

**From:** [Robert Stonebrook](#)  
**To:** [Keith Blackburn](#); [Priya Bhat-Patel](#); [Melanie Burkholder](#); [Carolyn Luna](#); [Teresa Acosta](#); [City Clerk](#)  
**Cc:** [Manager Internet Email](#); [Mandy Mills](#); [Chris Shilling](#)  
**Subject:** 06/25/24 Item #13 Homeless Action Plan  
**Date:** Monday, June 24, 2024 9:46:25 AM  
**Attachments:** [image001.png](#)  
[HMIS-Data-Newsletter-May-2024.pdf](#)

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Good morning,

Thank you for the update on Carlsbad's Homelessness Action Plan. Seeing fewer contacts with people experiencing homelessness and fewer calls for services is very encouraging. But it is important to ask about two points.

First on something that is missing in the report: how many people were homeless in Carlsbad at the end of 2023? The starting number is in the November 14, 2023 report (241) but this report's "Carlsbad's Homeless Population" chart has changed from a point in time (June 30, 2023) to a summary for the period July 1 – December 31. While the latter information is important, equally important is to see where we are trending in the number of homeless individuals. That number is the other half of the City Council's goal (reduce homelessness) and should be a prominent component of this report. There are several references in this report that the annual Point in Time Count may or may not be indicative of the number of homeless. Please publish the December 31 count from HMIS which you note is very accurate.

Second on something that is in the report and repeats as a stated cause for concern: lack of available shelter. This is a contentious issue to be sure, but it is important to ask what Carlsbad is doing to expand shelter options (besides the long-term plans for La Posada that will be limited to a specific population). Recently, surrounding communities of Oceanside, Vista, and Encinitas have expanded their shelter options. Available shelter is a critical support for those homeless and a powerful lever for law enforcement and case managers. HMIS can provide real time data on how many people are waiting for shelter and can indicate total shelter needs required to address our homeless population. That data should be used to find immediate solutions. It is important, and discouraging, to note that shelter placements and permanent housing placements continue to trend lower in each six-month period.

Additionally, HMIS is the same system being used by Regional Taskforce on Homelessness to generate its monthly report <https://www.rtfhsd.org/wp-content/uploads/HMIS-Data-Newsletter-May-2024.pdf>. Generating this same monthly report for Carlsbad would improve transparency and provide a better monitoring tool for the City Council and for constituents.

Best regards,

**Robert Stonebrook**  
Carlsbad, CA

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**From:** Robert Stonebrook <stonebrook@roadrunner.com>

**Sent:** Monday, November 13, 2023 11:35 AM

**To:** 'keith.blackburn@carlsbadca.gov' <keith.blackburn@carlsbadca.gov>; 'Priya Bhat-Patel'

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**Cc:** 'Manager Internet Email' <Manager@CarlsbadCA.gov>; mandy.mills@carlsbadca.gov; Chris Shilling <Chris.Shilling@carlsbadca.gov>

**Subject:** 11/14/23 Item #7 Homeless Action Plan

Good morning,

Thank you for the update on Carlsbad's Homelessness Action Plan. Seeing fewer contacts with people experiencing homelessness and fewer calls for service is very encouraging. Yet the persistent level of homelessness over the past fiscal year is discouraging (reduction of just 9 unsheltered to 193 and unchanged level of total homelessness to 241).

But the real highlight of this report is the use of HMIS (surprising to read Carlsbad is the only jurisdiction utilizing HMIS as this is supposed to be the backbone system used by all stakeholders). The utilization of HMIS can provide the data needed to bring down the levels of homelessness our city is experiencing:

- What services do people need to exit homelessness? Related to this and more important is understanding why existing services failed them. The draft County Homeless Action Plan mentions that many people experiencing homelessness had contact with multiple County agencies prior to becoming homeless. Using HMIS Homeless Solutions (HS) can capture that information and provide feedback to the appropriate departments so improvements can be made in serving their client populations. This is a critical role of homelessness response.
- How much shelter capacity is needed to adequately address homelessness? HS should state how many people are waiting for shelter and how much capacity they estimate is needed. HS notes lack of shelter as one of its challenges but they must bring forward what is needed so that solutions can be proposed and vetted. Related to this, there should be a distinction between how much La Posada is helping with the current crisis versus serving their original mission to house migrant farmworkers. La Posada is being counted as one of the primary shelters in North County but if, in fact, it is mostly housing farm workers this does not really address our current crisis. At a minimum, those numbers should be reported separately. Additionally, in the FY24-25 Funding Plan it would be helpful to put how many shelter beds Carlsbad is getting for each line item in the Shelter section.
- How much permanent housing is needed to adequately address homelessness? As with shelters, HS notes this as a main challenge but provides no information in the report on what is needed. Are the units planned and under construction (300+) sufficient to meet our needs?
- HMIS is the same system being used by Regional Task for on Homelessness to generate its monthly report (copy below). Carlsbad would benefit from generating the same monthly report.

The FY 24-25 Funding Plan represents a 36% increase from FY 22-23. HS should be commended for

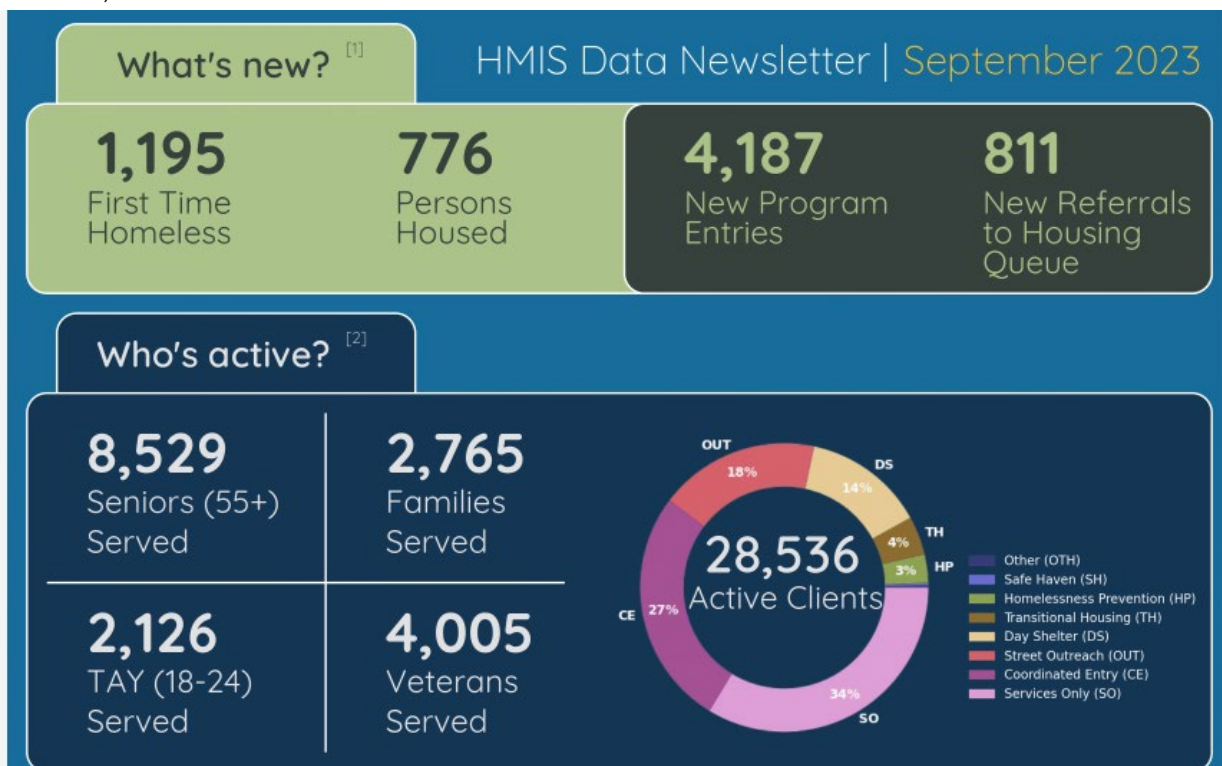
all the work to bring in funding from outside the city, but these are still taxpayer dollars so there should be some prognosis on the impact to our levels of homelessness with that increase of funding.

With respect to the Substance Use Disorder Outreach & Education, City Staff should indicate the key performance indicator in the RFP. This allows potential vendors to know what improvement is expected as part of awarding this contract and will demonstrate these funds were invested well. The obvious metric would be a reduction in substance abuse over the period following implementation (overdose deaths could be proxy if necessary).

Thanks to everyone for all the work done on homelessness response. There is no question we have a great department working on this issue and we have made some good strides in this past year. Let's encourage them to bring forward the potential solutions presented by the data we now have at hand. We are too proud as a city to allow 200+ neighbors to be homeless.

Best,

Robert Stonebrook  
Carlsbad, CA



**CAUTION: Do not open attachments or click on links unless you recognize the sender and know the content is safe.**

## What's new? <sup>[1]</sup>

**1,324**

First Time Homeless

**1,065**

Persons Housed

**4,784**

New Program Entries

**1,108**

New Referrals to Housing Queue

## Who's active? <sup>[2]</sup>

**9,065**

Seniors (55+) Served

**2,426**

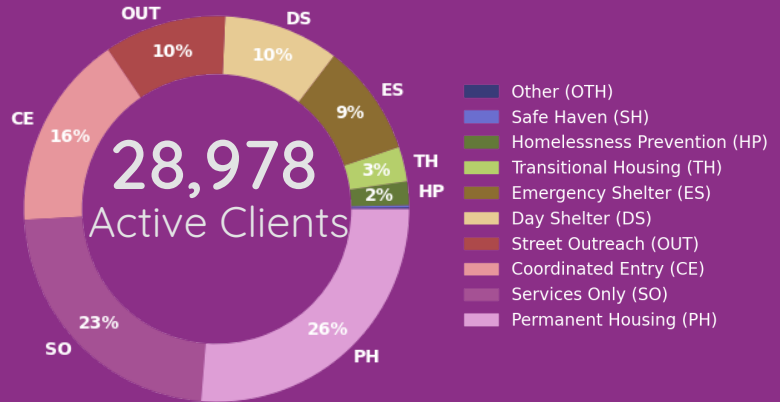
Families Served

**2,187**

TAY (18-24) Served

**4,210**

Veterans Served



## Who found housing? <sup>[3]</sup>

**1,065**

Persons Housed

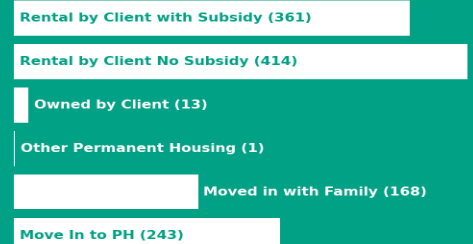
**266** | Seniors

**138** | Families

**68** | TAY 18-24

**176** | Veterans

### Successful Housing Outcomes



## HMIS Support Stats



Number of Tickets Created: 724



Number of Tickets Solved: 801



Satisfaction Rate: 97.6%

## HMIS Participation

**133**

Total Agencies in HMIS

**1**

New Agencies This Month

**1504**

Total HMIS Users

**54**

New Users This Month



**RTFH**

SAN DIEGO'S  
REGIONAL LEADER  
ON HOMELESSNESS

## HMIS

The Homeless Management Information System (HMIS) is a federally mandated database used to track activities within a region's homeless response system. To learn more about HMIS visit our website:

<https://www.rtfhsd.org/about-coc/homeless-management-information-system-hmis/>

## First Time Homeless

This metric is referring to the number of clients who had their first ever interaction with a program which enters data into our community's HMIS database during the reporting month.

## Housed

This refers to clients that reported exiting a program to a housed situation and/or reported moving in to housing through one of their program enrollments in HMIS.

## New Program Entries

This is a count of clients that were newly entered into services through at least one program in HMIS during the reporting month. A program entry represents the beginning or re-entry of a service relationship between a person and a program.

## New Referrals to Housing Queue

This is a count of clients that were seeking housing services through the Coordinated Entry System and were referred to the Community's Housing Queue. Being on the queue indicates a person is engaged with case management and seeking a referral to a housing program.

## Active

This is a count of clients who were being served at any point during the reporting period in any programs across all project types that enter data into HMIS. This number includes clients entered before or during the reporting period.

## Transition Age Youth (18-24)

Clients that were served in an HMIS program in the reporting month and that were between the ages of 18-24 (inclusive).

## Seniors (55+)

Clients that were served in an HMIS program in the reporting month and that were 55 years old or older.

## Veterans

Clients that were served in an HMIS program in the reporting month and that reported being a Veteran.

## Families

This counts the number of households where at least one adult and one child were served in an HMIS program during the reporting month.

## Additional Notes

[1] New Program Entries and First Time Homeless counts represent different metrics. First Time Homeless clients are new to the HMIS, whereas New Program Entries include clients who have already accessed a program through the HMIS in the past.

[2] The sum of the subpopulations and the total number of clients will not equal each other since the subpopulations are only a subset of the total active clients.

[3] The total number of move-ins on the Successful Housing Outcomes plot may be greater than the total number of clients housed since it is possible that a client had multiple program entries in HMIS and these programs may differ in how they report a client successfully being housed.