



# CITY OF ARCADIA

## CASE MANAGEMENT & HOUSING NAVIGATION SERVICES

### CUMULATIVE REPORT

Service Provider:

L.A. CADA

Month and Year:

July 2024 - June 2025

#### Case Management and Housing Navigation Services in Arcadia

The City of Arcadia contracts with Los Angeles Centers for Drug and Alcohol Abuse (LACADA) for homeless case management, housing navigation, Prevention & Diversion Program allocation, and Emergency Services distribution. Through this contract, Arcadia has three dedicated, full-time Case Managers/Housing Navigators who work in teams of two Monday-Sunday, seven days a week. These individuals perform and offer street outreach, mental health support, substance abuse services, benefit services, essential resource distribution, rental assistance, application fees, security deposits, reunification services, housing placement, and more.

Below is a cumulative report of their efforts for the date range listed above. For highlight narratives on individual success and progress, please refer to the monthly reports.

If you or someone you know in Arcadia is experiencing homelessness or is at risk of becoming homeless, please call [562.844.1484](tel:562.844.1484) or email [arcadia@lacada.com](mailto:arcadia@lacada.com). Case Managers/Housing Navigators will respond to requests and questions as soon as possible.

*\*Please note the the information below is a report of Arcadia's Case Management and Housing Navigation home team and is only a portion of services offered to persons experiencing homelessness in Arcadia. Arcadia is also served by regional teams from Los Angeles Homeless Services Authority (LAHSA) and Union Station Homeless Services (USHS).*

Hours of Street Outreach	Count
Total Hours	3,550
Hours of Office Work	Count
Total Hours	1,416
Engagements	Count
First time encounters	328
Follow ups	2,478
Total engagements (first time encounters + follow ups)	2,806

Categories Assisted	Count
Seniors	185
Veterans	14
Disabled	70
Families with Minors	33
Transition Aged Youth (18-24)	17
Persons Assisted	Count
Total unique persons	317

Assessed via CES survey (includes VI-SPDAT & CESTTRR)	Count
Individuals	33
Youth	0
Families	1
Veterans	0
62+ years old	6
Total unique persons*	40

Previously assessed via CES Survey	Count
Total unique persons	454

Established housing plans	Count
Total established housing plans	800

Distributed items or goods	Count
Water or food	505
Personal items	486
Clothing	34
Gift cards	162
Bargain Box Vouchers	0
Total distributions	1187

Column total may not equal the sum due to persons qualifying under more than one category. i.e. a veteran individual over the age of 62

Connected to or received supportive services	Count
Legal services	3
Benefits services	131
Medical services	163
Mental Health services	62
Substance Use services	42
Employment services	14
Veteran services	2
Transportation services	257
Care Coordination services	4,536
Total services provided	5,210

Received Prevention & Diversion (P&D), Emergency, SGVCOG funds	Count
P&D: Total allocations	0
P&D: Total funds allocated	\$0
Emergency: Total allocations	34
Emergency: Total funds allocated	\$10,090.61
SGVCOG: Total allocations	55
SGVCOG: Total funds allocated	\$58,667.73

Placed into housing	Count
Interim housing (Crisis, Bridge, Transitional, etc)	135
Permanent housing (Rapid Re-housing, family reunification, etc)	18
Total persons housed	153

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# CITY OF ARCADIA

## CASE MANAGEMENT & HOUSING NAVIGATION SERVICES

### MONTHLY REPORT

Service Provider:

L.A. CADA

Month and Year:

July 2024

#### Highlight Narrative #1

Select a success story that highlights how case management and housing navigation services assisted an individual. *Please do not include names, instead use general terms such as individual or person(s) experiencing homelessness.*

The team encountered an individual sleeping in Arcadia Park and was able to get him into SHARE Retreat. Team purchased him new clothes from Target using gift cards and scheduled to take him to social security the following day to get verification of his SSI benefits. Once verified, the team called David's Interim Housing, a permanent housing facility where individuals rent a bed and are provided food. The team submitted a request to utilize SGVCOG Housing Solutions Fund to pay for the end of July and the month of August. Once approved, the team spoke to David's Interim Housing and transported the individual to the location. The individual is still there and doing well.

#### Highlight Narrative #2

Select a success story that highlights how case management and housing navigation services assisted an individual. *Please do not include names, instead use general terms such as individual or person(s) experiencing homelessness.*

An individual living in their car called the team asking for help to find a shelter for themselves and their cat. The team placed an interim housing referral through HMIS and advised the individual to get the paperwork for the cat's vaccines. The team also provided her with the location of the DHS mobile clinic and reached out to staff prior to her coming so she could obtain an Emotional Support Animal letter for housing. The individual was able to obtain a bed at US Vets of Long Beach and the team escorted the individual to the location. Once there, the team met with on-site case management and provided a warm hand off. The individual is very grateful to the City for offering case management to get their life back on track.

Hours of Street Outreach	Count
Total Hours	380

Hours of Office Work	Count
Total Hours	148

Engagements	Count
First time encounters	42
Follow ups	241
Total engagements (first time encounters + follow ups)	283

Assessed via CES survey (includes VI-SPDAT & CESTTRR)	Count
Individuals	3
Youth	0
Families	0
Veterans	0
62+ years old	0
Total unique persons*	3

Previously assessed via CES Survey	Count
Total unique persons	41

Established housing plans	Count
Total established housing plans	69

Distributed items or goods	Count
Water or food	51
Personal items	18
Clothing	3
Gift cards	9
Bargain Box Vouchers	0
Total distributions	81

Connected to or received supportive services	Count
Legal services	0
Benefits services	26
Medical services	9
Mental Health services	10
Substance Use services	4
Employment services	2
Veteran services	0
Transportation services	39
Care Coordination services	367
Total services provided	457

Received Prevention & Diversion (P&D), Emergency, SGVCOG funds	Count
P&D: Total allocations	0
P&D: Total funds allocated	\$0
Emergency: Total allocations	1
Emergency: Total funds allocated	\$31.50
SGVCOG: Total allocations	6
SGVCOG: Total funds allocated	\$1,493.36

Placed into housing	Count
Interim housing (Crisis, Bridge, Transitional, etc)	17
Permanent housing (Rapid Re-housing, family reunification, etc)	1
Total persons housed	18

\*Column total may not equal the sum due to persons qualifying under more than one category. i.e. a veteran individual over the age of 62



# CITY OF ARCADIA

## CASE MANAGEMENT & HOUSING NAVIGATION SERVICES

### MONTHLY REPORT

Service Provider:  
L.A. CADA

Month and Year:  
August 2024

#### Highlight Narrative #1

Select a success story that highlights how case management and housing navigation services assisted an individual. *Please do not include names, instead use general terms such as individual or person(s) experiencing homelessness.*

The team received a call from an individual experiencing homelessness in Arcadia. The team called Soul Housing and obtained a bed there as a temporary place to stay while waiting for the interim housing referral that was placed through HMIS to be matched to Foley House. A week later, the individual was matched to Foley House and the team picked up the client from Soul Housing and transported her to Foley House. The team assisted with intake and provided a warm hand off to the services team onsite. The team has called and followed up with the individual, and she is still enrolled in the interim housing program.

#### Highlight Narrative #2

Select a success story that highlights how case management and housing navigation services assisted an individual. *Please do not include names, instead use general terms such as individual or person(s) experiencing homelessness.*

An individual who was living in a car with a friend and his two dogs reached out to the team because he wanted to move back with his sister in North Carolina and heard we might be able to help with family reunification. The team contacted the sister and confirmed he was able to stay with her. The team utilized flex funding from the SGVCOG to purchase plane tickets for him and the dogs, a backpack, and dog carriers for the flight. The night before the flight, the team placed the individual in a motel room so he could be easily located the next day. In the morning, the team transported the client to the airport, helped him check in, and provided assistance with a wheelchair since he could not walk long distances. The day following the flight, the team called to make sure he got to his destination safely. The individual expressed his gratitude for the team's support. The team has followed up and he is still living with his sister but wants to start looking for his own place.

Hours of Street Outreach	Count
Total Hours	372

Hours of Office Work	Count
Total Hours	156

Engagements	Count
First time encounters	31
Follow ups	236
Total engagements (first time encounters + follow ups)	267

Assessed via CES survey (includes VI-SPDAT & CESTTRR)	Count
Individuals	1
Youth	0
Families	0
Veterans	0
62+ years old	0
Total unique persons*	1

Previously assessed via CES Survey	Count
Total unique persons	41

Established housing plans	Count
Total established housing plans	67

Distributed items or goods	Count
Water or food	38
Personal items	18
Clothing	2
Gift cards	5
Bargain Box Vouchers	0
Total distributions	63

Connected to or received supportive services	Count
Legal services	0
Benefits services	17
Medical services	12
Mental Health services	3
Substance Use services	4
Employment services	0
Veteran services	0
Transportation services	38
Care Coordination services	508
Total services provided	582

Received Prevention & Diversion (P&D), Emergency, SGVCOG funds	Count
P&D: Total allocations	0
P&D: Total funds allocated	0
Emergency: Total allocations	5
Emergency: Total funds allocated	\$4,921.98
SGVCOG: Total allocations	7
SGVCOG: Total funds allocated	\$6,657.44

Placed into housing	Count
Interim housing (Crisis, Bridge, Transitional, etc)	13
Permanent housing (Rapid Re-housing, family reunification, etc)	1
Total persons housed	14

\*Column total may not equal the sum due to persons qualifying under more than one category. i.e. a veteran individual over the age of 62



# CITY OF ARCADIA

## CASE MANAGEMENT & HOUSING NAVIGATION SERVICES

### MONTHLY REPORT

Service Provider:

L.A. CADA

Month and Year:

September 2024

#### Highlight Narrative #1

Select a success story that highlights how case management and housing navigation services assisted an individual. *Please do not include names, instead use general terms such as individual or person(s) experiencing homelessness.*

The team received a call from Arcadia PD about a family of seven whose vehicle had broken down in Arcadia. The family had been living in the car, which had been ransacked and vandalized. With 109 degree weather, the family was placed in a motel for their safety. During this time, the team worked on finding emergency shelter, repaired the car, and got the vehicle registration and insurance up to date using grant funding. The team also obtained identification cards, birth certificates, and social security cards to get the family document-ready. After several failed attempts, the team found an apartment for rent that would accept their Time Limited Subsidy (TLS) program. Finally after 6 weeks, the team moved the family into their new apartment where they are now permanently housed.

#### Highlight Narrative #2

Select a success story that highlights how case management and housing navigation services assisted an individual. *Please do not include names, instead use general terms such as individual or person(s) experiencing homelessness.*

The team received a call about a newborn and a Transition Aged Youth (TAY) mother who were in an abusive housing situation. They were renting a room from a woman who would not allow the mother to use the restroom because the mother wouldn't let the woman hold her 1-week-old baby, forcing the mother to use a bucket instead. With the help of an old friend, EMAUS, and Pacific Clinics, the mother removed from the house and temporarily placed in a motel. The L.A.CADA team submitted many referrals to programs that help single mothers, but the majority had waiting lists months long. After several days of failed attempts, the team finally found a permanent housing program that had a bed available. The team transported the family and provided groceries to sustain them until their SSI check came in. The team provided a warm hand-off to staff on-site and checked up on her later that day. The mother stated she was very grateful to have a safe place that will help her get her life back.

Hours of Street Outreach	Count
Total Hours	358

Hours of Office Work	Count
Total Hours	138

Engagements	Count
First time encounters	44
Follow ups	272
Total engagements (first time encounters + follow ups)	316

Assessed via CES survey (includes VI-SPDAT & CESTTRR)	Count
Individuals	6
Youth	0
Families	0
Veterans	0
62+ years old	1
Total unique persons*	7

Previously assessed via CES Survey	Count
Total unique persons	46

Established housing plans	Count
Total established housing plans	94

Distributed items or goods	Count
Water or food	99
Personal items	133
Clothing	0
Gift cards	55
Bargain Box Vouchers	0
Total distributions	287

Connected to or received supportive services	Count
Legal services	0
Benefits services	6
Medical services	12
Mental Health services	5
Substance Use services	0
Employment services	0
Veteran services	0
Transportation services	33
Care Coordination services	477
Total services provided	533

Received Prevention & Diversion (P&D), Emergency, SGVCOG funds	Count
P&D: Total allocations	0
P&D: Total funds allocated	0
Emergency: Total allocations	1
Emergency: Total funds allocated	\$173.54
SGVCOG: Total allocations	3
SGVCOG: Total funds allocated	\$3,729.93

Placed into housing	Count
Interim housing (Crisis, Bridge, Transitional, etc)	14
Permanent housing (Rapid Re-housing, family reunification, etc)	3
Total persons housed	17

\*Column total may not equal the sum due to persons qualifying under more than one category. i.e. a veteran individual over the age of 62



# CITY OF ARCADIA

## CASE MANAGEMENT & HOUSING NAVIGATION SERVICES

### MONTHLY REPORT

Service Provider:

L.A. CADA

Month and Year:

October 2024

#### Highlight Narrative

Select a success story that highlights how case management and housing navigation services assisted an individual. *Please do not include names, instead use general terms such as individual or person(s) experiencing homelessness.*

Since February 2024, our team has worked closely with a family of three who has been experiencing homeless for over five years, living in and out of motels and surviving on CalWORKs and panhandling. The family consists of a wheelchair-bound mother, a disabled son, and a father. We assisted the father in becoming an In-Home Supportive Services (IHSS) caregiver for his wife, which provided an additional source of income. Additionally, the father began receiving SSI retirement benefits. Recognizing the mother's extensive medical needs, the team helped her apply for SSI/SSDI, a critical step toward ensuring long-term support. We enrolled the family in the Time-Limited Subsidy (TLS) program and located an apartment with the help of Union Station. On October 28, the family moved into their new apartment, furnished with SGVCOG funding. A deposit was required to open an LADWP utility account and Emergency Funds were utilized to cover this expense. This success story reflects the dedication, compassion, and persistence of the team, who overcame numerous challenges to help this family secure the stability they had sought for so long.

Hours of Street Outreach	Count
Total Hours	366

Hours of Office Work	Count
Total Hours	122

Engagements	Count
First time encounters	47
Follow ups	239
Total engagements (first time encounters + follow ups)	286

Categories Assisted	Count
Seniors	36
Veterans	2
Disabled	9
Families with Minors	11
Transition Aged Youth (18-24)	1

Persons Assisted	Count
Total unique persons	59

Assessed via CES survey (includes VI-SPDAT & CESTTRR)	Count
Individuals	1
Youth	0
Families	0
Veterans	0
62+ years old	1
Total unique persons*	2

Previously assessed via CES Survey	Count
Total unique persons	60

Established housing plans	Count
Total established housing plans	97

Distributed items or goods	Count
Water or food	89
Personal items	109
Clothing	1
Gift cards	40
Bargain Box Vouchers	0
Total distributions	239

Connected to or received supportive services	Count
Legal services	0
Benefits services	4
Medical services	9
Mental Health services	10
Substance Use services	1
Employment services	1
Veteran services	0
Transportation services	18
Care Coordination services	378
Total services provided	421

Received Prevention & Diversion (P&D), Emergency, SGVCOG funds	Count
P&D: Total allocations	0
P&D: Total funds allocated	0
Emergency: Total allocations	4
Emergency: Total funds allocated	\$1,097.94
SGVCOG: Total allocations	9
SGVCOG: Total funds allocated	\$4,991.19

Placed into housing	Count
Interim housing (Crisis, Bridge, Transitional, etc)	15
Permanent housing (Rapid Re-housing, family reunification, etc)	5
Total persons housed	20

\*Column total may not equal the sum due to persons qualifying under more than one category. i.e. a veteran individual over the age of 62



# CITY OF ARCADIA

## CASE MANAGEMENT & HOUSING NAVIGATION SERVICES

### MONTHLY REPORT

Service Provider:

L.A. CADA

Month and Year:

November 2024

#### Highlight Narrative

Select a success story that highlights how case management and housing navigation services assisted an individual. *Please do not include names, instead use general terms such as individual or person(s) experiencing homelessness.*

In May, our team encountered a client facing a significant housing crisis. He had recently been evicted from his Section 8 housing unit, which initially raised concerns about his ability to retain his voucher. Upon investigation, we learned that the Los Angeles County Development Authority (LACDA) had determined the eviction was not his fault, allowing him to keep his voucher. His low credit score, eviction history, and criminal record made landlords hesitant to approve him. For 6 months, we engaged in intensive case management, tirelessly searching for landlords willing to accept the voucher and advocating for his right to stable housing. Finally, after countless attempts, we secured a new unit for him. To ensure he could make a fresh start, we used SVGCOG funding to help furnish his new home, providing essential items to make the space comfortable and functional. Additionally, the client was required to show proof of rental insurance—a cost he couldn't afford upfront. We secured funding to cover the client's rental insurance for an entire year, ensuring there were no delays in the lease signing. Today, the client has a stable place to call home and a renewed sense of hope for the future.

Hours of Street Outreach	Count
Total Hours	328

Hours of Office Work	Count
Total Hours	152

Engagements	Count
First time encounters	29
Follow ups	210
Total engagements (first time encounters + follow ups)	239

Categories Assisted	Count
Seniors	29
Veterans	4
Disabled	2
Families with Minors	5
Transition Aged Youth (18-24)	2

Persons Assisted	Count
Total unique persons	42

Assessed via CES survey (includes VI-SPDAT & CESTTRR)	Count
Individuals	0
Youth	0
Families	0
Veterans	0
62+ years old	0
Total unique persons*	0

Previously assessed via CES Survey	Count
Total unique persons	51

Established housing plans	Count
Total established housing plans	83

Distributed items or goods	Count
Water or food	15
Personal items	48
Clothing	1
Gift cards	15
Bargain Box Vouchers	0
Total distributions	79

Connected to or received supportive services	Count
Legal services	0
Benefits services	7
Medical services	14
Mental Health services	2
Substance Use services	0
Employment services	0
Veteran services	0
Transportation services	13
Care Coordination services	358
Total services provided	394

Received Prevention & Diversion (P&D), Emergency, SGVCOG funds	Count
P&D: Total allocations	0
P&D: Total funds allocated	0
Emergency: Total allocations	1
Emergency: Total funds allocated	\$85.38
SGVCOG: Total allocations	7
SGVCOG: Total funds allocated	\$1880.75

Placed into housing	Count
Interim housing (Crisis, Bridge, Transitional, etc)	14
Permanent housing (Rapid Re-housing, family reunification, etc)	1
Total persons housed	15

\*Column total may not equal the sum due to persons qualifying under more than one category. i.e. a veteran individual over the age of 62



# CITY OF ARCADIA

## CASE MANAGEMENT & HOUSING NAVIGATION SERVICES

### MONTHLY REPORT

Service Provider:

L.A. CADA

Month and Year:

December 2024

#### Highlight Narrative

Select a success story that highlights how case management and housing navigation services assisted an individual. *Please do not include names, instead use general terms such as individual or person(s) experiencing homelessness.*

For the past two years, the team has worked tirelessly to assist an individual who has repeatedly been in and out of shelters. Recently, a turning point emerged and he finally accepted supportive help. The team connected him with the DHS mobile clinic, ensuring he received much-needed medical attention. From there, the team secured a spot for him at the Hondo Healing Center, a recuperative care facility, where he has access to comprehensive support, including assistance with income growth and permanent housing placement. The team also used SGVCOG funding to renew his permanent resident card and begin the process of replacing his Social Security card. These vital steps paved the way for him to receive case management support to fight for disability benefits or CAPI, aiming to increase his income and provide a stable financial foundation. The real victory lies in his progress at the Hondo Healing Center. This is the first time in years he's stayed in a care facility for an extended period—two weeks and counting. Our team continues to check in with him, celebrating each day he remains at the center as a step closer to lasting stability.

Hours of Street Outreach	Count
Total Hours	368

Hours of Office Work	Count
Total Hours	136

Engagements	Count
First time encounters	26
Follow ups	208
Total engagements (first time encounters + follow ups)	234

Categories Assisted	Count
Seniors	26
Veterans	2
Disabled	17
Families with Minors	6
Transition Aged Youth (18-24)	4

Persons Assisted	Count
Total unique persons	55

Assessed via CES survey (includes VI-SPDAT & CESTTRR)	Count
Individuals	5
Youth	0
Families	0
Veterans	0
62+ years old	0
Total unique persons*	5

Previously assessed via CES Survey	Count
Total unique persons	39

Established housing plans	Count
Total established housing plans	74

Distributed items or goods	Count
Water or food	54
Personal items	11
Clothing	1
Gift cards	1
Bargain Box Vouchers	0
Total distributions	67

\*Column total may not equal the sum due to persons qualifying under more than one category. i.e. a veteran individual over the age of 62

Connected to or received supportive services	Count
Legal services	0
Benefits services	8
Medical services	33
Mental Health services	3
Substance Use services	0
Employment services	2
Veteran services	0
Transportation services	24
Care Coordination services	342
Total services provided	412

Received Prevention & Diversion (P&D), Emergency, SGVCOG funds	Count
P&D: Total allocations	0
P&D: Total funds allocated	0
Emergency: Total allocations	0
Emergency: Total funds allocated	0
SGVCOG: Total allocations	1
SGVCOG: Total funds allocated	\$1,200.00

Placed into housing	Count
Interim housing (Crisis, Bridge, Transitional, etc)	12
Permanent housing (Rapid Re-housing, family reunification, etc)	0
Total persons housed	12



# CITY OF ARCADIA

## CASE MANAGEMENT & HOUSING NAVIGATION SERVICES

### MONTHLY REPORT

Service Provider:

L.A. CADA

Month and Year:

January 2025

#### Highlight Narrative

Select a success story that highlights how case management and housing navigation services assisted an individual. *Please do not include names, instead use general terms such as individual or person(s) experiencing homelessness.*

The outreach team encountered an individual in the wash who was struggling with fentanyl and alcohol use. We conducted a screening and took them to the hospital for medical and mental health clearance. We stayed by their side throughout the process, ensuring they knew they were not alone. Once cleared, they were transported to Allen House, where they could begin their journey to healing. Recovery is never a solo effort, and we knew that ongoing support would be key to their success. Our team continued to check in weekly, offering encouragement and reminding them that their life mattered. With each visit, we saw something change—a newfound light in their eyes, a growing confidence in their voice. Today, this individual is thriving and expresses deep gratitude for the outreach team that helped them take their first steps toward recovery.

Hours of Street Outreach	Count
Total Hours	326

Hours of Office Work	Count
Total Hours	112

Engagements	Count
First time encounters	23
Follow ups	247
Total engagements (first time encounters + follow ups)	270

Categories Assisted	Count
Seniors	24
Veterans	1
Disabled	10
Families with Minors	3
Transition Aged Youth (18-24)	3

Persons Assisted	Count
Total unique persons	41

Assessed via CES survey (includes VI-SPDAT & CESTTRR)	Count
Individuals	3
Youth	0
Families	0
Veterans	0
62+ years old	1
Total unique persons*	4

Previously assessed via CES Survey	Count
Total unique persons	50

Established housing plans	Count
Total established housing plans	84

Distributed items or goods	Count
Water or food	28
Personal items	18
Clothing	5
Gift cards	6
Bargain Box Vouchers	0
Total distributions	57

\*Column total may not equal the sum due to persons qualifying under more than one category. i.e. a veteran individual over the age of 62

Connected to or received supportive services	Count
Legal services	0
Benefits services	1
Medical services	17
Mental Health services	6
Substance Use services	6
Employment services	1
Veteran services	0
Transportation services	31
Care Coordination services	482
Total services provided	544

Received Prevention & Diversion (P&D), Emergency, SGVCOG funds	Count
P&D: Total allocations	0
P&D: Total funds allocated	\$0
Emergency: Total allocations	5
Emergency: Total funds allocated	\$273.76
SGVCOG: Total allocations	3
SGVCOG: Total funds allocated	\$4,898.51

Placed into housing	Count
Interim housing (Crisis, Bridge, Transitional, etc)	11
Permanent housing (Rapid Re-housing, family reunification, etc)	1
Total persons housed	12



# CITY OF ARCADIA

## CASE MANAGEMENT & HOUSING NAVIGATION SERVICES

### MONTHLY REPORT

Service Provider:

L.A. CADA

Month and Year:

February 2025

#### Highlight Narrative

Select a success story that highlights how case management and housing navigation services assisted an individual. *Please do not include names, instead use general terms such as individual or person(s) experiencing homelessness.*

For twelve years, a client lived under a freeway pass in Arcadia, a city they had called home since childhood. Historically, the individual was non-receptive to assistance, but through patience and persistence, the L.A. CADA team built a trusting relationship. Once trust was established, the individual was quickly connected to essential resources, entered into the HMIS data system, and was brought to a mobile clinic, where they began the process of obtaining disability verification and an Emotional Support Animal certification for their dog. Through collaboration with several other homeless service providers in the area, the team was able to receive a housing voucher and placement for an apartment. In just three months, the individual was able to move from the streets into housing. Today, the participant is beyond grateful for the support they received, expressing that what once seemed like an unattainable dream has now become their reality. Their journey highlights the power of human connection, the importance of saying “yes” to help, and the incredible impact of collaborative efforts in addressing homelessness and restoring dignity to those in need.

Hours of Street Outreach	Count
Total Hours	332

Hours of Office Work	Count
Total Hours	132

Engagements	Count
First time encounters	31
Follow ups	221
Total engagements (first time encounters + follow ups)	252

Categories Assisted	Count
Seniors	24
Veterans	1
Disabled	3
Families with Minors	1
Transition Aged Youth (18-24)	2

Persons Assisted	Count
Total unique persons	31

Assessed via CES survey (includes VI-SPDAT & CESTTRR)	Count
Individuals	3
Youth	0
Families	0
Veterans	0
62+ years old	0
Total unique persons*	3

Previously assessed via CES Survey	Count
Total unique persons	42

Established housing plans	Count
Total established housing plans	73

Distributed items or goods	Count
Water or food	43
Personal items	26
Clothing	7
Gift cards	7
Bargain Box Vouchers	0
Total distributions	83

\*Column total may not equal the sum due to persons qualifying under more than one category. i.e. a veteran individual over the age of 62

Connected to or received supportive services	Count
Legal services	0
Benefits services	14
Medical services	9
Mental Health services	5
Substance Use services	10
Employment services	2
Veteran services	0
Transportation services	26
Care Coordination services	394
Total services provided	460

Received Prevention & Diversion (P&D), Emergency, SGVCOG funds	Count
P&D: Total allocations	0
P&D: Total funds allocated	0
Emergency: Total allocations	2
Emergency: Total funds allocated	\$32.57
SGVCOG: Total allocations	5
SGVCOG: Total funds allocated	\$5,837.85

Placed into housing	Count
Interim housing (Crisis, Bridge, Transitional, etc)	16
Permanent housing (Rapid Re-housing, family reunification, etc)	3
Total persons housed	19



# CITY OF ARCADIA

## CASE MANAGEMENT & HOUSING NAVIGATION SERVICES

### MONTHLY REPORT

Service Provider:

L.A. CADA

Month and Year:

March 2025

#### Highlight Narrative

Select a success story that highlights how case management and housing navigation services assisted an individual. *Please do not include names, instead use general terms such as individual or person(s) experiencing homelessness.*

In a powerful demonstration of collaboration and compassion, the team at Arcadia joined forces with Family Promises of San Gabriel Valley to support a single mother and her two children in transitioning from temporary motel living to the stability of a permanent home. Facing housing insecurity and navigating the challenges of supporting her family alone, the mother had been staying in a local motel while working. Recognizing the urgency of the situation, Arcadia and Family Promise acted swiftly to provide critical support. Together, they identified a safe and suitable apartment, and with Arcadia covering the first month's rent using Flex Funds, the family was finally able to step into a new chapter of their lives. Beyond the secured housing, Arcadia utilized Flex Funds to furnish the apartment—transforming the space into a home where the family could begin to rebuild with dignity and hope. The mother is going to work, and both children are enrolled in Arcadia schools, creating a sense of normalcy and belonging in their new community.

Hours of Street Outreach	Count
Total Hours	372

Hours of Office Work	Count
Total Hours	148

Engagements	Count
First time encounters	29
Follow ups	307
Total engagements (first time encounters + follow ups)	336

Categories Assisted	Count
Seniors	16
Veterans	2
Disabled	6
Families with Minors	2
Transition Aged Youth (18-24)	2

Persons Assisted	Count
Total unique persons	26

Assessed via CES survey (includes VI-SPDAT & CESTTRR)	Count
Individuals	4
Youth	0
Families	0
Veterans	0
62+ years old	3
Total unique persons*	7

Previously assessed via CES Survey	Count
Total unique persons	43

Established housing plans	Count
Total established housing plans	76

Distributed items or goods	Count
Water or food	42
Personal items	56
Clothing	11
Gift cards	10
Bargain Box Vouchers	0
Total distributions	119

\*Column total may not equal the sum due to persons qualifying under more than one category. i.e. a veteran individual over the age of 62

Connected to or received supportive services	Count
Legal services	1
Benefits services	16
Medical services	29
Mental Health services	13
Substance Use services	7
Employment services	2
Veteran services	0
Transportation services	13
Care Coordination services	593
Total services provided	674

Received Prevention & Diversion (P&D), Emergency, SGVCOG funds	Count
P&D: Total allocations	0
P&D: Total funds allocated	0
Emergency: Total allocations	8
Emergency: Total funds allocated	594.81
SGVCOG: Total allocations	6
SGVCOG: Total funds allocated	7975.91

Placed into housing	Count
Interim housing (Crisis, Bridge, Transitional, etc)	12
Permanent housing (Rapid Re-housing, family reunification, etc)	2
Total persons housed	14



# CITY OF ARCADIA

## CASE MANAGEMENT & HOUSING NAVIGATION SERVICES

### MONTHLY REPORT

Service Provider:

L.A. CADA

Month and Year:

April 2025

#### Highlight Narrative

Select a success story that highlights how case management and housing navigation services assisted an individual. *Please do not include names, instead use general terms such as individual or person(s) experiencing homelessness.*

Over the past year, the Arcadia team has been working closely with an individual experiencing homelessness (PEH) who initially demonstrated strong resistance to services. As rapport developed, we successfully accompanied her to the Social Security office to initiate the process of reinstating her disability benefits. Additionally, we helped her navigate the Department of Public Social Services (DPSS) system to secure food stamps, General Relief (GR), and Medi-Cal benefits—key steps toward meeting her basic needs. We were able to place her in a shelter and secure emergency motel funding to bridge the gap until her intake date. Unfortunately, she fled the night before intake. Thanks to the Arcadia team's unwavering dedication, we were eventually able to get her placed at The Union Station Adult Center shelter—an extremely difficult placement to secure due to high demand. She is currently residing there and continues to engage with us regularly, now viewing the team as her go-to source for help and guidance. We have also submitted a referral for a Permanent Supportive Housing (PSH) opportunity, positioning her for long-term housing stability. This case is a powerful example of how persistence, empathy, and trauma-informed care can transform a +

Hours of Street Outreach	Count
Total Hours	348

Hours of Office Work	Count
Total Hours	172

Engagements	Count
First time encounters	26
Follow ups	297
Total engagements (first time encounters + follow ups)	323

Categories Assisted	Count
Seniors	30
Veterans	2
Disabled	23
Families with Minors	5
Transition Aged Youth (18-24)	3

Persons Assisted	Count
Total unique persons	63

Assessed via CES survey (includes VI-SPDAT & CESTTRR)	Count
Individuals	7
Youth	0
Families	1
Veterans	0
62+ years old	0
Total unique persons*	8

Previously assessed via CES Survey	Count
Total unique persons	41

Established housing plans	Count
Total established housing plans	83

Distributed items or goods	Count
Water or food	46
Personal items	49
Clothing	3
Gift cards	14
Bargain Box Vouchers	0
Total distributions	112

\*Column total may not equal the sum due to persons qualifying under more than one category. i.e. a veteran individual over the age of 62

Connected to or received supportive services	Count
Legal services	2
Benefits services	32
Medical services	19
Mental Health services	5
Substance Use services	10
Employment services	4
Veteran services	2
Transportation services	22
Care Coordination services	637
Total services provided	733

Received Prevention & Diversion (P&D), Emergency, SGVCOG funds	Count
P&D: Total allocations	0
P&D: Total funds allocated	0
Emergency: Total allocations	7
Emergency: Total funds allocated	\$2333.20
SGVCOG: Total allocations	9
SGVCOG: Total funds allocated	\$20,002.79

Placed into housing	Count
Interim housing (Crisis, Bridge, Transitional, etc)	11
Permanent housing (Rapid Re-housing, family reunification, etc)	1
Total persons housed	12



# CITY OF ARCADIA

## CASE MANAGEMENT & HOUSING NAVIGATION SERVICES

### MONTHLY REPORT

Service Provider:

LACADA

Month and Year:

May 2025

#### Highlight Narrative

Select a success story that highlights how case management and housing navigation services assisted an individual. *Please do not include names, instead use general terms such as individual or person(s) experiencing homelessness.*

**Success Story: A Journey Toward Stability and Safety**  
Our team received a call from a local police department about an individual and her emotional support animal who were seeking services and shelter. Although we had other scheduled outreach commitments, we coordinated to meet her at a nearby public library. From there, we accompanied her to a mobile clinic operated by a local community organization, where she was able to receive medical care, verification of disability (VOD), and an emotional support animal (ESA) letter. She was also given a snack pack to meet her immediate needs. Understanding her unique circumstances — including being a student currently on medical leave due to PTSD from domestic violence and sexual assault — the team submitted an interim housing referral to the Department of Health Services (DHS), targeting locations near her school, though her immediate safety was identified as the top priority. The team also began building her housing profile by enrolling her into the Homeless Management Information System (HMIS), uploading key documentation, and enrolling her into a problem-solving program for individuals experiencing housing instability. *She was informed about food pantry resources available at* [+](#)

Hours of Street Outreach	Count
Total Hours	306

Hours of Office Work	Count
Total Hours	154

Engagements	Count
First time encounters	16
Follow ups	244
Total engagements (first time encounters + follow ups)	260

Categories Assisted	Count
Seniors	22
Veterans	1
Disabled	17
Families with Minors	0
Transition Aged Youth (18-24)	3

Persons Assisted	Count
Total unique persons	43

Assessed via CES survey (includes VI-SPDAT & CESTTRR)	Count
Individuals	3
Youth	1
Families	0
Veterans	0
62+ years old	1
Total unique persons*	5

Previously assessed via CES Survey	Count
Total unique persons	34

Established housing plans	Count
Total established housing plans	65

Distributed items or goods	Count
Water or food	40
Personal items	23
Clothing	1
Gift cards	8
Bargain Box Vouchers	0
Total distributions	70

\*Column total may not equal the sum due to persons qualifying under more than one category. i.e. a veteran individual over the age of 62

Connected to or received supportive services	Count
Legal services	0
Benefits services	22
Medical services	28
Mental Health services	1
Substance Use services	1
Employment services	6
Veteran services	0
Transportation services	24
Care Coordination services	526
Total services provided	608

Received Prevention & Diversion (P&D), Emergency, SGVCOG funds	Count
P&D: Total allocations	0
P&D: Total funds allocated	0
Emergency: Total allocations	13
Emergency: Total funds allocated	\$4,490.41
SGVCOG: Total allocations	10
SGVCOG: Total funds allocated	\$7373.54

Placed into housing	Count
Interim housing (Crisis, Bridge, Transitional, etc)	6
Permanent housing (Rapid Re-housing, family reunification, etc)	8
Total persons housed	14



# CITY OF ARCADIA

## CASE MANAGEMENT & HOUSING NAVIGATION SERVICES

### MONTHLY REPORT

Service Provider:

LACADA

Month and Year:

June 2025

#### Highlight Narrative

Select a success story that highlights how case management and housing navigation services assisted an individual. *Please do not include names, instead use general terms such as individual or person(s) experiencing homelessness.*

A client living in her vehicle near Pasadena and Arcadia reached out for shelter assistance in mid-June. The outreach team swiftly responded, explaining available services and scheduling an in-person meeting. During this initial meeting, they created her HMIS profile, uploaded her ID, and completed a CES assessment. The following day, she received medical care and a disability verification at a mobile clinic. Referrals for interim housing were submitted, and the client was soon matched with Tiny Homes at Westlake Village. Despite initial hesitation, the team provided consistent support, transporting her to the site and ensuring a smooth transition. She accepted the housing, expressing gratitude and hope. The team continued to check in, offering guidance, and the client re-enrolled in barber school, feeling empowered by her new environment. This successful collaboration between the client's motivation and the team's comprehensive support helped her achieve stability and pursue her goals.

Hours of Street Outreach	Count
Total Hours	356

Hours of Office Work	Count
Total Hours	140

Engagements	Count
First time encounters	38
Follow ups	296
Total engagements (first time encounters + follow ups)	334

Categories Assisted	Count
Seniors	30
Veterans	1
Disabled	26
Families with Minors	3
Transition Aged Youth (18-24)	1

Persons Assisted	Count
Total unique persons	61

Assessed via CES survey (includes VI-SPDAT & CESTTRR)	Count
Individuals	11
Youth	0
Families	0
Veterans	0
62+ years old	0
Total unique persons*	11

Previously assessed via CES Survey	Count
Total unique persons	41

Established housing plans	Count
Total established housing plans	90

Distributed items or goods	Count
Water or food	50
Personal items	32
Clothing	1
Gift cards	3
Bargain Box Vouchers	0
Total distributions	86

\*Column total may not equal the sum due to persons qualifying under more than one category. i.e. a veteran individual over the age of 62

Connected to or received supportive services	Count
Legal services	1
Benefits services	9
Medical services	31
Mental Health services	6
Substance Use services	2
Employment services	0
Veteran services	0
Transportation services	16
Care Coordination services	642
Total services provided	707

Received Prevention & Diversion (P&D), Emergency, SGVCOG funds	Count
P&D: Total allocations	0
P&D: Total funds allocated	0
Emergency: Total allocations	7
Emergency: Total funds allocated	\$2,024.40
SGVCOG: Total allocations	4
SGVCOG: Total funds allocated	\$7,700.00

Placed into housing	Count
Interim housing (Crisis, Bridge, Transitional, etc)	5
Permanent housing (Rapid Re-housing, family reunification, etc)	0
Total persons housed	5