



# Town Hall Meeting on Homelessness

NAVIGATION CENTER & HOMELESSNESS RESPONSE PROTOCOLS

JANUARY 13, 2021

5:30 PM

# Welcome!

- INTRODUCTIONS
- OPERATING THE NAVIGATION CENTER
- MANAGING HOMELESSNESS IN HB TODAY
- ADDITIONAL HOMELESS RESPONSE PLANS
- COMMUNITY ENGAGEMENT – HOW YOU CAN HELP
- Q&A

# Introductions



# Operating HB's Navigation Center

MERCY HOUSE





# MERCY HOUSE

Mercy House is a non-profit organization with extensive experience managing shelters and providing vital services to aid our homeless communities.

Mercy House has been selected by the City of Huntington Beach to manage the new Navigation Center and support the homeless clients who temporarily shelter there.

# Navigation Center Operations

The Navigation Center opened its doors in December 2020 and is located at 17642 Beach Boulevard. The Navigation Center has the capacity to shelter up to 174 adults experiencing homelessness, and Mercy House staff provides access to vital services that will help them on the path towards stable housing.



174 Beds



3 Meals Per  
Day



Showers



Laundry



Housing  
Navigation



Mobile  
Medical Clinic



Veterinary  
Services

# Current Operations

- ▶ **The Navigation Center is a low-barrier shelter that serves up to 174 adults experiencing homelessness**
  - ▶ Navigation Center entrance / exit is off Beach Blvd. only
  - ▶ The Center has 24/7 security guards and cameras on site
  - ▶ Walk-ins are not permitted; registration must be coordinated with the Homeless Task Force
  - ▶ Clients are screened and must sign a user agreement to follow all rules
  - ▶ Clients entering or exiting the site must use the Center's free shuttle (no walk in/out)
  - ▶ Pets are allowed

# Current Operations

- ▶ Current enrollment includes:
  - ▶ 30 Single Men
  - ▶ 13 Single Women
  - ▶ 8 clients in the Couples Section
  - ▶ **Total of 51 clients on site**

# Client Registration Process

- ▶ Intakes are **by appointment only** through the City's Homeless Task Force
  - ▶ Walk-ins are not permitted
- ▶ Average intake time per person is 2 hours, and Mercy House can intake up to 6 people per day
- ▶ Intake includes a comprehensive process to ensure the health and safety of staff and clients:
  - ▶ COVID-19 Assessment
  - ▶ Intake forms
  - ▶ Shower, laundry, and bed bug mitigation
  - ▶ Meals and consulting with case managers for housing services

# COVID-19 Safety

- ▶ Mercy House implements COVID-19 safety protocols to protect the health of staff and clients:
  - ▶ Daily screenings for temperature and symptoms
  - ▶ Beds and other facilities socially distanced
  - ▶ Masks and hand sanitizer are provided
  - ▶ Regular testing made available
  - ▶ Establishment of an off site isolation room for any positive individuals
  - ▶ Masks required for staff and security guards

# Managing Homelessness in HB

HUNTINGTON BEACH POLICE DEPARTMENT

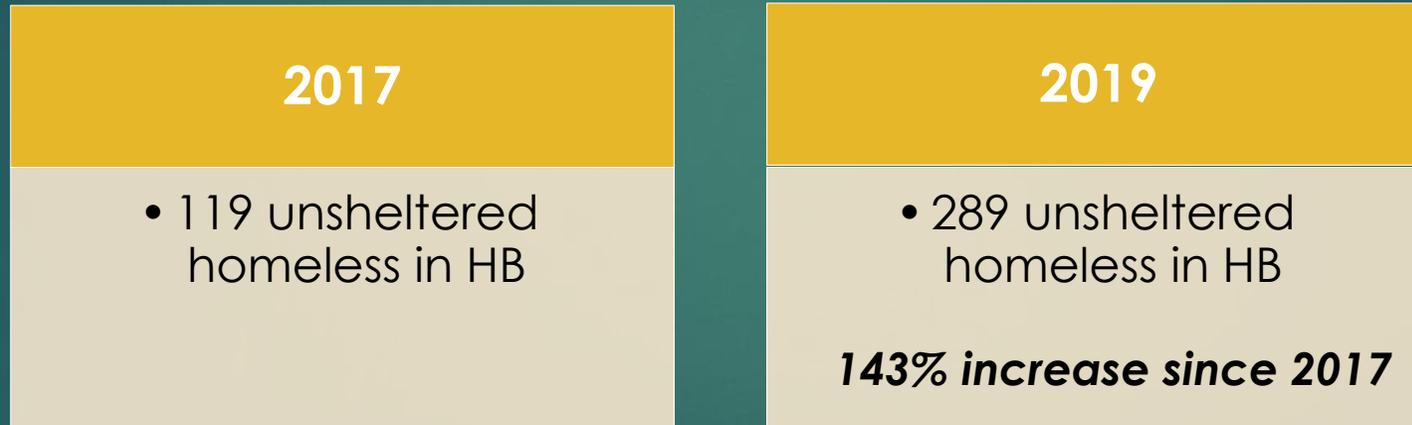


# Refining Our Approach Since 2013

- ▶ **October 2013** - The City identified 130-150 homeless persons.
- ▶ **2015 thru 2019** - City Council created the Homeless Task Force, a team of case workers and police officers to help the homeless access services. The City also developed partnerships with organizations like Coast-to-Coast to expand its outreach.
- ▶ **December 2017** - HB residents surveyed say homelessness should be a primary goal for the City to address.

# Homelessness In HB By The Numbers

- ▶ Official homeless numbers are developed through the bi-annual point-in-time count coordinated by Orange County



# Why Can't The City Do Something?

- ▶ Our primary goal here at the City is always to offer help and access to services for those experiencing homelessness
- ▶ However, when the homeless refuse help, the City has always intended to enforce our quality-of-life regulations
  - ▶ Anti-camping, anti-loitering, prohibitions on bike chop shops
- ▶ The 9<sup>th</sup> Circuit Court case, *Martin v. City of Boise*, has held that cities cannot enforce anti-camping and other quality of life rules without first making shelter beds available to the homeless
  - ▶ In Orange County, the accepted regulatory structure requires access to shelter beds numbering 60% of the jurisdiction's unsheltered homeless population



# Navigation Center Provides Us With A New Tool In HB

- ▶ Having the Navigation Center open in HB allows our community to begin reclaiming our public spaces



# Advance Outreach Work Needed Prior To Enforcement Activities

- ▶ Prior to taking any enforcement actions, the City's Homeless Task Force (HTF) engages in multiple proactive advanced outreach efforts
  - ▶ HTF Case Managers make regular contact with homeless individuals to offer assistance and support
  - ▶ HTF Homeless Liaison Officers are also engaged in the proactive pre-enforcement actions by documenting contacts with homeless individuals and utilizing body-worn cameras to capture footage of each engagement
- ▶ Multiple contacts are made and documented prior to any enforcement, and we always offer placement into the navigation center during those interactions



# Overview – January 8<sup>th</sup> Enforcement Operation

- ▶ On 1/8, the City's Homeless Task Force conducted an enforcement effort which involved 7 high-profile locations
  - ▶ Edison Park / Community Center
  - ▶ Linear Park (PCH / Warner)
  - ▶ Travelodge (17205 PCH)
  - ▶ Huntington Harbor Yacht Club
  - ▶ Subway (3801 Warner)
  - ▶ SCE Facility (Warner & B Street)
  - ▶ Greer Park (6900 McFadden)



# Overview – January 8<sup>th</sup> Enforcement Operation



# Future Enforcement Actions

- ▶ City will be coordinating regular and consistent enforcement actions
- ▶ Focus will be on maintaining access to public spaces, and will include the following locations
  - ▶ City Beach, Pier Plaza, PCH & 9th St., 7th & PCH, Downtown Areas
  - ▶ Harriett Weider Park in conjunction with OCSD and OC Parks
  - ▶ Parking Structure at 200 Main Street
  - ▶ Murdy Park, Greer Park, Carr Park
  - ▶ Beach Blvd. and Heil/Edinger/Center/etc.
  - ▶ Newland Barn and Bartlett Park

# What To Do If You See An Issue Related to Homelessness

- ▶ To request assistance on behalf of person(s) experiencing homelessness or to report an encampment, etc.
  - ▶ Contact the Homeless Task Force
    - ▶ [phtf-casemanagers@hbpd.org](mailto:phtf-casemanagers@hbpd.org)
    - ▶ (714) 536-5570
- ▶ To report a non-emergency crime or incident in progress (trespassing, loitering, vandalism, etc.)
  - ▶ HB Police Complaint Line
    - ▶ (714) 960-8825



# Realistic Expectations – We Won't End Homelessness In HB Tomorrow

- ▶ The Navigation Center provides us with a crucial and critical tool in responding to homeless related issues in HB
- ▶ But... the Navigation Center by itself won't enable the City to end homelessness
  - ▶ We will be able to provide help and shelter for those looking for support
  - ▶ We will be able to start reclaiming our public spaces
  - ▶ We will be able to begin improving the homeless situation in HB
- ▶ Homelessness is a complicated issue, and while the Navigation Center is a critical component of our response, there's more that we need to do

# Additional Homeless Response Plans

CITY OF HUNTINGTON BEACH



# Elements of an Effective Homelessness Response

- ▶ Responding to homeless issues day-to-day is important, but we must also deploy strategies to effectively address the root causes of homelessness
  - ▶ Mental health
  - ▶ Addiction
  - ▶ Housing
- ▶ We have resources to address these contributing factors, but those resources are not currently being deployed efficiently

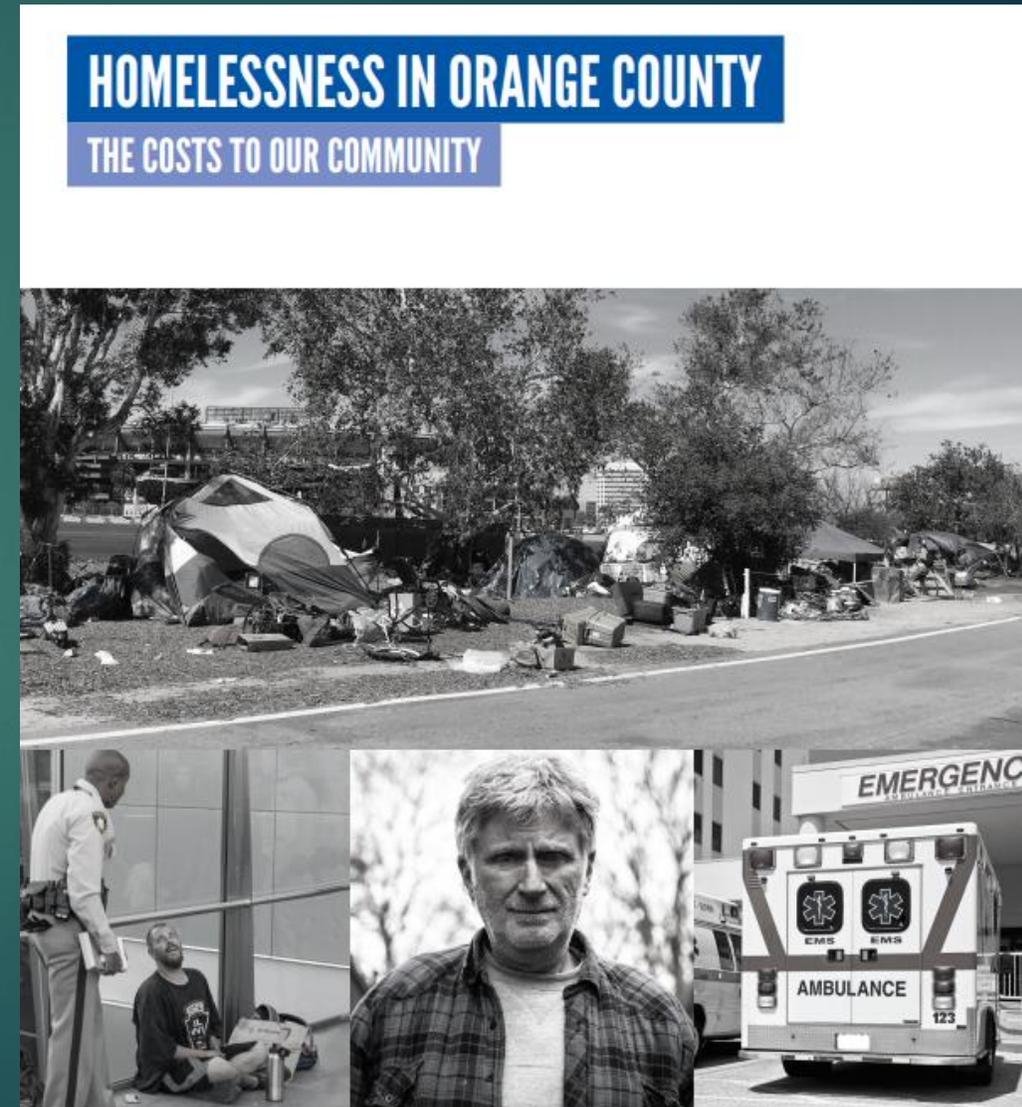


# Statistics Regarding Mental Health & Homeless Response Resources

- ▶ The Huntington Beach Fire Department makes more than 1,000 transports each year taking homeless individuals to the emergency room
- ▶ Around 13% of all calls for service to the Huntington Beach Police Department are related to mental health or homeless related issues
  - ▶ ~2,500 calls for service each year related to mental health issues
  - ▶ ~14,000 calls for service each year related to homeless issues
- ▶ Across all of Orange County each year, there are more than 50,000 admits to the emergency room for mental health issues

# How Much Does All This Cost?

- ▶ The United Way, UC Irvine, and Jamboree housing conducted a landmark study in 2017 entitled, “*Homelessness in Orange County: The Costs to our Community*”
- ▶ In 2014/15, health care, housing, and criminal justice system costs for homelessness response totaled ~\$121 M
- ▶ The average annual cost per homeless person was ~\$45,000
  - ▶ If the most costly 10% of health / medical service users were dropped from the study, the average annual cost per person would drop to ~\$10,000



# So... What Does This All Mean?

- ▶ We need to continue doing what works to respond to the day-to-day homeless issues we see in the community...
- ▶ ...and in addition... we need to work to develop new mental health and addiction response strategies...
- ▶ ...all the while... working to increase our supply of available housing stock.

# Be Well, Orange County



The logo for the Be Well Ecosystem is a circular emblem. It features a central white circle with the text "Be Well Ecosystem" in blue. Surrounding this center is a ring of 24 colorful segments, each containing a white icon representing a different aspect of well-being, such as a house, a gear, a leaf, a person, and a checkmark. The segments are arranged in a circular pattern with colors transitioning from blue to orange to green.

**BE WELL OC OVERVIEW**

## The Solution

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Be Well OC brings together a robust, community-based, cross-sector strategy—public, private, academic, faith and others—to create a community-wide, coordinated ecosystem to support optimal mental health.

# A World Class Model For Mental Health & Addiction Treatment

BE WELL OC OVERVIEW

## Regional Wellness Campus

Let's build a beacon.

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And illuminate a hopeful path forward for Orange County, together.

265 Anita Drive, developed in public-private partnership, sets the cornerstone in building a world-class system of mental healthcare and a new reality for this community:

**In Orange County, everyone that needs care gets care.**



### Be Well Orange Campus Services

Crisis Stabilization  
Services

(16 Adults and 8 Adolescents)

Sobering / Recovery  
Station

(12 Adults)

Residential Substance  
Use Treatment Services

(15 Adults)

Withdrawal  
Management Services

(12 Adults)

Crisis Residential  
Services

(15 Adults)

Co-Occurring  
Residential Services for  
Mental Health and  
Substance Use  
Disorder

(15 Adults)

# Mobile Crisis Response In HB

- ▶ The Regional Wellness Campuses being developed by Be Well OC will help to reduce pressure on our emergency rooms and first responders
- ▶ However, given the need for addiction and mental health resources in Orange County, the Regional Wellness Campuses won't be enough
- ▶ Mobile Crisis Response teams are also part of the ecosystem design
  - ▶ Under this model, an intervention team helps address non-criminal crises, including homelessness, intoxication, disorientation, substance abuse, mental illness, dispute resolution, non-emergency medical care, and first aid

# CAHOOTS Program As A Model

- ▶ CAHOOTS Program started in Eugene, Oregon in 1989
  - ▶ The model deploys a mobile social service response team for mental health, homeless, or addiction related calls for service
- ▶ Rather than deploying police or fire department personnel, the city dispatches a 2-member team comprised of a crisis counselor and an EMT to intervene in non-criminal and non-emergency situations



# Develop More Permanent Supportive Housing

- ▶ The City needs to take an active approach to developing additional affordable housing units in the community
  - ▶ 43-unit project being developed by Jamboree Housing @ Beach / Main
- ▶ Updates are being pursued to the City's existing inclusionary housing ordinance to provide funding for future developments

**Daily Pilot**

NEWS

H.B. council approves \$3-million loan to nonprofit housing developer



43 affordable units for seniors planned

The Huntington Beach City Council approved a \$3-million loan agreement with nonprofit housing developer Jamboree Housing Corp. to buy property at 18431 Beach Blvd. for a prospective permanent supportive housing development for low- and extremely low-income senior citizens. (Daily Pilot)

LATEST NEWS >

A daily commute from Tijuana to Newport Beach didn't stop this teacher. A car accident won't either  
Dec. 2, 2020

Daily Pilot e-Newspaper: Wednesday, Dec. 2, 2020  
Dec. 1, 2020

California's move toward regular COVID-19 testing for healthcare workers a relief to those on front lines  
Dec. 1, 2020

Huntington Beach-based Surfline announces \$30-million investment, new CEO  
Dec. 1, 2020

# Community Engagement – Donating To & Volunteering At The Navigation Center

MERCY HOUSE

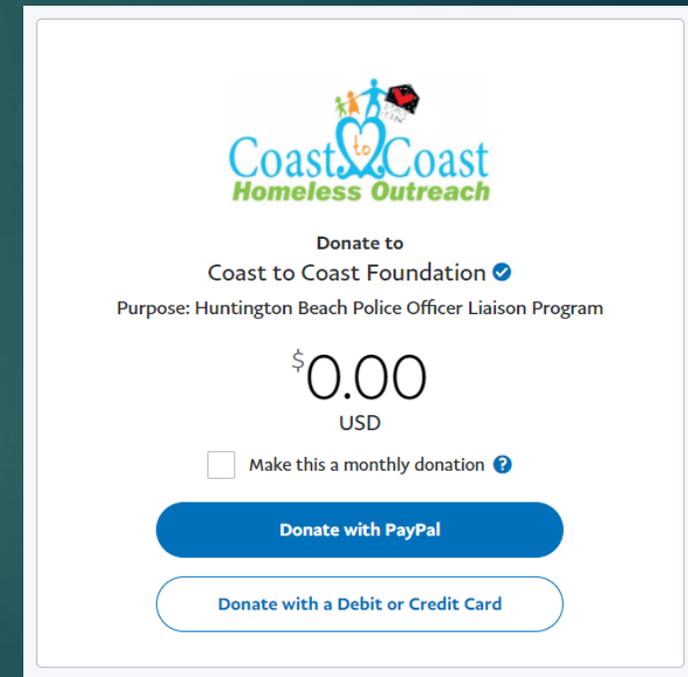


# Overwhelmed By HBs Generosity!

- ▶ Since the opening of the Navigation Center, the City has been overwhelmed by the generosity and support from the community!
- ▶ With Mercy House operating the facility, there are certain protocols related to donations and volunteering at the HB Navigation Center that we wanted to review with our community
- ▶ In addition, the City is also accepting donations to implement enhancements at the Navigation Center

# Donating To The City's Homeless Task Force

- ▶ In order to provide an enhanced environment at the Navigation Center for the guests staying at our facility, the City's Homeless Task Force is looking for monetary and or in-kind donations to establish:
  - ▶ Enhanced landscaping, outdoor furniture, computers, computer work stations, bookshelves, recreational games / items, etc.
- ▶ To help in this manner, please contact:
  - ▶ Kristy Conway, [kconway@hbpd.org](mailto:kconway@hbpd.org)
  - ▶ <http://www.coasttocoastfoundation.org/huntington-beach-homeless-liaison-officer-program.html>



The image shows a screenshot of a donation form. At the top is the logo for "Coast to Coast Homeless Outreach", which features a heart shape with two figures inside. Below the logo, the text reads "Donate to Coast to Coast Foundation" with a checkmark icon. Underneath, it says "Purpose: Huntington Beach Police Officer Liaison Program". The amount field shows "\$0.00 USD". There is a checkbox for "Make this a monthly donation" with a question mark icon. At the bottom, there are two buttons: "Donate with PayPal" and "Donate with a Debit or Credit Card".

# To Donate Daily Basic Goods, Work Through Mercy House

- ▶ To donate, please coordinate with Lauren McGunigale at Mercy House
  - ▶ [laurenm@mercyhouse.net](mailto:laurenm@mercyhouse.net)
  - ▶ Please do not drop off items unattended
- ▶ Mercy House is able to accept:
  - ▶ Hygiene items
  - ▶ Gently-used adult clothing
  - ▶ Meal donations – meals must be prepared in a commercial kitchen or fully prepackaged
  - ▶ Misc. Donations – books, puzzles, games, art supplies, other activities
- ▶ For monetary donations to Mercy House, mail checks to:
  - ▶ Mercy House Donations, PO Box 1095, Santa Ana, CA 92702
  - ▶ Be sure to write “HB Navigation Center” in the memo line!
- ▶ Donations can also be made online [www.mercyhouse.net/donate](http://www.mercyhouse.net/donate)
- ▶ To donate to a specific project or need, contact Mrs. Lauren McGunigale
  - ▶ [laurenm@mercyhouse.net](mailto:laurenm@mercyhouse.net)

# Volunteering At The Navigation Center

- ▶ Mercy House will be accepting volunteers at the HB Navigation Center in early 2021
- ▶ To volunteer, fill out an application here:
  - ▶ [www.mercyhouse.net/volunteer](http://www.mercyhouse.net/volunteer)
- ▶ Applicants must also complete a background check



# Questions & Answers

*Please submit any questions in the YouTube or Facebook Live comment box.*

FOR MORE INFORMATION, PLEASE VISIT:

[WWW.HBHOMELESSSOLUTIONS.COM](http://WWW.HBHOMELESSSOLUTIONS.COM)

