



# CITY OF ARCADIA CASE MANAGEMENT & HOUSING NAVIGATION SERVICES CUMULATIVE REPORT

Service Provider:

LACADA

Date Range:

July 2023-June 2024

## 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              | 4,071 |

| Hours of Office Work | Count |
|----------------------|-------|
| Total Hours          | 1,867 |

| Engagements   | Count |
|---|-------|
| First time encounters                                     | 489   |
| Follow ups  | 2,816 |
| Total engagements<br>(first time encounters + follow ups) | 3,305 |

| Assessed via CES survey<br>(includes VI-SPDAT & CESTTRR) | Count |
|--|-------|
| Individuals  | 24    |
| Youth  | 4     |
| Families   | 1     |
| Veterans   | 0     |
| 62+ years old  | 11    |
| Total unique persons*                                    | 40    |

| Previously assessed<br>via CES Survey | Count |
|---------------------------------------|-------|
| Total unique persons                  | 480   |

| Established housing plans       | Count |
|---------------------------------|-------|
| Total established housing plans | 766   |

| Distributed items or goods | Count |
|----------------------------|-------|
| Water or food              | 663   |
| Personal items             | 150   |
| Clothing                   | 59    |
| Gift cards                 | 33    |
| Bargain Box Vouchers       | 4     |
| Total distributions        | 909   |

| Connected to or received<br>supportive services | Count |
|---|-------|
| Legal services                                  | 13    |
| Benefits services                               | 137   |
| Medical services                                | 134   |
| Mental Health services                          | 218   |
| Substance Use services                          | 57    |
| Employment services                             | 10    |
| Veteran services                                | 6     |
| Transportation services                         | 348   |
| Care Coordination services                      | 1,942 |
| Total services provided                         | 2,865 |

| Received Prevention & Diversion<br>(P&D), Emergency, SGVCOG funds | Count       |
|---|-------------|
| P&D: Total allocations  | 8           |
| P&D: Total funds allocated  | \$13,527.26 |
| Emergency: Total allocations                                      | 38          |
| Emergency: Total funds allocated                                  | \$4,233.94  |
| SGVCOG: Total allocations   | 16          |
| SGVCOG: Total funds allocated                                     | \$23,192.24 |

| Placed into housing   | Count |
|---|-------|
| Interim housing<br>(Crisis, Bridge, Transitional, etc)                | 167   |
| Permanent housing<br>(Rapid Re-housing, family<br>reunification, etc) | 17    |
| Total persons housed  | 184   |

\*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 2023

## 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 year ago, the LACADA team met an individual who did not trust case managers due to negative experiences in the past. After many weeks of consistent contact, the individual began to accept transportation for shower services and doctor appointments, referrals to local food pantries, and allowed LACADA to connect them with DPSS benefits and an obtain an ID voucher. Now, the individual fully trusts the LACADA team and is in the process of looking for shelter and housing.

## 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.*

LACADA met an individual living out of his car at the Arcadia Library. The team connected him with Shepherd's Pantry for food and clothing, created an HMIS profile, and completed a CES assessment. Additionally, LACADA assisted him with obtaining General Relief at DPSS and enrolling in the Home Subsidy Program. With the Home Subsidy Program, he found independent housing in South Los Angeles.

| Hours of Street Outreach | Count |
|--------------------------|-------|
| Total Hours              | 300   |

| Hours of Office Work | Count |
|----------------------|-------|
| Total Hours          | 196   |

| Engagements   | Count |
|---|-------|
| First time encounters                                     | 48    |
| Follow ups  | 142   |
| Total engagements<br>(first time encounters + follow ups) | 190   |

| Assessed via CES survey<br>(includes VI-SPDAT & CESTTRR) | Count |
|--|-------|
| Individuals  | 4     |
| Youth  | 1     |
| Families   | 0     |
| Veterans   | 0     |
| 62+ years old  | 0     |
| Total unique persons*                                    | 5     |

| Previously assessed<br>via CES Survey | Count |
|---------------------------------------|-------|
| Total unique persons                  | 36    |

| Established housing plans       | Count |
|---------------------------------|-------|
| Total established housing plans | 15    |

| Distributed items or goods | Count |
|----------------------------|-------|
| Water or food              | 63    |
| Personal items             | 10    |
| Clothing                   | 1     |
| Gift cards                 | 3     |
| Bargain Box Vouchers       | 2     |
| Total distributions        | 79    |

| Connected to or received<br>supportive services | Count |
|---|-------|
| Legal services                                  | 0     |
| Benefits services                               | 8     |
| Medical services                                | 2     |
| Mental Health services                          | 1     |
| Substance Use services                          | 0     |
| Employment services                             | 3     |
| Veteran services                                | 1     |
| Transportation services                         | 12    |
| Care Coordination services                      | 3     |
| Total services provided                         | 30    |

| Received Prevention & Diversion<br>(P&D) or Emergency funds | Count      |
|---|------------|
| P&D: Total unique persons                                   | 2          |
| P&D: Total funds allocated                                  | \$2,202.26 |
| Emergency: Total unique persons                             | 3          |
| Emergency: Total funds allocated                            | \$58.30    |

| Placed into housing   | Count |
|---|-------|
| Interim housing<br>(Crisis, Bridge, Transitional, etc)                | 6     |
| Permanent housing<br>(Rapid Re-housing, family<br>reunification, etc) | 1     |
| Total persons housed  | 7     |

\*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 2023

## 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.*

Arcadia PD referred a young family of three experiencing homelessness to the case management team. The team met the family and immediately searched for housing for the mother and baby, obtaining a bed at a VOA maternity program. Until the mother and child could be moved to the program, the family was housed at LACADA's emergency beds. Initially, the mother was hesitant to enter the program, but once she arrived she immediately became comfortable and grateful for this opportunity for her and her baby.

## 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 father of the family mentioned in Highlight Narrative #1, while not eligible to enter the same facility as his girlfriend and baby, was able to obtain temporary shelter via a two week hotel voucher through EMAUS TAY program in North Hollywood. The hotel in which he was placed was in close proximity to the facility in which his girlfriend and son were residing. The client stated that after the two weeks ended, he would find a shelter program in North Hollywood on his own. He was very grateful to get his infant son off the street.

| Hours of Street Outreach | Count |
|--------------------------|-------|
| Total Hours              | 284   |

| Hours of Office Work | Count |
|----------------------|-------|
| Total Hours          | 201   |

| Engagements   | Count |
|---|-------|
| First time encounters                                     | 57    |
| Follow ups  | 151   |
| Total engagements<br>(first time encounters + follow ups) | 208   |

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

| Previously assessed<br>via CES Survey | Count |
|---------------------------------------|-------|
| Total unique persons                  | 28    |

| Established housing plans       | Count |
|---------------------------------|-------|
| Total established housing plans | 22    |

| Distributed items or goods | Count |
|----------------------------|-------|
| Water or food              | 12    |
| Personal items             | 6     |
| Clothing                   | 5     |
| Gift cards                 | 3     |
| Bargain Box Vouchers       | 0     |
| Total distributions        | 26    |

| Connected to or received<br>supportive services | Count |
|---|-------|
| Legal services                                  | 0     |
| Benefits services                               | 3     |
| Medical services                                | 0     |
| Mental Health services                          | 0     |
| Substance Use services                          | 0     |
| Employment services                             | 0     |
| Veteran services                                | 0     |
| Transportation services                         | 18    |
| Care Coordination services                      | 11    |
| Total services provided                         | 32    |

| Received Prevention & Diversion<br>(P&D) or Emergency funds | Count    |
|---|----------|
| P&D: Total allocations                                      | 0        |
| P&D: Total funds allocated                                  | 0        |
| Emergency: Total allocations                                | 8        |
| Emergency: Total funds allocated                            | \$810.58 |

| Placed into housing   | Count |
|---|-------|
| Interim housing<br>(Crisis, Bridge, Transitional, etc)                | 8     |
| Permanent housing<br>(Rapid Re-housing, family<br>reunification, etc) | 0     |
| 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:

September 2023

## 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 client reached out via Arcadia email. The client was in Arcadia, experiencing homelessness due to his mother's illness. The team created an HMIS profile and initially helped with gift cards to fast food places nearby. The shelter was not an option as he needed to be close to the hospital for his mother. His mother was released from the hospital and placed in a skilled nursing home. After a few more days, he asked if we could help him get back home to San Jose with his sister so he could work on transferring his mother to where he has more support. The team contacted his sister and started the family reunification process. She said he could stay with her, so the team transported him to Union Station and purchased a bus ticket. He asked us to let Arcadia know how thankful he is for being able to help him get back 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.*

The client called the Arcadia line and asked if we could meet her. The client had been evicted from her home due to chronic illness and inability to work. The client is staying in Motel 6, but her funds were about to run out. The team initially helped by using gift cards to keep her in Motel 6. The team also provided grocery and fast food gift cards to ensure she had food. The team then took her to the DHS mobile clinic for a housing referral. The team also had LAHSA place a referral to Foley House. Foley House was the first place to call back with an intake date, and they allowed pets. The team provided a warm handoff and a dog kennel/ treats so the client and her dog could start their journey to obtain housing through the Foley House program. She is very grateful for the help the city of Arcadia provided her in her time of need.

| Hours of Street Outreach | Count |
|--------------------------|-------|
| Total Hours              | 290   |

| Hours of Office Work | Count |
|----------------------|-------|
| Total Hours          | 126   |

| Engagements   | Count |
|---|-------|
| First time encounters                                     | 36    |
| Follow ups  | 181   |
| Total engagements<br>(first time encounters + follow ups) | 217   |

| Assessed via CES survey<br>(includes VI-SPDAT & CESTTRR) | Count |
|--|-------|
| Individuals  | 4     |
| Youth  | 1     |
| Families   | 0     |
| Veterans   | 0     |
| 62+ years old  | 0     |
| Total unique persons*                                    | 5     |

| Previously assessed<br>via CES Survey | Count |
|---------------------------------------|-------|
| Total unique persons                  | 31    |

| Established housing plans       | Count |
|---------------------------------|-------|
| Total established housing plans | 47    |

| Distributed items or goods | Count |
|----------------------------|-------|
| Water or food              | 47    |
| Personal items             | 2     |
| Clothing                   | 0     |
| Gift cards                 | 6     |
| Bargain Box Vouchers       | 0     |
| Total distributions        | 55    |

| Connected to or received<br>supportive services | Count |
|---|-------|
| Legal services                                  | 0     |
| Benefits services                               | 2     |
| Medical services                                | 5     |
| Mental Health services                          | 10    |
| Substance Use services                          | 0     |
| Employment services                             | 2     |
| Veteran services                                | 2     |
| Transportation services                         | 22    |
| Care Coordination services                      | 0     |
| Total services provided                         | 43    |

| Received Prevention & Diversion<br>(P&D) or Emergency funds | Count     |
|---|-----------|
| P&D: Total unique persons                                   | 1         |
| P&D: Total funds allocated                                  | \$1850.00 |
| Emergency: Total unique persons                             | 4         |
| Emergency: Total funds allocated                            | \$202.03  |

| Placed into housing   | Count |
|---|-------|
| Interim housing<br>(Crisis, Bridge, Transitional, etc)                | 6     |
| Permanent housing<br>(Rapid Re-housing, family<br>reunification, etc) | 2     |
| 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:

October 2023

## 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 essential assistance to a client by helping her adopt her dog and providing her with clothes and hygiene products to enable her to undergo treatment. In addition, the team took the dog to the Pasadena Humane Society to get its immune shots. The team also coordinated the client's admission to the Tarzana Treatment Center's Detox, where she was transported by the team. Unfortunately, the client decided to leave the center against medical advice. The team then focused on reuniting the client with her mother and convinced her of the importance of receiving treatment, as it was a condition for her to return home. Consequently, the team transported her to the Tarzana Treatment Center in Lancaster, where she was enrolled while waiting for an available bed in the Detox facility. The client is currently residing with her mother while waiting for the bed to become available.

## 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 successfully facilitated the enrollment of a family unit comprising of three individuals into the Lancaster VOA shelter. The family members expressed their willingness to go together, subject to simultaneous allocation of beds. However, their inability to pay for storage presented a challenge. The team worked collaboratively with the city of Arcadia to secure payment for their storage on a monthly basis during their enrollment in the program. The team also assisted in reorganizing their storage unit to accommodate their bikes and other belongings when they received their beds. The team arrived at the shelter in time to complete the intake process.

| Hours of Street Outreach | Count |
|--------------------------|-------|
| Total Hours              | 383   |

| Hours of Office Work | Count |
|----------------------|-------|
| Total Hours          | 136   |

| Engagements   | Count |
|---|-------|
| First time encounters                                     | 49    |
| Follow ups  | 265   |
| Total engagements<br>(first time encounters + follow ups) | 314   |

| Assessed via CES survey<br>(includes VI-SPDAT & CESTTRR) | Count |
|--|-------|
| Individuals  | 3     |
| Youth  | 0     |
| Families   | 0     |
| Veterans   | 0     |
| 62+ years old  | 2     |
| Total unique persons*                                    | 5     |

| Previously assessed<br>via CES Survey | Count |
|---------------------------------------|-------|
| Total unique persons                  | 47    |

| Established housing plans       | Count |
|---------------------------------|-------|
| Total established housing plans | 97    |

| Distributed items or goods | Count |
|----------------------------|-------|
| Water or food              | 68    |
| Personal items             | 15    |
| Clothing                   | 3     |
| Gift cards                 | 4     |
| Bargain Box Vouchers       | 2     |
| Total distributions        | 92    |

| Connected to or received<br>supportive services | Count |
|---|-------|
| Legal services                                  | 3     |
| Benefits services                               | 0     |
| Medical services                                | 18    |
| Mental Health services                          | 21    |
| Substance Use services                          | 11    |
| Employment services                             | 1     |
| Veteran services                                | 1     |
| Transportation services                         | 29    |
| Care Coordination services                      | 160   |
| Total services provided                         | 244   |

| Received Prevention & Diversion<br>(P&D) or Emergency funds | Count      |
|---|------------|
| P&D: Total unique persons                                   | 3          |
| P&D: Total funds allocated                                  | \$7,225    |
| Emergency: Total unique persons                             | 5          |
| Emergency: Total funds allocated                            | \$1,895.69 |

| Placed into housing   | Count |
|---|-------|
| Interim housing<br>(Crisis, Bridge, Transitional, etc)                | 12    |
| Permanent housing<br>(Rapid Re-housing, family<br>reunification, etc) | 2     |
| 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:

LACADA

Month and Year:

November 2023

## 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.*

Foothill Unity referred a mother and six children to Arcadia's LACADA team. The family had been living in the Extended Stay in Arcadia for five months and ran out of money. They were about to be on the streets. The team met with the individual, who stated she had a safe place in Chicago but, was unable to get there. The team started the family reunification process by verifying that the family had a safe place to go. Once that was done, the team bought plane tickets to fly the family back to Chicago and extended the family's hotel stay for three nights until their flight left. The team also provided winter jackets for the mother and her six children. Lastly, the team also hired a driver to pick up the family and transport them to LAX early in the morning. Once there, the family contacted us to inform us that they had arrived safely. This reunification would not have been possible without the resources the City of Arcadia provides for its unhoused residents.

## 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 LACADA team had a first-time encounter with an individual sleeping at the Metro Station with all his belongings scattered. He stated that his shoes had been stolen from him by another homeless individual. The team offered shelter services and he expressed interest in Soul Housing. The team reached out to Soul Housing, and while waiting, the team purchased him a pair of shoes from Target. The team also provided the individual with a snack pack, water, and first aid supplies for a cut on his leg. Once a bed was secured at Soul Housing, the team transported the individual and updated HMIS. Once the team arrived at Soul Housing, they helped the individual downsize his belongings and provided a warm hand-off to the team on-site.

| Hours of Street Outreach | Count |
|--------------------------|-------|
| Total Hours              | 352   |

| Hours of Office Work | Count |
|----------------------|-------|
| Total Hours          | 128   |

| Engagements   | Count |
|---|-------|
| First time encounters                                     | 39    |
| Follow ups  | 239   |
| Total engagements<br>(first time encounters + follow ups) | 278   |

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

| Previously assessed<br>via CES Survey | Count |
|---------------------------------------|-------|
| Total unique persons                  | 43    |

| Established housing plans       | Count |
|---------------------------------|-------|
| Total established housing plans | 74    |

| Distributed items or goods | Count |
|----------------------------|-------|
| Water or food              | 57    |
| Personal items             | 8     |
| Clothing                   | 6     |
| Gift cards                 | 8     |
| Bargain Box Vouchers       | 0     |
| Total distributions        | 79    |

| Connected to or received<br>supportive services | Count |
|---|-------|
| Legal services                                  | 0     |
| Benefits services                               | 6     |
| Medical services                                | 27    |
| Mental Health services                          | 17    |
| Substance Use services                          | 16    |
| Employment services                             | 0     |
| Veteran services                                | 0     |
| Transportation services                         | 32    |
| Care Coordination services                      | 135   |
| Total services provided                         | 233   |

| Received Prevention & Diversion<br>(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                            | \$176.58 |

| Placed into housing   | Count |
|---|-------|
| Interim housing<br>(Crisis, Bridge, Transitional, etc)                | 14    |
| Permanent housing<br>(Rapid Re-housing, family<br>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:

LACADA

Month and Year:

December 2023

## 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 has been working with the client for over a year. The client was matched to the Hope Center due to veteran status. The team worked diligently to get the individual ready to be placed at Hope Center. The team helped verify disability status so the client could get lower rent, turn on the electricity, pay a deposit for an apartment, sign a lease, and get groceries/home goods items from Shepherd's Pantry. The team even got the client, who had been resistant to having a phone, to finally obtain a phone. The team continues to do wellness checks and is working on getting the individual off General Relief and on to Social Security Disability Insurance.

## 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 helped a mother and her adult daughter by connecting them to the EMAUS program, which allowed them to be placed in a motel from the end of the November through December 27. The mother was working, but needed help with securing a place for her and her daughter. Once the team discussed housing options in detail, the daughter realized she needed more stability, which the mother knew she could not provide. The team helped the daughter get connected to Job Corps and the mother asked for help locating a sober living facility that was affordable and close to her job. The team then spoke to EMAUS again and secured a room for rent in Azusa for the mother, which was perfect since she works in Glendora. The mother signed the lease on December 29 and the daughter started Job Corps, which provides free housing, meals, medical, and living allowance.

| Hours of Street Outreach | Count |
|--------------------------|-------|
| Total Hours              | 361   |

| Hours of Office Work | Count |
|----------------------|-------|
| Total Hours          | 121   |

| Engagements   | Count |
|---|-------|
| First time encounters                                     | 46    |
| Follow ups  | 234   |
| Total engagements<br>(first time encounters + follow ups) | 280   |

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

| Previously assessed<br>via CES Survey | Count |
|---------------------------------------|-------|
| Total unique persons                  | 48    |

| Established housing plans       | Count |
|---------------------------------|-------|
| Total established housing plans | 69    |

| Distributed items or goods | Count |
|----------------------------|-------|
| Water or food              | 51    |
| Personal items             | 29    |
| Clothing                   | 5     |
| Gift cards                 | 4     |
| Bargain Box Vouchers       | 0     |
| Total distributions        | 89    |

| Connected to or received<br>supportive services | Count |
|---|-------|
| Legal services                                  | 1     |
| Benefits services                               | 11    |
| Medical services                                | 31    |
| Mental Health services                          | 25    |
| Substance Use services                          | 3     |
| Employment services                             | 0     |
| Veteran services                                | 0     |
| Transportation services                         | 46    |
| Care Coordination services                      | 96    |
| Total services provided                         | 213   |

| Received Prevention & Diversion<br>(P&D) or Emergency funds | Count      |
|---|------------|
| P&D: Total unique persons                                   | 2          |
| P&D: Total funds allocated                                  | \$2,250.00 |
| Emergency: Total unique persons                             | 2          |
| Emergency: Total funds allocated                            | \$187.94   |

| Placed into housing   | Count |
|---|-------|
| Interim housing<br>(Crisis, Bridge, Transitional, etc)                | 13    |
| Permanent housing<br>(Rapid Re-housing, family<br>reunification, etc) | 2     |
| 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:

January 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 elderly couple from Arcadia Retirement Village stating that she was being forced to pay for a door that was broken by accident or she would be homeless. The team filed a complaint with Adult Protective Services and the Licensing Board. An investigation was started and was substantiated. The couple then was told that no one could help them at the facility because of the investigation. The team provided the couple with a list of assisted living that accept the assisted living waiver. After viewing multiple places, they both decided to get an apartment with their granddaughter, who would also provide at-home care. The team helped find an apartment in Monrovia, packed their belongings, and moved them to the new apartment. The team connected them to Shepherd's Pantry to help with food and continues to deliver it to them. The team also used housing/ rehousing funds from SVGCOG to purchase a bed. The team continues to check in on the couple, and they state they are much happier and less stressed.

## 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 helped an older woman living in her car. The team linked her to the DHS mobile clinic and got the medication she needed for a past injury and x-rays done. The team also helped her get connected to the medical board to help her with a surgery she stated went wrong. The team enrolled her in problem-solving for individuals and conducted a CES assessment. The team obtained a disability verification for her hearing and uploaded it to HMIS. The team also helped her get her hearing aids. The client displayed mental health barriers, so the team placed a HOMETEAM referral, and DMH came out and met with the client. The client was linked to the Booth House, which DMH funds for people over 62 who are experiencing homelessness.

| Hours of Street Outreach | Count |
|--------------------------|-------|
| Total Hours              | 360   |

| Hours of Office Work | Count |
|----------------------|-------|
| Total Hours          | 140   |

| Engagements   | Count |
|---|-------|
| First time encounters                                     | 31    |
| Follow ups  | 270   |
| Total engagements<br>(first time encounters + follow ups) | 301   |

| Assessed via CES survey<br>(includes VI-SPDAT & CESTTRR) | Count |
|--|-------|
| Individuals  | 2     |
| Youth  | 0     |
| Families   | 0     |
| Veterans   | 0     |
| 62+ years old  | 2     |
| Total unique persons*                                    | 4     |

| Previously assessed<br>via CES Survey | Count |
|---------------------------------------|-------|
| Total unique persons                  | 43    |

| Established housing plans       | Count |
|---------------------------------|-------|
| Total established housing plans | 70    |

| Distributed items or goods | Count |
|----------------------------|-------|
| Water or food              | 70    |
| Personal items             | 13    |
| Clothing                   | 0     |
| Gift cards                 | 0     |
| Bargain Box Vouchers       | 0     |
| Total distributions        | 83    |

| Connected to or received<br>supportive services | Count |
|---|-------|
| Legal services                                  | 1     |
| Benefits services                               | 22    |
| Medical services                                | 21    |
| Mental Health services                          | 37    |
| Substance Use services                          | 1     |
| Employment services                             | 2     |
| Veteran services                                | 1     |
| Transportation services                         | 45    |
| Care Coordination services                      | 86    |
| Total services provided                         | 216   |

| Received Prevention & Diversion<br>(P&D), Emergency, SGVCOG funds | Count      |
|---|------------|
| P&D: Total allocations  | 0          |
| P&D: Total funds allocated  | 0          |
| Emergency: Total allocations                                      | 3          |
| Emergency: Total funds allocated                                  | \$40.42    |
| SGVCOG: Total allocations   | 2          |
| SGVCOG: Total funds allocated                                     | \$2,150.94 |

| Placed into housing   | Count |
|---|-------|
| Interim housing<br>(Crisis, Bridge, Transitional, etc)                | 12    |
| Permanent housing<br>(Rapid Re-housing, family<br>reunification, etc) | 2     |
| 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:

LACADA

Month and Year:

February 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.*

This individual was encountered sleeping in Arcadia Park and was suffering from mental health issues, legal issues, and substance abuse. The team took him to court to settle his probation requirements, which were to work with LACADA and be connected to mental health services. The individual was then placed in Soul Housing while the team worked on getting his Section 8 Voucher back. Once the voucher was reinstated, the team worked with DMH to help him find an apartment. The individual was connected to GR benefits and was coached to obtain a LifeLine. During this time, the individual stopped using hard drugs and his mental health started to improve. In February, the court terminated his probation due to the individual's hard work to improve his quality of life. Recently, he got a job at Soul Housing and found an apartment with the help of DMH and LACADA. To secure apartment, the team connected him to financial support for the security deposit using SVGCOG Rehousing/Housing funding.

## 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 individual was a PD referral. The team called multiple interim housing locations and could not find a bed. PD offered to get the individual another night at Extended Stay using Emergency Funds. The team got a call back later that night saying a bed was available at Soul Housing. The team came by the following morning and helped the individual pack her belongings, and transported her to Soul Housing. The team continues to follow up with the individual and recently received a thank you card from her thanking the team for getting her off the street and into a better situation to start her life over.

| Hours of Street Outreach | Count |
|--------------------------|-------|
| Total Hours              | 317   |

| Hours of Office Work | Count |
|----------------------|-------|
| Total Hours          | 163   |

| Engagements   | Count |
|---|-------|
| First time encounters                                     | 49    |
| Follow ups  | 280   |
| Total engagements<br>(first time encounters + follow ups) | 329   |

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

| Previously assessed<br>via CES Survey | Count |
|---------------------------------------|-------|
| Total unique persons                  | 44    |

| Established housing plans       | Count |
|---------------------------------|-------|
| Total established housing plans | 76    |

| Distributed items or goods | Count |
|----------------------------|-------|
| Water or food              | 71    |
| Personal items             | 4     |
| Clothing                   | 8     |
| Gift cards                 | 0     |
| Bargain Box Vouchers       | 0     |
| Total distributions        | 83    |

| Connected to or received<br>supportive services | Count |
|---|-------|
| Legal services                                  | 3     |
| Benefits services                               | 13    |
| Medical services                                | 2     |
| Mental Health services                          | 28    |
| Substance Use services                          | 0     |
| Employment services                             | 0     |
| Veteran services                                | 0     |
| Transportation services                         | 28    |
| Care Coordination services                      | 254   |
| Total services provided                         | 328   |

| Received Prevention & Diversion<br>(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                                  | \$262.35  |
| SGVCOG: Total allocations   | 3         |
| SGVCOG: Total funds allocated                                     | \$9398.00 |

| Placed into housing   | Count |
|---|-------|
| Interim housing<br>(Crisis, Bridge, Transitional, etc)                | 40    |
| Permanent housing<br>(Rapid Re-housing, family<br>reunification, etc) | 0     |
| Total persons housed  | 40    |

\*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 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 has been working an individual staying in Arcadia Park since September. During that time, the team has worked to reinstate his Section 8 voucher, connected him to DMH, worked to meet all court requirements to get off probation, placed him into interim housing, and has worked with DMH to find a permanent apartment. This month, the team found an apartment and utilized SGVCOG funding to pay the remainder of his security deposit. The team then helped the individual move into his permanent housing and continues to follow up on a regular basis.

## 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 an individual about to be displaced to the streets from Motel 6. The individual, who is disabled and has a dog, has been working with the team since September. The team utilized Emergency Services resources to keep the individual in the motel. The team then connected the individual to the DHS mobile clinic and secured interim housing at the Foley House. After some time at interim housing, the individual was issued a housing voucher and the team started to help the individual look for permanent apartments. The individual and team found an apartment and utilized SVGCOG funding to furnish the home with essential. The team continues to follow up with the individual to maintain stability.

| Hours of Street Outreach | Count |
|--------------------------|-------|
| Total Hours              | 372   |

| Hours of Office Work | Count |
|----------------------|-------|
| Total Hours          | 156   |

| Engagements   | Count |
|---|-------|
| First time encounters                                     | 29    |
| Follow ups  | 256   |
| Total engagements<br>(first time encounters + follow ups) | 285   |

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

| Previously assessed<br>via CES Survey | Count |
|---------------------------------------|-------|
| Total unique persons                  | 34    |

| Established housing plans       | Count |
|---------------------------------|-------|
| Total established housing plans | 69    |

| Distributed items or goods | Count |
|----------------------------|-------|
| Water or food              | 35    |
| Personal items             | 29    |
| Clothing                   | 6     |
| Gift cards                 | 3     |
| Bargain Box Vouchers       | 0     |
| Total distributions        | 73    |

| Connected to or received<br>supportive services | Count |
|---|-------|
| Legal services                                  | 0     |
| Benefits services                               | 19    |
| Medical services                                | 4     |
| Mental Health services                          | 27    |
| Substance Use services                          | 4     |
| Employment services                             | 1     |
| Veteran services                                | 0     |
| Transportation services                         | 24    |
| Care Coordination services                      | 191   |
| Total services provided                         | 270   |

| Received Prevention & Diversion<br>(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                                  | \$12.00    |
| SGVCOG: Total allocations   | 3          |
| SGVCOG: Total funds allocated                                     | \$4,771.19 |

| Placed into housing   | Count |
|---|-------|
| Interim housing<br>(Crisis, Bridge, Transitional, etc)                | 14    |
| Permanent housing<br>(Rapid Re-housing, family<br>reunification, etc) | 2     |
| Total persons housed  | 16    |

\*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 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 client is a young person who resides in Arcadia and has previously received assistance from the team. Unfortunately, the client suffered a relapse and reached out for help. The team accompanied the client to the hospital to obtain medical clearance before utilizing an emergency bed while waiting for a residential treatment option to become available. During this time, the team utilized the East San Gabriel Valley Coalition (ESGVC) to provide food and hygiene services for the client. A residential treatment bed became available a week later, and the client was successfully admitted into the 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.*

The individual is a female who had been residing in the wash. Our team assisted by transporting her to Family Christian Church where so was able to take a shower and have a hot meal. We discussed housing options with her and she expressed interest. Through the Homeless Management Information System (HMIS), we placed an interim housing referral and secured a bed for her at Bryant Temple. We then transported her to the program, but she got scared and refused to enter the shelter. However, a week later, she contacted us again and expressed a willingness to participate in the program. We coordinated with Bryant Temple and were able to re-enroll her in the program. Additionally, we are currently helping her with her court issues.

| Hours of Street Outreach | Count |
|--------------------------|-------|
| Total Hours              | 340   |

| Hours of Office Work | Count |
|----------------------|-------|
| Total Hours          | 180   |

| Engagements   | Count |
|---|-------|
| First time encounters                                     | 32    |
| Follow ups  | 256   |
| Total engagements<br>(first time encounters + follow ups) | 288   |

| Assessed via CES survey<br>(includes VI-SPDAT & CESTTRR) | Count |
|--|-------|
| Individuals  | 5     |
| Youth  | 1     |
| Families   | 0     |
| Veterans   | 0     |
| 62+ years old  | 0     |
| Total unique persons*                                    | 6     |

| Previously assessed<br>via CES Survey | Count |
|---------------------------------------|-------|
| Total unique persons                  | 40    |

| Established housing plans       | Count |
|---------------------------------|-------|
| Total established housing plans | 76    |

| Distributed items or goods | Count |
|----------------------------|-------|
| Water or food              | 55    |
| Personal items             | 1     |
| Clothing                   | 6     |
| Gift cards                 | 0     |
| Bargain Box Vouchers       | 0     |
| Total distributions        | 62    |

| Connected to or received<br>supportive services | Count |
|---|-------|
| Legal services                                  | 0     |
| Benefits services                               | 22    |
| Medical services                                | 5     |
| Mental Health services                          | 27    |
| Substance Use services                          | 5     |
| Employment services                             | 0     |
| Veteran services                                | 1     |
| Transportation services                         | 27    |
| Care Coordination services                      | 225   |
| Total services provided                         | 312   |

| Received Prevention & Diversion<br>(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                                  | \$343.69   |
| SGVCOG: Total allocations   | 4          |
| SGVCOG: Total funds allocated                                     | \$5,280.60 |

| Placed into housing   | Count |
|---|-------|
| Interim housing<br>(Crisis, Bridge, Transitional, etc)                | 15    |
| Permanent housing<br>(Rapid Re-housing, family<br>reunification, etc) | 0     |
| 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:

May 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.*

An individual was experiencing homelessness and suffering from alcoholism. He did not have any medical insurance or an ID. The team assisted in obtaining Medi-Cal so that he could enter detox and also helped him obtain an ID. After, the team was able to admit him to a detox center. Following detox, the team helped him into a sober living facility, where he is currently residing and receiving outpatient treatment.

## 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 had been experiencing homeless in Arcadia for many years. The team reconnected him with his case worker at Ascencia, where they were able to reinstate his Section 8 voucher. The team worked closely with his case worker to assist with obtaining documentation, searching for apartments, and relaying messages since the individual did not have a phone. Eventually, the team and Ascencia found a unit in the area the client desired. The team helped with move in and was able to provide essentials such as a bed and a fridge using the available SVGCOG funding, as well as resources from Shepherd's Pantry. The team continues to check in on the individual, who remains very grateful for all the assistance provided to help him secure his own place.

| Hours of Street Outreach | Count |
|--------------------------|-------|
| Total Hours              | 344   |

| Hours of Office Work | Count |
|----------------------|-------|
| Total Hours          | 176   |

| Engagements   | Count |
|---|-------|
| First time encounters                                     | 41    |
| Follow ups  | 275   |
| Total engagements<br>(first time encounters + follow ups) | 316   |

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

| Previously assessed<br>via CES Survey | Count |
|---------------------------------------|-------|
| Total unique persons                  | 40    |

| Established housing plans       | Count |
|---------------------------------|-------|
| Total established housing plans | 81    |

| Distributed items or goods | Count |
|----------------------------|-------|
| Water or food              | 84    |
| Personal items             | 28    |
| Clothing                   | 14    |
| Gift cards                 | 0     |
| Bargain Box Vouchers       | 0     |
| Total distributions        | 126   |

| Connected to or received<br>supportive services | Count |
|---|-------|
| Legal services                                  | 4     |
| Benefits services                               | 10    |
| Medical services                                | 8     |
| Mental Health services                          | 14    |
| Substance Use services                          | 16    |
| Employment services                             | 1     |
| Veteran services                                | 0     |
| Transportation services                         | 24    |
| Care Coordination services                      | 394   |
| Total services provided                         | 471   |

| Received Prevention & Diversion<br>(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                                  | \$94.34 |
| SGVCOG: Total allocations   | 1       |
| SGVCOG: Total funds allocated                                     | \$39.82 |

| Placed into housing   | Count |
|---|-------|
| Interim housing<br>(Crisis, Bridge, Transitional, etc)                | 8     |
| Permanent housing<br>(Rapid Re-housing, family<br>reunification, etc) | 3     |
| Total persons housed  | 11    |

\*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 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 phone call from individual who was homeless and suffering from medical issues. The team reached out to Soul Housing to obtain a bed at the recuperative care facility. Unfortunately, a bed was not available until July 1st. The team utilized SGVCOG Housing/Rehousing funds to place the individual at Motel 6 for 5 nights until the recuperative bed was ready. On July 1, the team transported the individual to Soul Housing and provided a warm hand off to the staff on site. The individual is now housed at Soul Housing.

## 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 who had recently released from prison. The team provided the person with clean clothing, food, and discussed interim housing options, but the individual required an ID. The team transported the individual to the DMV and assisted with the process of acquiring an ID. Once the individual had proper documentation, the team submitted an interim housing referral through HMIS. LAHSA matched individual to a bed at US VET interim housing and the team provided the individual with transportation to the facility. To date, the individual is still successfully housed at this facility.

| Hours of Street Outreach | Count |
|--------------------------|-------|
| Total Hours              | 368   |

| Hours of Office Work | Count |
|----------------------|-------|
| Total Hours          | 144   |

| Engagements   | Count |
|---|-------|
| First time encounters                                     | 32    |
| Follow ups  | 267   |
| Total engagements<br>(first time encounters + follow ups) | 299   |

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

| Previously assessed<br>via CES Survey | Count |
|---------------------------------------|-------|
| Total unique persons                  | 46    |

| Established housing plans       | Count |
|---------------------------------|-------|
| Total established housing plans | 70    |

| Distributed items or goods | Count |
|----------------------------|-------|
| Water or food              | 50    |
| Personal items             | 5     |
| Clothing                   | 5     |
| Gift cards                 | 2     |
| Bargain Box Vouchers       | 0     |
| Total distributions        | 62    |

| Connected to or received<br>supportive services | Count |
|---|-------|
| Legal services                                  | 1     |
| Benefits services                               | 21    |
| Medical services                                | 11    |
| Mental Health services                          | 11    |
| Substance Use services                          | 1     |
| Employment services                             | 0     |
| Veteran services                                | 0     |
| Transportation services                         | 41    |
| Care Coordination services                      | 387   |
| Total services provided                         | 473   |

| Received Prevention & Diversion<br>(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                                  | \$150.02   |
| SGVCOG: Total allocations   | 3          |
| SGVCOG: Total funds allocated                                     | \$1,551.69 |

| Placed into housing   | Count |
|---|-------|
| Interim housing<br>(Crisis, Bridge, Transitional, etc)                | 19    |
| Permanent housing<br>(Rapid Re-housing, family<br>reunification, etc) | 2     |
| Total persons housed  | 21    |

\*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