



# CITY OF ARCADIA

## CASE MANAGEMENT & HOUSING NAVIGATION SERVICES

### CUMULATIVE REPORT

Service Provider:

LACADA

Date Range:

July 2022-June 2023

#### 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 or email 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	3393.5

Hours of Office Work	Count
Total Hours	1981

Engagements (first time encounters + follow ups)	Count
Total engagements	2182
First Time Encounters	Count
Total first time encounters	571
Follow ups	Count
Total follow ups	1611
Assessed via CES Survey (includes VI-SPDAT)	Count
Individuals	286
Youth	1
Families	4
Veterans	4
62+ years old	19
Total unique persons*	314
Established housing plans	Count
Total established housing plans	148
Received Prevention & Diversion (P&D) or Emergency funds	Count
P&D: Total allocations	17
P&D: Total funds allocated	\$29,955.39
Emergency: Total allocations	18
Emergency: Total funds allocated	\$2,613.05

Distributed items or goods	Count
Water or food	287
Personal items	101
Clothing	62
Gift cards	156
Total distributions	606
Connected to or received supportive services	Count
Legal services	12
Benefits services	110
Mental Health services	23
Substance Use services	21
Employment services	27
Veteran services	10
Transportation services	213
Care Coordination services	551
Total services provided	967
Placed into housing	Count
Interim housing (Crisis, Bridge, Transitional, etc)	45
Permanent housing (Rapid Re-housing, family reunification, etc)	18
Total persons housed	63

\*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:

LACADA

Month and Year:

July 2022

Hours of Street Outreach	Count
Total Hours	368

Hours of Office Work	Count
Total Hours	80

#### 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.*

During the first week of July, the team met a person experiencing homelessness (PEH) at Arcadia Park who shared that his use of alcohol and Meth was destroying his relationship with his family. The team provided information on residential treatment at Los Angeles Centers for Drugs and Alcohol and the next day, the PEH called to accept treatment. The day he checked into treatment, his father contacted the team to express his gratitude. The following week, the outreach team went to visited for a follow up. The PEH was doing great and introduced the team as, "The guys who saved my life".

#### 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 met a person experiencing homelessness (PEH) at the Arcadia Public Library who said he wanted to turn his life around for his 1-year-old son and his wife. He said he had a long history of addiction to Crystal Meth. The team provided services and support while he checked into residential treatment. The team kept close contact with his wife and went to visit him the last week of July. He says he feels great and when he gets a year sober, he wants to come work in outreach and help others like him.

Engagements (first time encounters + follow ups)	Count
Total engagements	185
First Time Encounters	Count
Total first time encounters	98
Follow ups	Count
Total follow ups	87
Assessed via CES Survey (includes VI-SPDAT)	Count
Individuals	88
Youth	0
Families	0
Veterans	0
62+ years old	0
Total unique persons*	88
Established housing plans	Count
Total established housing plans	20
Received Prevention and Diversion funds	Count
Total unique persons	4
Total of funds allocated	\$5,570.00

Distributed items or goods	Count
Water or food	5
Personal items	0
Clothing	0
Gift cards	2
Total distributions	7
Connected to or received supportive services	Count
Legal services	0
Benefits services	3
Mental Health services	5
Substance Use services	3
Employment services	2
Veteran services	0
Transportation services	24
Care Coordination services	8
Total services provided	45
Placed into housing	Count
Interim housing (Crisis, Bridge, Transitional, etc)	3
Permanent housing (Rapid Re-housing, family reunification, etc)	0
Total persons housed	3

\*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:

LACADA

Month and Year:

August 2022

Hours of Street Outreach	Count
Total Hours	348.5

Hours of Office Work	Count
Total Hours	164.5

#### 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.*

In July, the team encountered a person experiencing homelessness (PEH) at Arcadia Park who was nervous to accept services. The team engaged with this person daily, noting that the individual was always friendly, but often had an open alcohol beverage. The team consistently offered services, but the PEH continually declined assistance. One afternoon, the individual shared with the team that they were considering substance abuse treatment and the team set a date to enroll them in residential treatment. Not long after, the individual became hesitant and started procrastinating on the enrollment process. The team reassured the person that they would be there for them whenever they were ready. A week later, the individual reached out to the team and stated they were ready to put their health and well-being first and moved into residential treatment at Stepping Stones. By meeting the person where they were at, the team built a relationship of encouragement and trust that enabled the individual to seek help.

#### 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 phone call from a PEH who was interested in a room for rent in Arcadia for \$700 a month. The team provided information on low-income housing in LA County, demonstrated how to navigate availability on rental websites, explained how to utilize online resources, and how to effectively communicate with homeowners and possible roommates. The individual showed patience and determination while learning to use a computer and navigate the rental market. After a week of searching, the individual came to the conclusion that a room for rent at \$700 would be a financial challenge and was not the right fit at the moment. With the help of the team, the individual decided to move into a shelter and to save their monthly income with the goal of saving enough money to eventually get an apartment.

Engagements (first time encounters + follow ups)	Count
Total engagements	294
First Time Encounters	Count
Total first time encounters	86
Follow ups	Count
Total follow ups	208
Assessed via CES Survey (includes VI-SPDAT)	Count
Individuals	90
Youth	0
Families	0
Veterans	1
62+ years old	3
Total unique persons*	94
Established housing plans	Count
Total established housing plans	5
Received Prevention and Diversion funds	Count
Total unique persons	1
Total of funds allocated	\$500

\*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

Distributed items or goods	Count
Water or food	20
Personal items	0
Clothing	9
Gift cards	3
Total distributions	32
Connected to or received supportive services	Count
Legal services	0
Benefits services	27
Mental Health services	3
Substance Use services	4
Employment services	0
Veteran services	1
Transportation services	45
Care Coordination services	18
Total services provided	98
Placed into housing	Count
Interim housing (Crisis, Bridge, Transitional, etc)	3
Permanent housing (Rapid Re-housing, family reunification, etc)	0
Total persons housed	3



# CITY OF ARCADIA

## CASE MANAGEMENT & HOUSING NAVIGATION SERVICES

### MONTHLY REPORT

Service Provider:

LACADA

Month and Year:

September 2022

Hours of Street Outreach	Count
Total Hours	231

Hours of Office Work	Count
Total Hours	184

#### 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 this individual at Arcadia Park. She stated that she is from Azusa and stays at the park because she feels safe and considers the other unhoused individuals' family. After the team provided information on services, she asked for residential treatment. She shared that she has been using Meth since she was eighteen years old and it destroyed her life. She stated she has five children who live with her family and her family wants nothing to do with her. The team assisted her with getting an ID voucher and completing all the required steps for residential treatment. The team also discussed her personal goals and she said she wants recovery so she can have a relationship with her children and discussed her previous work and training with styling hair. When she checked into residential treatment, she shared that she was nervous and missed Arcadia Park. After that statement she clarified that she knew she was doing the right thing, but that being homeless in Arcadia Park was all she knew.

#### 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 encountered an individual at Arcadia Park. When the team offered services, he only wanted water at first. The next week when they team followed up, he scheduled an appointment to get an ID voucher. While the team transported him to the DMV, they discussed his goals and previous work experience. He stated that though he had issues with management at times, he enjoyed working and found purpose in service. The team set a second appointment to obtain his Social security card and provided information on the Pasadena Salvation Army. The following weeks after getting his ID and SSC he starting applying for jobs. He said he didn't stay at the Salvation Army because they had too many rules and shared with the team that he had a second interview at a Movie Theater in Pasadena. The team offered to get him a dress shirt and he replied that he already purchased one with his General Relief. He also shared with the team that if he got hired, he would give Salvation Army a second chance.

Engagements (first time encounters + follow ups)	Count
Total engagements	232
First Time Encounters	Count
Total first time encounters	39
Follow ups	Count
Total follow ups	193
Assessed via CES Survey (includes VI-SPDAT)	Count
Individuals	60
Youth	0
Families	1
Veterans	1
62+ years old	5
Total unique persons*	67
Established housing plans	Count
Total established housing plans	8
Received Prevention & Diversion (P&D) or Emergency funds	Count
P&D: Total unique persons	3
P&D: Total funds allocated	\$3,545
Emergency: Total unique persons	1
Emergency: Total funds allocated	\$307.99

Distributed items or goods	Count
Water or food	20
Personal items	3
Clothing	10
Gift cards	10
Total distributions	43
Connected to or received supportive services	Count
Legal services	0
Benefits services	5
Mental Health services	2
Substance Use services	1
Employment services	2
Veteran services	1
Transportation services	18
Care Coordination services	10
Total services provided	39
Placed into housing	Count
Interim housing (Crisis, Bridge, Transitional, etc)	1
Permanent housing (Rapid Re-housing, family reunification, etc)	1
Total persons housed	2

\*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:

LACADA

Month and Year:

October 2022

Hours of Street Outreach	Count
Total Hours	290

Hours of Office Work	Count
Total Hours	182

#### 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.*

D's Story - This individual has had a long history of homelessness in between Monrovia, El Monte and Arcadia. They stated they would always return to the Arcadia Community Center because in the past the staff have treated them with kindness ,respect and they felt safe there. They stated they were in a car accident and now permanently in a wheelchair. The outreach team provided information on care facilities and assisted living, which all had a waiting list or only excepted specific insurance. The team worked with this individual and assisted with working on her mental health with Auroah Charter Oaks. After building trust with this individual and reconnecting them with their family, the team was able to form a plan to get them back to Texas. The team strategized with there family and helped reunify them with a plane flight back home to Texas.

#### 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.*

M's Story - The outreach team has been working with "M" since the beginning of July. Recently, the team has seen much growth in his recovery and progress towards getting off the streets. The team has provided assistance with obtaining an ID, phone, and EBT card, as well as occasional sustenance with snack packs. More importantly, the team has been establishing a relationship of trust and working to offer continuous support. With combined assistance from Union Station Homeless Services and LACADA, he started working full time at BJs restaurant in Monrovia. The team is currently helping him look for apartments that will accept his housing voucher to get him off the streets and into long-term housing.

Engagements (first time encounters + follow ups)	Count
Total engagements	161
First Time Encounters	Count
Total first time encounters	32
Follow ups	Count
Total follow ups	129
Assessed via CES Survey (includes VI-SPDAT)	Count
Individuals	7
Youth	0
Families	0
Veterans	0
62+ years old	2
Total unique persons*	9
Established housing plans	Count
Total established housing plans	6
Received Prevention & Diversion (P&D) or Emergency funds	Count
P&D: Total unique persons	3
P&D: Total funds allocated	\$4,374.70
Emergency: Total unique persons	1
Emergency: Total funds allocated	\$468.98

Distributed items or goods	Count
Water or food	35
Personal items	9
Clothing	10
Gift cards	4
Total distributions	58
Connected to or received supportive services	Count
Legal services	1
Benefits services	11
Mental Health services	1
Substance Use services	1
Employment services	2
Veteran services	1
Transportation services	15
Care Coordination services	20
Total services provided	52
Placed into housing	Count
Interim housing (Crisis, Bridge, Transitional, etc)	2
Permanent housing (Rapid Re-housing, family reunification, etc)	1
Total persons housed	3

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# CITY OF ARCADIA

## CASE MANAGEMENT & HOUSING NAVIGATION SERVICES

### MONTHLY REPORT

Service Provider:

LACADA

Month and Year:

November 2022

Hours of Street Outreach	Count
Total Hours	248

Hours of Office Work	Count
Total Hours	208

#### 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.*

F's Story - An 18-year-old female who moved to Los Angles with her boyfriend. They exhausted all financial resources. They were located between Pasadena and Arcadia, but have since been staying only in Arcadia. We were able to assist them in re-connecting her with a sister in Indiana who was willing to assist them in their situation. The sister was able to secure employment at the Wal-Mart where she currently has a job. Additionally, she made arrangements at her home to accommodate both of them moving into her home. We assisted them with luggage, and travel back home to the sister and awaiting employment.

#### 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.*

B's story - This individual has reported that he believes homelessness is an adventure. He hitched hiked from Oakland to Los Angeles, and ultimately landed in Arcadia. We assisted him with warm weather items. Additionally, we facilitated re-connecting him with his father. The father reported there was some type of legal settlement from years past, which could potentially be utilized to assist with getting back on his feet. We supported him with a bus ticket to get back to Oakland. The plan is for him to access resources to secure permanent housing with the assistance of his father.

Engagements (first time encounters + follow ups)	Count
Total engagements	168
First Time Encounters	Count
Total first time encounters	46
Follow ups	Count
Total follow ups	122
Assessed via CES Survey (includes VI-SPDAT)	Count
Individuals	8
Youth	0
Families	0
Veterans	0
62+ years old	2
Total unique persons*	10
Established housing plans	Count
Total established housing plans	3
Received Prevention & Diversion (P&D) or Emergency funds	Count
P&D: Total unique persons	1
P&D: Total funds allocated	\$2,700
Emergency: Total unique persons	3
Emergency: Total funds allocated	\$827.97

Distributed items or goods	Count
Water or food	53
Personal items	15
Clothing	9
Gift cards	12
Total distributions	89
Connected to or received supportive services	Count
Legal services	0
Benefits services	11
Mental Health services	0
Substance Use services	3
Employment services	1
Veteran services	0
Transportation services	15
Care Coordination services	140
Total services provided	170
Placed into housing	Count
Interim housing (Crisis, Bridge, Transitional, etc)	0
Permanent housing (Rapid Re-housing, family reunification, etc)	3
Total persons housed	3

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# CITY OF ARCADIA

## CASE MANAGEMENT & HOUSING NAVIGATION SERVICES

### MONTHLY REPORT

Service Provider:

LACADA

Month and Year:

December 2022

Hours of Street Outreach	Count
Total Hours	252

Hours of Office Work	Count
Total Hours	203.5

#### 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.*

D's story - A man and his family recently got evicted and have been looking for a new apartment. LACADA staff created a HMIS profile, completed a CES assessment for family, and connected them to a temporary housing solution while the father saved monthly income for a new apartment. During this time, LACADA also provided mental health resources for the mother and provided essential items for the kids. The family recently found permanent housing in Rosemead.

#### 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.*

L's story - A woman in her 60s talked to LACADA staff and expressed her want to go back to residential treatment. LACADA assisted in getting her medically and psychologically cleared for the appropriate level of care, providing essentials as needed. In September, she was accepted into Stepping Stones Treatment and exited the facility after 30 days. LACADA picked her up from Exodus Sober Center and placed her into a LACADA emergency bed in Alhambra.

Engagements (first time encounters + follow ups)	Count
Total engagements	172
First Time Encounters	Count
Total first time encounters	35
Follow ups	Count
Total follow ups	137
Assessed via CES Survey (includes VI-SPDAT)	Count
Individuals	5
Youth	0
Families	2
Veterans	0
62+ years old	0
Total unique persons*	7
Established housing plans	Count
Total established housing plans	8
Received Prevention & Diversion (P&D) or Emergency funds	Count
P&D: Total unique persons	0
P&D: Total funds allocated	0
Emergency: Total unique persons	4
Emergency: Total funds allocated	\$64.16

Distributed items or goods	Count
Water or food	47
Personal items	18
Clothing	0
Gift cards	46
Total distributions	111
Connected to or received supportive services	Count
Legal services	1
Benefits services	10
Mental Health services	2
Substance Use services	1
Employment services	2
Veteran services	1
Transportation services	16
Care Coordination services	145
Total services provided	178
Placed into housing	Count
Interim housing (Crisis, Bridge, Transitional, etc)	7
Permanent housing (Rapid Re-housing, family reunification, etc)	2
Total persons housed	9

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# CITY OF ARCADIA

## CASE MANAGEMENT & HOUSING NAVIGATION SERVICES

### MONTHLY REPORT

Service Provider:

LACADA

Month and Year:

January 2023

Hours of Street Outreach	Count
Total Hours	294

Hours of Office Work	Count
Total Hours	172

#### 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 provided warm clothing, transportation to shower services, created a HMIS profile, and completed a CES Assessment for a PEH. This individual was looking for work in Arcadia, applying to local fast-food restaurants and a movie theatre in Pasadena. He shared with the team that he couldn't get a good night's rest before interviews because he didn't feel safe. However, after working with the outreach team, he realized that before he was ready to find a job, he needed to get sober and confront his issues with drugs and alcohol. The team got him medically cleared for residential treatment with LACADA and now he plans to move into sober Recovery Bridge Housing, where he plans to get a job and maintain his progress.

#### 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 has been working with an individual to find a shelter for him and his dog. After finding a shelter in Lancaster, individual stated it would be too far away from his church and that they are the most important thing in his life. The team then utilized LeaseUp Los Angeles, a program that matches rent-ready tenants with property developers, owners, and managers, to connect him with Section 8 properties. The team helped the individual complete the Section 8 Request for Tenancy Approval form, fill out rental applications, prepare for property viewings, conduct interviews with property managers, and assisted with the rental fee.

Engagements (first time encounters + follow ups)	Count
Total engagements	98
First Time Encounters	Count
Total first time encounters	18
Follow ups	Count
Total follow ups	80
Assessed via CES Survey (includes VI-SPDAT)	Count
Individuals	5
Youth	0
Families	1
Veterans	0
62+ years old	1
Total unique persons*	7
Established housing plans	Count
Total established housing plans	27
Received Prevention & Diversion (P&D) or Emergency funds	Count
P&D: Total unique persons	0
P&D: Total funds allocated	0
Emergency: Total unique persons	3
Emergency: Total funds allocated	\$66.90

Distributed items or goods	Count
Water or food	18
Personal items	4
Clothing	2
Gift cards	22
Total distributions	46
Connected to or received supportive services	Count
Legal services	2
Benefits services	11
Mental Health services	1
Substance Use services	1
Employment services	2
Veteran services	0
Transportation services	12
Care Coordination services	74
Total services provided	103
Placed into housing	Count
Interim housing (Crisis, Bridge, Transitional, etc)	6
Permanent housing (Rapid Re-housing, family reunification, etc)	0
Total persons housed	6

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# CITY OF ARCADIA

## CASE MANAGEMENT & HOUSING NAVIGATION SERVICES

### MONTHLY REPORT

Service Provider:

LACADA

Month and Year:

February 2023

Hours of Street Outreach	Count
Total Hours	258

Hours of Office Work	Count
Total Hours	190

#### 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 staying on the stairway at the Gold Line parking structure. He was interested in shelter, but only if it was near Arcadia. After providing information on several sober livings in the San Gabriel Valley, the individual shared that he was struggling with meth addiction. The team provided information on residential treatment and encouraged him to put his health first. A few days later, he reached out to the team and said he was "ready to get sober". The team added him to HMIS and completed a CES Assessment. The team was also able to enroll him in Medi-Cal and transported him to Lake Hughes Recovery in Gorman, California. On departure, he hugged the team and said "they saved his life."

#### 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 reached out to the team on behalf of her in-laws. Her in-laws are undocumented and could no longer afford the apartment they were staying at after the father-in-law lost his job. The team completed HMIS and CES assessment, provided resources for family services in the San Gabriel Valley, and encouraged the individual to temporarily move in with their in-laws to help alleviate financial difficulties. After some hesitation, they moved in together and started saving money for a 2 bedroom rental. A couple months later, the individual reached out to the team and let them know her family secured a 2 bedroom apartment. She and her family had saved up enough money to cover the move-in cost, however due to moving dates being offset, they had to spend 2 weeks in a motel before they could move into the new apartment. To avoid using the money for their move in on essentials like food, the team assisted with gift cards. The family is now working and living together, except the grandma who watches the kids.

Engagements (first time encounters + follow ups)	Count
Total engagements	110
First Time Encounters	Count
Total first time encounters	15
Follow ups	Count
Total follow ups	95
Assessed via CES Survey (includes VI-SPDAT)	Count
Individuals	6
Youth	1
Families	0
Veterans	1
62+ years old	1
Total unique persons*	9
Established housing plans	Count
Total established housing plans	18
Received Prevention & Diversion (P&D) or Emergency funds	Count
P&D: Total unique persons	2
P&D: Total funds allocated	\$3,820
Emergency: Total unique persons	0
Emergency: Total funds allocated	\$0

Distributed items or goods	Count
Water or food	28
Personal items	0
Clothing	2
Gift cards	4
Total distributions	34
Connected to or received supportive services	Count
Legal services	0
Benefits services	8
Mental Health services	2
Substance Use services	1
Employment services	10
Veteran services	1
Transportation services	17
Care Coordination services	85
Total services provided	124
Placed into housing	Count
Interim housing (Crisis, Bridge, Transitional, etc)	3
Permanent housing (Rapid Re-housing, family reunification, etc)	0
Total persons housed	3

\*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:

LACADA

Month and Year:

March 2023

Hours of Street Outreach	Count
Total Hours	312

Hours of Office Work	Count
Total Hours	162

#### 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.*

A man who spends his hours in Arcadia and Monrovia came to the weekly walk-in hours at the Library and requested shelter information. The team created an HMIS profile and completed a CES assessment. While the team engaged with him, they discovered he had substance use disorder. The team provided information on LACADA'S residential treatment program, including on-site group, individual therapy, and medical assistance. At first, he was dismissive, but a few days later he reached out to the team acknowledging that his addiction was escalating and he wanted help. The team assisted with medical and psychological clearance prior to getting him a meal and transporting him to Allen House in Santa Fe Springs. His goal plan is to complete the residential treatment program, move into Recovery Bridge Housing, and start working. The team visited him a few days later and he expressed his gratitude and told the team they, "Saved his Life and gave him the opportunity to be honest with himself".

#### 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 engaged with a woman who was admitted to USC Methodist and discharged without shoes. She made her way to the Community Center and was disoriented and upset. The team engaged with her and provided a pair of shoes, a backpack, and food. The team utilized HMIS and discovered that she would be eligible for Collaborative Housing with her SSI source of income. The team connected her with Jenn's House in South L.A. and provided transportation.

Engagements (first time encounters + follow ups)	Count
Total engagements	168
First Time Encounters	Count
Total first time encounters	56
Follow ups	Count
Total follow ups	112
Assessed via CES Survey (includes VI-SPDAT)	Count
Individuals	10
Youth	0
Families	0
Veterans	0
62+ years old	4
Total unique persons*	14
Established housing plans	Count
Total established housing plans	10
Received Prevention & Diversion (P&D) or Emergency funds	Count
P&D: Total unique persons	1
P&D: Total funds allocated	\$1,324.84
Emergency: Total unique persons	3
Emergency: Total funds allocated	\$711.78

Distributed items or goods	Count
Water or food	12
Personal items	5
Clothing	11
Gift cards	24
Total distributions	52
Connected to or received supportive services	Count
Legal services	0
Benefits services	4
Mental Health services	3
Substance Use services	2
Employment services	2
Veteran services	2
Transportation services	9
Care Coordination services	11
Total services provided	33
Placed into housing	Count
Interim housing (Crisis, Bridge, Transitional, etc)	10
Permanent housing (Rapid Re-housing, family reunification, etc)	5
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:

LACADA

Month and Year:

April 2023

Hours of Street Outreach	Count
Total Hours	298

Hours of Office Work	Count
Total Hours	132

#### 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.*

This individual, along with his pet, requested the team find a shelter that could accommodate the two of them. After searching, the team found a shelter in Lancaster, but the individual stated it would be too far away from his church and community, the most important things in his life. The team then utilized the program Lease Up to connect him with Section 8 properties, helped him complete his Section 8 application, interview with the property managers, and assisted with the rental application fee. Ultimately, he passed his interview and his application was accepted. He is currently awaiting approval from the Housing Authority and the inspection of the property prior to moving in.

#### 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 first met this individual while on a joint call with the Mobile Crisis team. After making initial contact, the Licensed Clinical Social Worker said the person was having a manic episode. A month after this encounter, the individual reached out to the team to say he was ready for residential treatment. The team picked him up at his parents' house and completed a COVID test, Client Engagement and Navigation Services assessment, and a screener and transportation waiver. The team supplied a meal prior to transportation to Emanate Hospital in Covina. After getting medically cleared, the team transported the individual to Allen House for intake.

Engagements (first time encounters + follow ups)	Count
Total engagements	189
First Time Encounters	Count
Total first time encounters	60
Follow ups	Count
Total follow ups	129
Assessed via CES Survey (includes VI-SPDAT)	Count
Individuals	2
Youth	0
Families	0
Veterans	0
62+ years old	0
Total unique persons*	2
Established housing plans	Count
Total established housing plans	15
Received Prevention & Diversion (P&D) or Emergency funds	Count
P&D: Total unique persons	1
P&D: Total funds allocated	\$1,675
Emergency: Total unique persons	1
Emergency: Total funds allocated	\$22.04

Distributed items or goods	Count
Water or food	5
Personal items	1
Clothing	0
Gift cards	7
Total distributions	13
Connected to or received supportive services	Count
Legal services	2
Benefits services	6
Mental Health services	4
Substance Use services	2
Employment services	1
Veteran services	0
Transportation services	6
Care Coordination services	15
Total services provided	36
Placed into housing	Count
Interim housing (Crisis, Bridge, Transitional, etc)	3
Permanent housing (Rapid Re-housing, family reunification, etc)	0
Total persons housed	3

\*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:

LACADA

Month and Year:

May 2023

Hours of Street Outreach	Count
Total Hours	174

Hours of Office Work	Count
Total Hours	111

#### 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 helped an individual find Section 8 properties, interview with property managers, and pass inspection, after which, the client was selected for an apartment. On his move in date, the team assisted with his security deposit and lease signing. Since moving in, the team has been checking in weekly to ensure he is getting adjusted and is adapting to his new home.

#### 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.*

When the team first met this individual, they provided information on residential treatment and free dental care. When the team performed a followed visit, she was living under the wash and needed food and hygiene products. The team supplied these items, found an emergency shelter bed, and transported her to the shelter.

Engagements (first time encounters + follow ups)	Count
Total engagements	222
First Time Encounters	Count
Total first time encounters	47
Follow ups	Count
Total follow ups	175
Assessed via CES Survey (includes VI-SPDAT)	Count
Individuals	2
Youth	0
Families	0
Veterans	0
62+ years old	0
Total unique persons*	2
Established housing plans	Count
Total established housing plans	13
Received Prevention & Diversion (P&D) or Emergency funds	Count
P&D: Total unique persons	1
P&D: Total funds allocated	\$500
Emergency: Total unique persons	1
Emergency: Total funds allocated	\$51.83

Distributed items or goods	Count
Water or food	14
Personal items	40
Clothing	4
Gift cards	6
Total distributions	64
Connected to or received supportive services	Count
Legal services	1
Benefits services	5
Mental Health services	0
Substance Use services	1
Employment services	3
Veteran services	2
Transportation services	12
Care Coordination services	10
Total services provided	34
Placed into housing	Count
Interim housing (Crisis, Bridge, Transitional, etc)	5
Permanent housing (Rapid Re-housing, family reunification, etc)	3
Total persons housed	8

\*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:

LACADA

Month and Year:

June 2023

Hours of Street Outreach	Count
Total Hours	320

Hours of Office Work	Count
Total Hours	192

#### 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.*

Last summer, the team encountered an individual living in his van. At the time, the individual declined services. After he lost his van, he became unsheltered at Arcadia County Park. Since then, the team reconnected with him and completed a housing assessment with Hope for Home shelter. While awaiting a bed, the team assisted with groceries and a temporary stay at a Motel 6. When a bed was available, the team transported him to Hope for Home shelter.

#### 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 Arcadia Police Department referred a senior individual to the LACADA team when the individual was notified that they had 14 days to vacate. The team completed a housing navigation assessment and found a viable bed with SHARE! Collaborative Housing. The team provided transportation to Compton to view property and meet the property manager. After securing a bed, the team assisted with move.

Engagements (first time encounters + follow ups)	Count
Total engagements	183
First Time Encounters	Count
Total first time encounters	39
Follow ups	Count
Total follow ups	144
Assessed via CES Survey (includes VI-SPDAT)	Count
Individuals	3
Youth	0
Families	0
Veterans	1
62+ years old	1
Total unique persons*	5
Established housing plans	Count
Total established housing plans	15
Received Prevention & Diversion (P&D) or Emergency funds	Count
P&D: Total unique persons	2
P&D: Total funds allocated	\$5,945.85
Emergency: Total unique persons	1
Emergency: Total funds allocated	\$91.40

Distributed items or goods	Count
Water or food	30
Personal items	6
Clothing	5
Gift cards	16
Total distributions	57
Connected to or received supportive services	Count
Legal services	5
Benefits services	9
Mental Health services	0
Substance Use services	1
Employment services	0
Veteran services	1
Transportation services	24
Care Coordination services	15
Total services provided	55
Placed into housing	Count
Interim housing (Crisis, Bridge, Transitional, etc)	2
Permanent housing (Rapid Re-housing, family reunification, etc)	3
Total persons housed	5

\*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