>3</sup></b>	<b>875</b>	<b>767</b>	<b>108</b>	<b>1178<sup>4</sup></b>

## Heat Map – Concentration of New Calls Received



<sup>1</sup> Homeless Encampment Concern is the service type for all calls for service related to homelessness not specifically broken out in this report.

<sup>2</sup> Unhoused Self-Referral was an interim service type created for community members seeking services for themselves. It will likely be sun-setted as Coordinated Access becomes fully operational. Pending call load reflects this transition.

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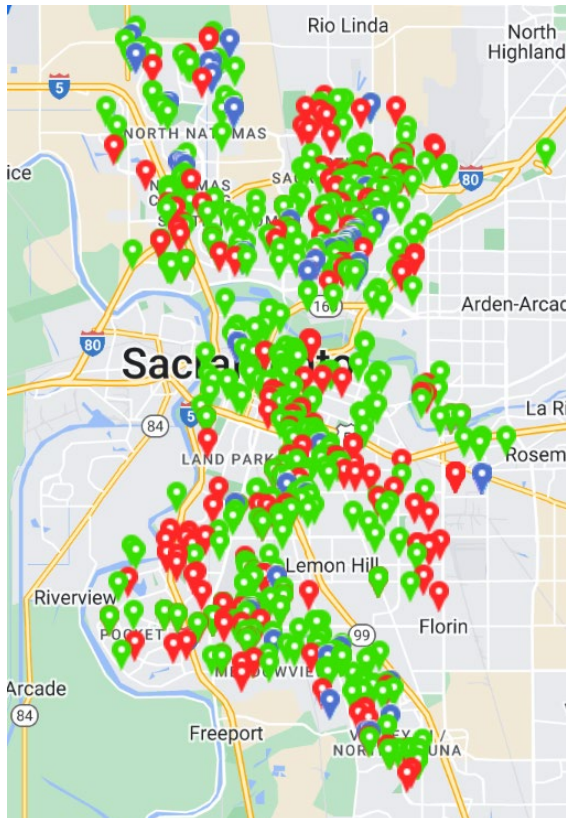
May 30, 2023

**VEHICLE ABATEMENT REPORT**

The following information pertains to complaints of vehicles on city streets between **May 22, 2023, to May 28, 2023.**

New Complaints Filed within the Period Provided Above:	456
Vehicles Tagged:	103
Recovered Stolen:	2
Vehicles Towed:	35
Hazards Removed Immediately	10

Map of Code Enforcement activities citywide generated for the Vehicle Abatement Program:



- 📍 RE-INSPECTION
- 📍 INITIAL INSPECTION
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**Service Summary  
[Service Based]**

**City of Sacramento and Sacramento County Collaborative - Partnership**

Date Range: 05/01/2023 thru 05/31/2023

<b>Animal Services for Pet Care</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Assist with veterinary care	0	0	0
Assisted with service animal documentation	0	0	0
Provide pet food/ supplies	2	2	2

<b>Behavioral Health</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Assessment	12	12	13
Clinical Case Management	0	0	0
LIST Assessment	0	0	0
Medi-Cal Screening	0	0	0
Peer Support	5	5	7
Provide NARCAN/Naloxone	1	1	1
Screening	1	1	1

<b>Behavioral Health: Referred to County MH Provider</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Client declined	1	1	1
Linked to provider	4	4	4
Not eligible	0	0	0
Provider determined ineligible	0	0	0
Referral pending	4	4	5

<b>Behavioral Health: Referred to SUPT/AOD Services</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Client declined	0	0	0
Linked to provider	0	0	0
Not eligible	0	0	0
Provider determined ineligible	0	0	0
Referral pending	0	0	0

<b>Case Management: Contact Initiated</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Client Missed In-Person Meeting	0	0	0
Email Conversation with Client	0	0	0
In Person Meeting with Client	4	4	4
Left Voicemail for Client	0	0	0
Phone Conversation with Client	0	0	0
Text Conversation with Client	0	0	0

**Service Summary  
[Service Based]**

**City of Sacramento and Sacramento County Collaborative - Partnership**

Date Range: 05/01/2023 thru 05/31/2023

<b>Case Management: Documentation Assistance</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Assist / Complete HUD Required Homelessness Documentation	0	0	0
Assist with Notary Services	0	0	0
Assist with obtaining Birth Certificate(s)	0	0	0
Assist with obtaining Identification (e.g, CA ID, Driver's License)	0	0	0
Assist with obtaining Income Verification	0	0	0
Assist with obtaining Military Service Record (DD-214)	0	0	0
Assist with obtaining Social Security Card(s)	0	0	0
Provided voucher for ID	7	7	7
Updated HMIS System with Documentation required for Housing Referrals	0	0	0

<b>Case Management: General</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Appointment Reminders	0	0	0
Coordinate Care with other Community Providers	7	7	7
General Case Management	54	54	76
Obtained Free Phone	0	0	0
Provided Clothing	0	0	0

<b>Case Management: General: Referral to Animal Services for Pet Care</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Client declined	0	0	0
Linked to provider	0	0	0
Not eligible	0	0	0
Provider determined ineligible	0	0	0
Referral pending	1	1	1

<b>Case Management: General: Referral to CalAIM Community Supports (CS)</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Client declined	0	0	0
Linked to provider	0	0	0
Not eligible	0	0	0
Provider determined ineligible	0	0	0
Referral pending	0	0	0

<b>Case Management: General: Referral to CalAIM Enhanced Care Management (ECM)</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Client declined	0	0	0
Linked to provider	3	3	3

**Service Summary  
[Service Based]**

**City of Sacramento and Sacramento County Collaborative - Partnership**

Date Range: 05/01/2023 thru 05/31/2023

<b>Case Management: General: Referral to CalAIM Enhanced Care Management (ECM)</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Not eligible	0	0	0
Provider determined ineligible	0	0	0
Referral pending	0	0	0

<b>Case Management: General: Referral to Community Resources</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Client declined	1	1	1
Linked to provider	16	16	16
Not eligible	0	0	0
Provider determined ineligible	0	0	0
Referral pending	9	9	10

<b>Case Management: General: Referral to Community Resources for Clothing</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Client declined	0	0	0
Linked to provider	0	0	0
Not eligible	0	0	0
Provider determined ineligible	0	0	0
Referral pending	0	0	0

<b>Case Management: General: Referral to free phone program</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Client declined	0	0	0
Linked to provider	1	1	1
Not eligible	0	0	0
Provider determined ineligible	0	0	0
Referral pending	0	0	0

<b>Case Management: Health Care Services</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Assist with obtaining Health Insurance	0	0	0
Assist with obtaining Prescribed Medications	0	0	0
Check Medi-Cal / Medicare Status	0	0	0
Connect to a Dental Care Provider	0	0	0
Connect to a Primary Health Care Provider	2	2	2
Connect to Home Health Nursing	0	0	0
Connect to Mental Health Services	5	5	5
Medical / Mental Health Appointment Reminders	0	0	0



**Service Summary  
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<b>Case Management: Health Care Services</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Support to Medical / Mental Health Appointment	1	1	1

<b>Case Management: Health Care Services: Referral to CORE Wellness Center</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Client declined	0	0	0
Linked to provider	1	1	1
Not eligible	0	0	0
Provider determined ineligible	0	0	0
Referral pending	0	0	0

<b>Case Management: Health Care Services: Referral to Grief Counseling</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Client declined	0	0	0
Linked to provider	0	0	0
Not eligible	0	0	0
Provider determined ineligible	0	0	0
Referral pending	1	1	1

<b>Case Management: Health Care Services: Referral to Support Groups</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Client declined	0	0	0
Linked to provider	1	1	1
Not eligible	0	0	0
Provider determined ineligible	0	0	0
Referral pending	0	0	0

<b>Case Management: Housing &amp; Homeless Prevention</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Housing Counseling	0	0	0
Housing Stabilization Planning	1	1	1

<b>Case Management: Income Benefits / Services</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Assist with Other Income Benefits	0	0	0
Assist with Social Security Benefits (SSA)	0	0	0
Assist with Social Security Disability Benefits (SSI/SSDI)	0	0	0
Assist with Unemployment Benefits	1	1	1
Connect to Rep Payee Services	0	0	0

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<b>Case Management: Income Benefits / Services: Referral to Income Support Services</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Client declined	0	0	0
Linked to provider	1	1	1
Not eligible	0	0	0
Provider determined ineligible	0	0	0
Referral pending	0	0	0

<b>Case Management: Public Benefits</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Assist with obtaining CalFresh	0	0	0
Assist with obtaining General Assistance (GA)	1	1	1

<b>Case Management: Special Accommodations</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Advocate to meet Special Accommodation Needs	0	0	0

<b>Case Management: VA Benefits</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Connect to Veteran Specific Programs	1	1	1
Education Assistance	0	0	0
Employment & Training Services	0	0	0
Healthcare Services	0	0	0
VA Vocational & Rehabilitation Counseling	0	0	0

<b>Client Engagement</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Engagement Attempt	2	2	2
Goal setting conversation	7	7	9
In person check in to build trust and rapport	5	5	10
Phone call check in to build trust and rapport	0	0	0

<b>Coordinated Access: Referral to 211 (Non-Shelter Services)</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Client declined	0	0	0
Linked to provider	0	0	0
Not eligible	0	0	0
Provider determined ineligible	0	0	0
Referral pending	0	0	0

<b>Coordinated Access: Referral to 211 (Shelter Services)</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
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**Service Summary  
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<b>Coordinated Access: Referral to 211 (Shelter Services)</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Client declined	0	0	0
Linked to provider	3	3	3
Not eligible	0	0	0
Provider determined ineligible	0	0	0
Referral pending	3	3	3

<b>Coordinated Access: Shelter Assessment (Outreach Staff)</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Client declined	0	0	0
Completed	7	7	7
Linked to provider	2	2	2
Not eligible	0	0	0
Provider declined	0	0	0

<b>Credit Repair</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Credit Counseling / Education	0	0	0

<b>Emergency Services</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Fire department	0	0	0
Medical / EMS	0	0	0
Police	0	0	0

<b>Employment: Referral to Community Employment Resources</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Client declined	0	0	0
Linked to provider	0	0	0
Not eligible	0	0	0
Provider determined ineligible	0	0	0
Referral pending	1	1	1

<b>Financial</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Paid Identification Fees	0	0	0
Paid Legal Document Fees	0	0	0
Paid Other Fees, Fines, or Expenses	0	0	0

<b>Food</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
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<b>Food</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Provide food	5	5	11

<b>Food Services: Referral to Community Resources for Food</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Client declined	0	0	0
Linked to provider	0	0	0
Not eligible	0	0	0
Provider determined ineligible	0	0	0
Referral pending	0	0	0

<b>Health and Hygiene</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Provide clothing / shoes	0	0	0
Provide hygiene kits	8	8	13
Provide survival gear	1	1	1

<b>HIV/Aids: Referral to HIV/AIDS Related Services</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Client declined	0	0	0
Linked to provider	0	0	0
Not eligible	0	0	0
Provider determined ineligible	0	0	0
Referral pending	0	0	0

<b>Hotel / Motel Vouchers</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Hotel / Motel Voucher for Adult Only Households	0	0	0
Hotel / Motel Voucher for Households with Minor Children	0	0	0

<b>Housing Search and Placement</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Complete / Submit Housing Application(s)	0	0	0
Denied/refused housing option by Client	0	0	0
Facilitated Board and Care Placement	0	0	0
Facilitated Family Re-Unification	0	0	0
Facilitated Placement with Family / Friend(s)	0	0	0
Housing for Adult Only Households	0	0	0
Linked to Housing Navigator	0	0	0
Other Housing Search and Placement Services	0	0	0

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<b>Housing Search and Placement</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Paid Housing Application Fee	0	0	0
Researched Housing Opportunities	0	0	0

<b>Housing Search and Placement: Referral to Emergency Shelter</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Client declined	1	1	1
Linked to provider	2	2	2
Not eligible	0	0	0
Provider determined ineligible	0	0	0
Referral pending	3	3	3

<b>Legal: Referral to Community Resources for Legal Advice and Services</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Client declined	0	0	0
Linked to provider	1	1	1
Not eligible	0	0	0
Provider determined ineligible	0	0	0
Referral pending	0	0	0

<b>Legal: Referred to Legal Services of Northern California</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Client declined	0	0	0
Linked to provider	0	0	0
Not eligible	0	0	0
Provider determined ineligible	0	0	0
Referral pending	0	0	0

<b>Life Skills</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Communication Skills	2	2	2
Emergency Preparedness	0	0	0
Health and hygiene conversation	0	0	0
Money Management and Budgeting	0	0	0

<b>Security Deposit</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Paid Security Deposit	0	0	0

<b>Transportation</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
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<b>Transportation</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Other Transportation (Uber, Lyft)	0	0	0
Paid for Vehicle Repair / Maintenance	0	0	0
Provided Bus Pass(es)	0	0	0
Staff Transported	2	2	2

<b>Utility Payment</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Paid Past Due Utilities	0	0	0