

ANNUAL REPORT Reducing Homelessness



JULY 1, 2022 - JUNE 30, 2023

During fiscal year 2022-23, the City of Carlsbad achieved several important milestones towards its goal of reducing homelessness and its impacts on the community, which are detailed in this report.

In February 2023, the City Council approved an updated [Homelessness Action Plan](#), which includes the programs and initiatives the city will carry out over the next five years and the measures that will be used to track progress.

City Council Goal

Enhance the quality of life for everyone in Carlsbad by adopting and implementing an updated Homelessness Response Plan that addresses the complex needs of individuals experiencing or at risk of experiencing homelessness in a compassionate and effective manner and reduces the impacts of homelessness on the community.

Summary of City-Funded Programs



105



Households transitioned to permanent housing



66

Shelter placements

565



Unduplicated contacts



45

Hotel voucher
STAYS

Police calls for service

8,322

106



Encampment
CLEANUPS

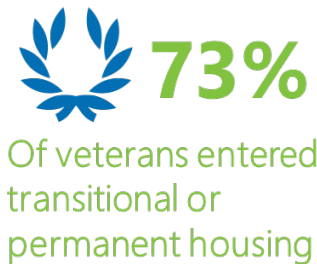
Year-Over-Year Progress

Progress FY 2021-22 to FY 2022-23



NEW: Employment & Benefits Program

36 Individuals enrolled

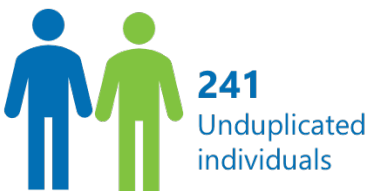


Carlsbad's Homeless Population

The city uses a variety of data points to measure and track progress on efforts to reduce homelessness. To better understand who is experiencing homelessness in Carlsbad and coordinate efforts with community partners, the city is maintaining a new comprehensive "by-name" internal list, which tracks all individuals enrolled in homeless service programs within the City of Carlsbad. This expands upon the data included in the earlier sections of this report by incorporating individuals who received services not funded by the city.

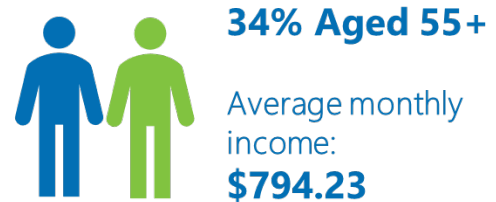
Summary of by-name list data

Status update – June 30, 2023*



18 Families
37 Children

Average monthly income:
\$1,933.13



42% Chronically* homeless



**Reported a permanent disability and 1 year+ experiencing homelessness*

* The by-name list is generated directly from the Homeless Management Information System. This data is based on those who were active on the list as of June 30, 2023.

By-name list – FY 2022-23

Total Entries:

431

Total new to Carlsbad programs including:

197

First time enrolled in a homeless services program in San Diego County

234

Previously enrolled in a homeless services program in San Diego County

683 

Unduplicated individuals served

↓5% Unsheltered individuals



Program Exits to Housing:

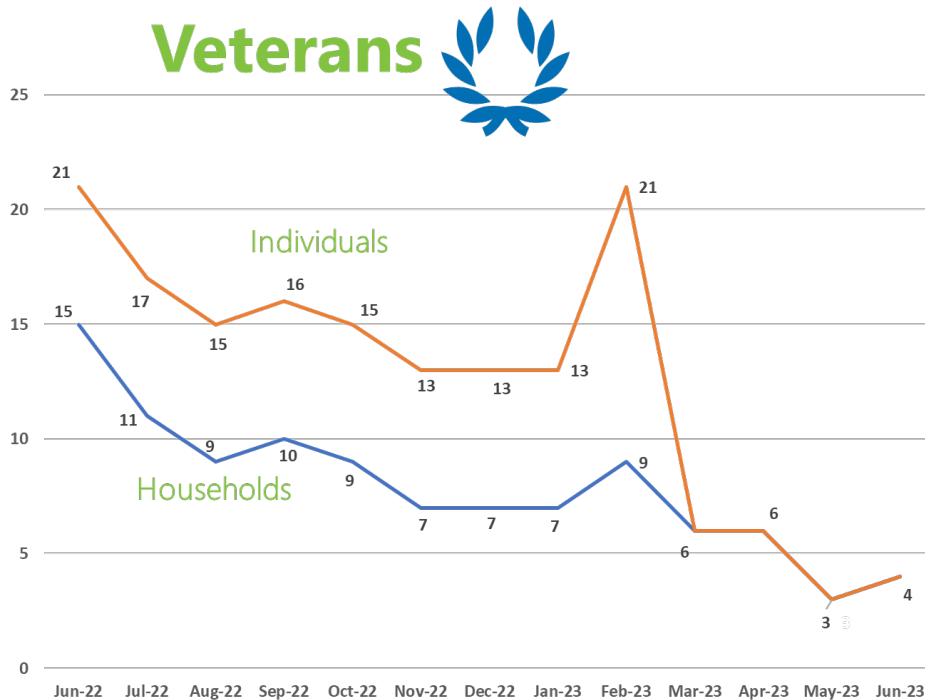


128

Individuals found permanent housing through programs in the city

Veteran focus

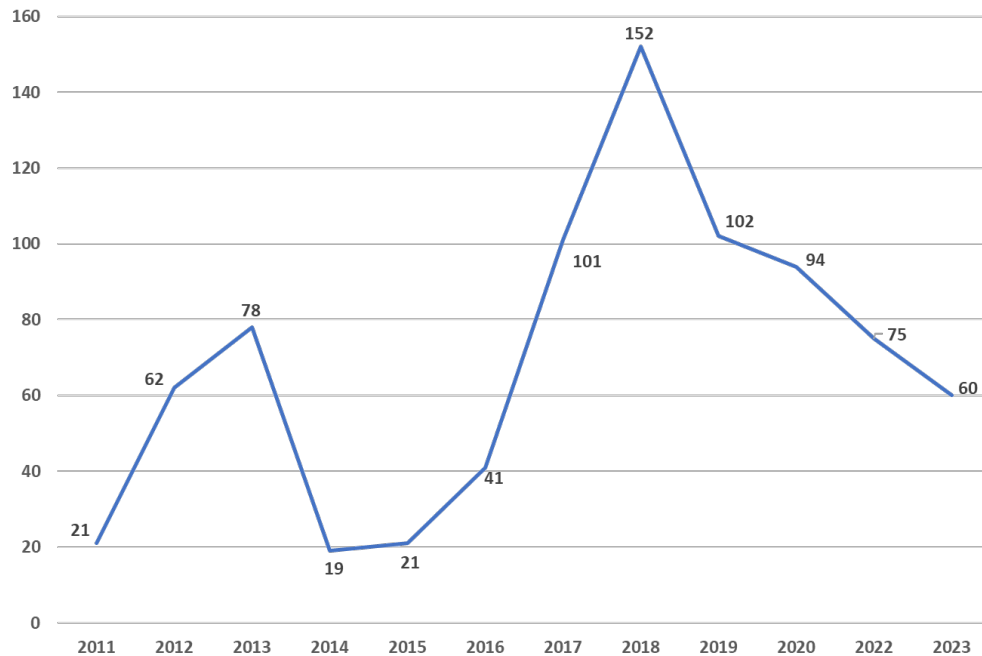
City staff have been working closely with community partners to specifically support our veteran community in accessing resources and finding places to live. From June 2022 through June 2023, the By-Name List showed that veteran homelessness decreased by 73% in our community. The city continues to work with the County of San Diego and other local partners to reduce veteran homelessness.



Point-in-Time Count*

Point-in-Time Count Unsheltered Data

The Point-in-Time Count is an unduplicated count of sheltered and unsheltered individuals experiencing homelessness across the United States, normally conducted during the last week in January. Since 2005, the Department of Housing and Urban Development has required all Continuums of Care who receive federal funding to provide a bi-annual count. The San Diego County Region typically exceeds this requirement by conducting a count every year.









*The Point-in-Time Count did not take place in 2021 due to COVID-19 precautions.

Data	2020	2022	2023	Change from 2022
Carlsbad sheltered	54	43	43	0%
Carlsbad unsheltered	94	75	60	-20%
Carlsbad total	148	118	103	-12.70%
North County Coastal sheltered	238	276	360	30%
North County Coastal unsheltered	383	469	423	-10%
North County Coastal total	621	745	783	5%

City Programs Data by Quarter

The table below shows how data compare between each quarter, along with cumulative data since July 2022. The same individual may have received more than one service and is reflected under each service category that applies to them (for example, the same individual may have received both a motel voucher and later placed into permanent housing).

	Fiscal Year	Q1	Q2	Q3	Q4	YTD
 Households transitioned to permanent housing ¹	2021-22	23	15	12	12	62
	2022-23	35	31	19	20	105
 Unduplicated contacts ²	2021-22	253	269	309	324	749
	2022-23	247	184	236	183	565
 Police calls for service ³	2021-22	1,542	2,169	2,585	2,701	8,997
	2022-23	2,548	1,857	1,953	1,964	8,322
 Shelter placements	2021-22	28	29	39	14	110
	2022-23	21	17	21	7	66
 Shopping carts collected	2021-22	N/A	37	48	17	102
	2022-23	31	13	3	35	82
 Motel voucher stays	2022-23	31	13	3	35	44
	2022-23	10	13	10	15	45 ⁴

¹This year's data includes exits from La Posada de Guadalupe emergency shelter that were not available for the previous year's data.

²Unduplicated contacts include enrollments in city-funded programs.

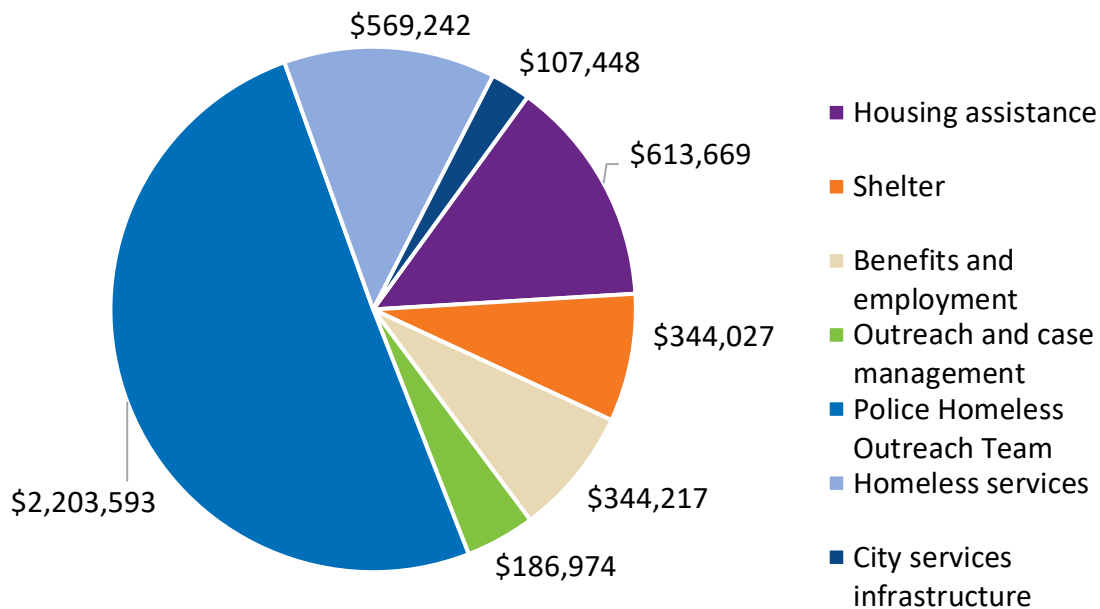
³In fiscal year 2022-23, Carlsbad Police officers went into the field for 8,322 homeless-related calls for service, of which 3,754 calls were in response to a specific request or complaint and 4,568 were proactive department-initiated calls for service to help carry out city homelessness goals and enforce applicable laws.

⁴This number indicates unduplicated households served, as some stays overlapped fiscal quarters.

Expenditures

The total expenditures for fiscal year 2022-23 were \$4,369,169 to support the homelessness goal. This number includes carried forward encumbrances from fiscal year 2021-22 and two mid-year allocations. A portion of the Police Homeless Outreach Team was redeployed to respond to the Traffic Safety Emergency and additional overtime compensation was expended towards traffic emergency activities. The expenditures remained in the original budget source for those employees.

TOTAL BUDGET EXPENDITURES BY CATEGORY FY 2022-23



HOMELESSNESS ACTION PLAN

Areas of Focus

Homelessness is a complex issue that requires the resources, expertise and cooperation of many different entities. The city's efforts are concentrated within three key areas it can influence and programs that will make the biggest impact for Carlsbad. These areas comprise "what" the city is focusing on.



Shelter and housing



Outreach and access to services



Public safety



Shelter and Housing



105

Households transitioned to permanent housing



75

Households provided with prevention services

45



Hotel voucher STAYS



66

Shelter placements

Deed-Restricted Affordable Housing

The following chart represents the city's efforts towards increasing the deed-restricted affordable housing available within the city. Deed-restricted affordable housing is real estate that is required to be used as affordable housing for a period of time pursuant to a restrictive covenant.

	Existing	Approved*	Under construction	Completed in FY 2022-23
Moderate	747	0	57	0
Low-income	1223	71	114	0
Very low-income	446	30	44	0
TOTAL	2,416	101	215	0

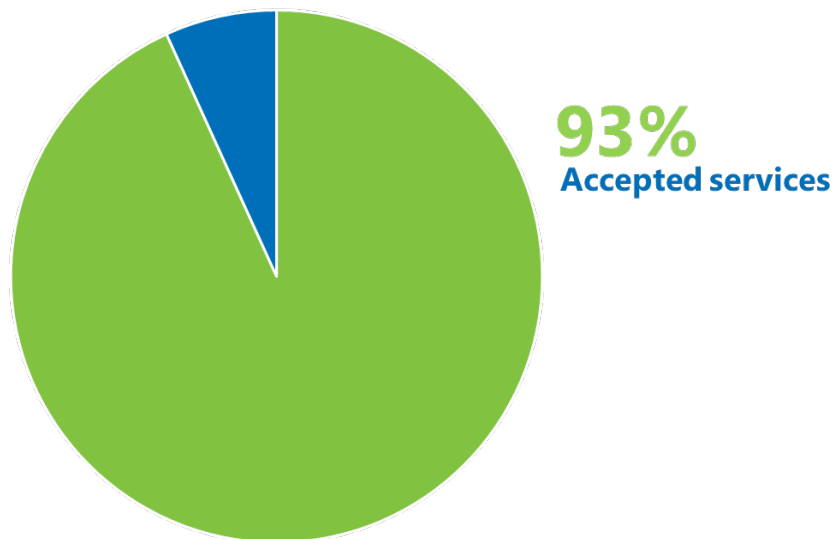
*Not yet under construction

Limited-Term Stay Motel Voucher Program


During FY 2022-23, 45 households were issued hotel vouchers with a total expenditure of \$63,666.93. Of the 45 households assisted, 25 were able to move on to other shelter or housing following their hotel stay. At the close of the fiscal year, 3 households were utilizing the motel voucher program and were in the process of securing housing.

Outreach and Access to Services

During fiscal year 2022-23, 93% of homeless persons contacted by the outreach social workers accepted some form of clinical intervention. This includes case management, assessment, care coordination, crisis intervention, program information, diversion and treatment planning.



The homeless outreach social workers provide a wide array of services in addition to clinical services.

Services accepted	Q1	Q2	Q3	Q4	YTD
 Information only	226	45	49	52	372
 Emergency shelter referral	37	71	91	37	236
 Mail delivery	8	3	18	7	36
 Transportation to services	10	7	0	11	28
 Police transportation	28	9	22	15	74
 Substance abuse treatment referrals	5	30	28	18	81
 ID assistance	7	4	23	9	43
 Permanent or bridge housing referral	1	25	43	50	119
 Benefits access (medical insurance, CalFresh, employment, VA benefits, etc.)	9	38	101	19	167
 Other (appointment coordination, case management, blankets, etc.)	11	104	115	172	402
 Food assistance	3	9	7	22	41
 Hospital transport	3	1	0	0	4
 Referrals to mental & physical health care	5	32	81	17	135
 Personal needs assistance (clothing, phone, prescriptions, etc.)	5	4	8	10	27
 Reunification travel assistance	1	8	6	3	18
TOTAL	359	390	592	442	1,783

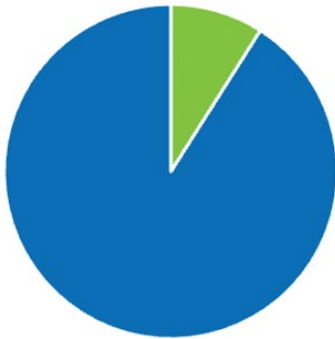


Public Safety

Homeless-Related Calls for Service

During FY 2022-23, Carlsbad Police went into the field for 8,322 homeless-related calls for service, which made up 7.5% of all calls for service between July 1, 2022 and June 30, 2023. Of those, 3,754 calls were in response to a specific request or complaint and 4,568 were proactive department-initiated calls for service to help carry out city homelessness goals and enforce applicable law. Changes to the city’s municipal code went into effect during November 2021. Since then, officers have been proactive to educate and enforce restrictions such as camping in public, trespassing and drinking in public parks.





PERCENTAGE OF CALLS FOR HOMELESS-RELATED SERVICES



7.5%
Related to
homelessness

HOMELESS-RELATED STATISTICS BY CATEGORY

**These are the statistics related to the homeless population compared to the general population in Carlsbad. Mental health holds refer to incidents when an individual experiencing a mental health crisis is hospitalized for 72-hour psychiatric care after they are determined by the police to be a danger to themselves or others.*

Percentage of all calls for services		Q1	Q2	Q3	Q4
	Homeless-related calls for services	10%	7%	7%	6%
	Homeless-related arrests	16%	16%	14%	16%
	Homeless-related citations	5%	5%	3%	5%
	Homeless-related mental health holds	3%	3%	5%	2%

ENCAMPMENT AND ABANDONED LITTER CLEANUP

582 

Cubic yards of trash removed

103 

Cleanup
DAYS

106 

Encampment
CLEANUPS

Quality of Life

In late Sept. 2021 the City Council approved amendments to the city's municipal code to address public safety and quality-of-life concerns related to homelessness and public spaces. These laws became effective Nov. 11, 2021. Changes addressed camping on public, private and open space property; obstruction of property, trespassing and disorderly conduct; and expanded the areas where open containers of alcohol are prohibited.

These laws provide police officers with enhanced enforcement tools to ensure public safety and a decent quality of life for all people in Carlsbad. Police officers will continue to use their discretion to issue warnings and citations and make misdemeanor arrests for violations of the law.



City Programs and Partnerships

The City of Carlsbad coordinates efforts and administers programs to address and reduce homelessness within the community. The following programs and partnerships have been developed as part of the city's Homelessness Action Plan to help those experiencing homelessness obtain housing and reduce the impacts of homelessness on the community.



Community Resource Center

The city partners with the Community Resource Center to operate its **rapid rehousing, employment and benefits specialist** and **homelessness prevention** contracts. These contracts provide case management, emergency rental assistance, security deposit support, ongoing rental assistance, landlord advocacy, financial education, stabilization support, referrals to higher levels of care, benefits enrollment, job readiness support, resume building and employment connection. The Community Resource Center had 162 enrollments in its rapid rehousing and employment and benefit programs in FY 2022-23. The center placed 47 households comprised of 64 individuals in housing during this time. 36 individuals were enrolled in Employment and Benefits Services with 16 in the process of obtaining long-term benefits and 13 employment positions secured. 17 households were also prevented from falling into homelessness through homelessness prevention services and emergency rental assistance.



Interfaith Community Services

The city partners with Interfaith Community Services to provide **outreach case management**, operate the **hiring/service center** and provide **homelessness prevention** services within the city. The current outreach and case management provides two licensed or master's level clinicians and one part-time licensed program manager. They provide coverage throughout the week offering outreach and case management in the field to individuals experiencing homelessness in Carlsbad. The clinicians engage, assess, plan and refer individuals to resources like shelter, housing, medical care, public benefits, mental health assistance, substance use treatment and basic needs supports. During FY 2022-23, Interfaith Community Services through the outreach and case management program engaged with 314 unduplicated clients experiencing homelessness. Interfaith Community Services also operates the Carlsbad Service Center which provides temporary job placement through the hiring center, housing case management and homelessness prevention services. During FY 2022-23 homelessness prevention services kept 33 households from experiencing homelessness in Carlsbad.



San Diego Humane Society

The purpose of the San Diego Humane Society contract is to provide individuals experiencing homelessness with a safe place to temporarily board their animals when they are not able to bring them to treatment facilities or services. The contract provides **short-term emergency pet boarding** and emergency medical care for approximately 25 animals of persons experiencing homelessness – free of charge – so homeless individuals can access care and resources.



Catholic Charities

The Catholic Charities Diocese of San Diego operates the **La Posada de Guadalupe men’s shelter** in Carlsbad. The shelter has the capacity to serve 50 single men experiencing homelessness. The city provides funding for staff, operations, training and technical assistance. It is a priority of the city to help Catholic Charities expand the shelter to include space for single women and families.



Women’s Resource Center

The city partners with Women’s Resource Center to provide **domestic violence services** for Carlsbad residents. During FY 2022-23 the center assisted 147 Carlsbad residents with shelter, hygiene kits, bus passes, food, clothing, counseling and wrap-around services.



Brother Benno Foundation

The city partners with the Brother Benno Foundation to provide **emergency rental assistance, utility assistance, motel vouchers and recovery services** for people experiencing or at risk of homelessness in the City of Carlsbad. During FY 2022-23 the organization supported 25 households.



Alliance for Regional Solutions

The city contributes annually to the Alliance for Regional Solutions **Bridge to Housing Network**. The Alliance distributes funding to North County homeless shelters including Haven House, Operation Hope, La Posada de Guadalupe and the Interfaith Shelter Network. In upcoming years, the Alliance will also support a new family shelter operated by Interfaith Community Services. The city’s contribution helps the shelters support operations and serve Carlsbad residents. The city continues to rely on the shelter network to provide space for single women and families.



Urban Corps

The city contracts with Urban Corps of San Diego for **trash abatement, litter and encampment cleanup** related to persons experiencing homelessness. Urban Corps works very closely with the city’s Public Works Department and the Homeless Outreach Team. They are responsible for responding to and triaging any incoming cleanup requests based on health and safety. This contract provides cleanup services 3 days per week, 52 weeks a year, often including encampment cleanups. When encampment cleanups are not needed, the team provides regular cleaning services to areas commonly known to have abandoned trash and a high prevalence of homelessness related debris.



Rocket John Portable Restrooms and Handwashing Stations

The Rocket John contract provides four **portable restrooms** and **handwashing stations** and routine cleaning and maintenance in the downtown Village. The city first added these public bathrooms back in 2017 to combat the Hepatitis A Crisis in the homeless community. With COVID-19, the city added more restrooms and handwashing stations to promote health, sanitation and 24/7 access to clean water to individuals living unsheltered. One portable restroom has been removed based on community concern, so three portable restrooms are currently being provided.



Non-City Funded Homeless Outreach

The **County of San Diego** and **People Assisting the Homeless** each have a full-time **outreach worker** dedicated to Carlsbad. The outreach worker is specially trained in working with individuals or households with behavioral health needs. In addition, the county provides benefits enrollment services at the Harding Community Center (bi-weekly) and at the Carlsbad Service Center (weekly) to assist people with enrolling in MediCal, CalFresh and General Relief programs.



Case Collaboration/Care Conferencing

City staff work closely with staff from city-funded programs and other partners working in homeless services. Staff facilitate a monthly case conferencing meeting to ensure all outreach efforts are effectively administered and coordinated, so that the most complex cases are prioritized and served. This collaboration also provides training and resource coordination. Trainings and coordination have included: affordable housing training, mental health resources, senior housing options, CalAim programs, homelessness specific housing resources, San Diego Humane Society programs and Showers of Blessings. Community partners report appreciation for the level of cohesion and collaboration that exists within the agencies working on homelessness issues in Carlsbad.



Additional Collaboration

The city collaborates with many stakeholders in the community to reduce homelessness. Homelessness impacts all aspects of a community, so it truly takes a village to solve it.



Success Stories

The following success stories are real people who were experiencing homelessness in Carlsbad and connected to community services and housing as a result of the city's homelessness efforts. These are their stories, which they have given the city permission to share. Their names have been changed to protect their confidentiality.

Meet Doris

Female: 61

Permanently housed: June 2023

Doris grew up in Carlsbad and graduated from Carlsbad High School. She raised her family here and her kids are now adults. About six years ago she ended up in a domestic violence situation and had to flee her housing. She had been staying outside since then. In a collaborative effort between the City of Carlsbad Housing Navigator, Community Resource Center's Rapid Re-Housing Program and the Interfaith Community Services Social Workers, she was able to find an apartment and end her time living outside. She's enrolled with the Employment & Benefits Specialist at Community Resource Center and is working on securing long-term disability benefits for her disabling condition. She's working on her physical health and giving back to her community as she is able.

What worked

- The **City of Carlsbad Housing Navigator** worked with Doris to help her locate a unit and transition inside.
- The **Community Resource Center** helped Doris with the security deposit and move-in support.
- The **Interfaith Community Services Social Workers** engaged Doris and helped her access furniture for her new unit.
- The **Community Resource Center** continues to support her with its **Employment & Benefits Program** to secure her permanent benefits.

Meet Beth

Female: 43

Permanently housed: March 2023

Beth was seeking employment and came to the **Community Resource Center Employment & Benefits Program** as a referral from **Interfaith Community Services**. At the time Beth was sleeping outside and working part-time at a local fast-food restaurant. She was struggling to find a home she could afford with limited part-time hours and had nowhere to stay. Beth came to the Employment & Benefits Program looking for something with higher pay and more hours to be able to afford a place to live. The Employment & Benefits Specialist helped Beth update her resume, connected her to numerous job leads and prepared her for an interview with a full-time position. After securing a new job, the program provided Beth with motel vouchers so she could be in a better position while starting her new job. After a few weeks in a motel, Beth had saved up enough to move into a room for rent. Since moving into the room for rent Beth has now been promoted on two different occasions and is a shift leader.

What worked

- The **Interfaith Community Services Social Workers** engaged Beth and helped her connect with the **Community Resource Center Employment & Benefits Program**.
- Beth worked diligently with the **Employment & Benefits Specialist** to obtain a better job with more hours and higher pay.
- The **Community Resource Center** provided Beth with motel vouchers to provide a place to stay while she began a new job and saved money for housing.
- The **Community Resource Center** helped Beth find a place to live within her budget.

Overcoming Challenges

Staff have experienced some challenges around the implementation of the City Council’s goal to reduce homelessness and its impacts on the community. Some of these include:

Limited shelter and housing resources

There is limited emergency shelter, permanent supportive housing, available affordable housing and general housing options in North County and San Diego.

Windsor Pointe

Staff have been working with the owners and management to resolve security and resident support concerns.

Limited options for women and seniors

Outreach workers, police homeless outreach officers and city staff have experienced an influx in single females over the age of 60 experiencing homelessness for the first time. Staff are collaborating to identify accessible shelter and housing options for this population. General communal shelters are not always an option due to extremely limited availability, health risks and mobility needs. The Haven House shelter in Escondido has merged with Interfaith Community Services’ recuperative care program, reducing shelter beds in the region by 49, including the majority of the available beds for single women. Staff across multiple agencies report difficulty securing shelter options for seniors and single women.

Upcoming Work

City staff have several projects on the horizon:

- The Department of Housing & Homeless Services is continuing to provide support and monitor the progress on the La Posada de Guadalupe shelter expansion.
- Staff will be moving forward with expending the National Opioid Settlements funding per the recommendation of City Council.
- Staff is in the process of implementing the Encampment Resolution Funding grant in partnership with Interfaith Community Services, Community Resource Center, La Posada de Guadalupe shelter and Whole Person Care Clinic.
- Staff are working diligently across departments to implement a data visualization tool on the city’s website to help communicate the latest data and measures being used to track progress on the City Council’s goal.
- Staff anticipate award notifications on two grant applications; one for permanent supportive housing services and one for a housing retention program, both through the regional Continuum of Care. If awarded, staff will return to the City Council for acceptance of funds and approval of professional services agreements.