

# SEMIANNUAL REPORT Reducing Homelessness



JULY 1 - DEC. 31, 2023

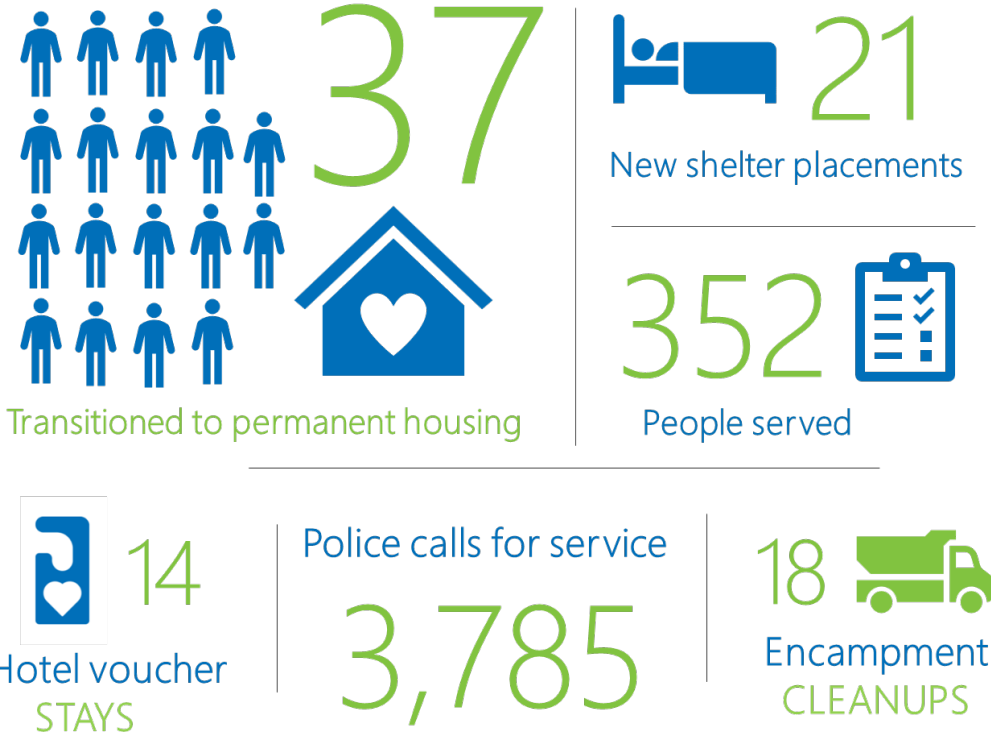
During the first half of FY 2023-24, the City of Carlsbad achieved several important milestones towards its goal of reducing homelessness and its impacts on the community, which are detailed in this report.

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



## Carlsbad's Homeless Population

The city uses a variety of data points to measure and track progress on efforts to reduce homelessness. The data captured below is a summary from the Homeless Management Information System of clients enrolled in services provided by city-funded contracts during the time period of July 1 to Dec. 31, 2023.



**352**  
People served

**8 Families**  
**18 Children**



**40% Aged**  
**55+**



**5.4%**  
Veterans



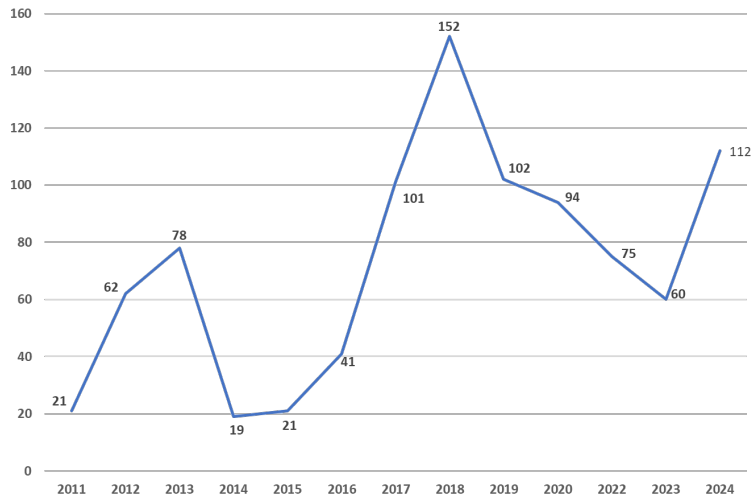
**27% Chronically\***  
**homeless**

*\*Reported a permanent disability and 1 year+ experiencing 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.

2024 Point-in-Time Count					
Data	2022	2023	2024	Change from 2022 to 2023	Change from 2023 to 2024
Carlsbad sheltered*	43	43	38	0%	-11%
Carlsbad unsheltered	75	60	112	-20%	87%
<b>Carlsbad total</b>	<b>118</b>	<b>103</b>	<b>150</b>	<b>-13%</b>	<b>47%</b>
North County Coastal sheltered	276	360	230	30%	-36%
North County Coastal unsheltered	469	423	596	-10%	41%
<b>North County coastal total</b>	<b>745</b>	<b>783</b>	<b>826</b>	<b>5%</b>	<b>5%</b>
San Diego County Region sheltered	4321	5093	4495	18%	-12%
San Diego County Region unsheltered	4106	5171	6110	26%	18%
<b>San Diego County Region total</b>	<b>8427</b>	<b>10264</b>	<b>10605</b>	<b>22%</b>	<b>3%</b>

## 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	2022-23	35	31	19	20	105
	2023-24	14	23			37
 Total persons receiving services <sup>1</sup>	2022-23	247	184	236	183	565
	2023-24	266	234			352
 Police calls for service <sup>2</sup>	2022-23	2,548	1,857	1,953	1,964	8,322
	2023-24	1,928	1,857			3,785
 New shelter placements	2022-23	21	17	21	7	66
	2023-24	10	11			21
 Shopping carts collected	2022-23	31	13	3	35	44
	2023-24	73	53			126
 Hotel voucher stays <sup>3</sup>	2022-23	10	13	10	15	48
	2023-24	9	5			14

<sup>1</sup>Total persons receiving services include the total number of people enrolled in a city-funded program during the time period of this report. Annual and YTD numbers are deduplicated for individuals served over multiple quarters.

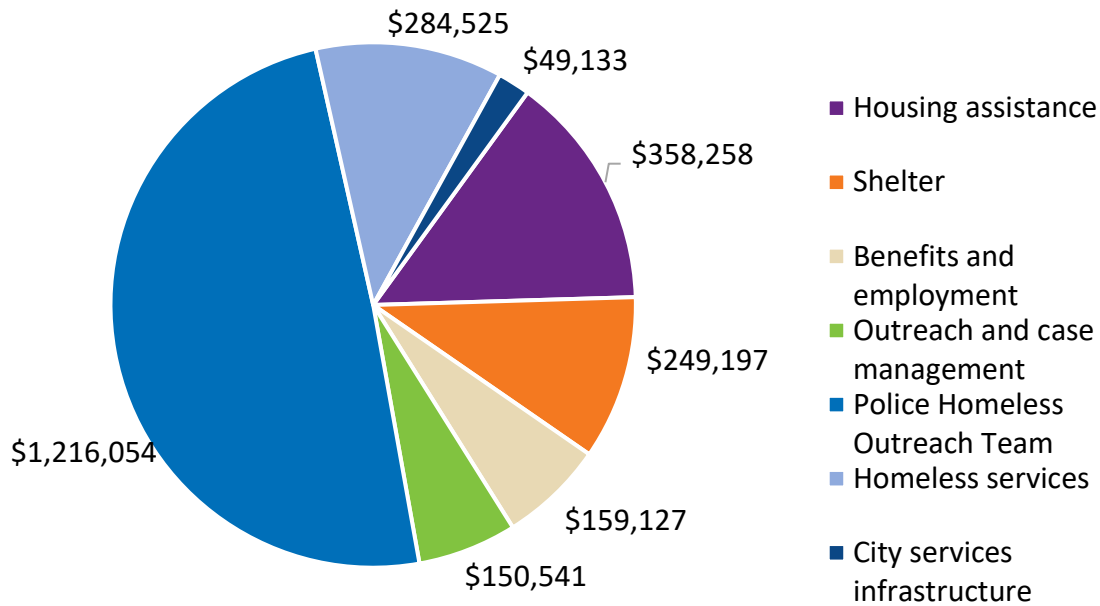
<sup>2</sup>Carlsbad Police officers went into the field for 3,785 homeless-related calls for service during the first two quarters, of which 1,232 calls were in response to a specific request or complaint and 2,553 were proactive department-initiated calls for service to help carry out city homelessness goals and enforce applicable laws.

<sup>3</sup>This number indicates unduplicated households served, as some stays overlapped fiscal quarters.

## Expenditures

The total expenditures for the first half of fiscal year 2023-24 to support the homelessness goal were \$2,466,835.

### TOTAL BUDGET EXPENDITURES BY CATEGORY FY 2023-24 for July 1 to Dec. 31



# 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



People transitioned  
to permanent housing



Households provided  
with prevention services



Hotel voucher  
STAYS



New shelter placements

### PERMANENT HOUSING

City-funded programs transitioned 37 people into permanent housing. Many of these placements were assisted by multiple programs both city and non-city funded. In addition to city-funded programs, non-city funded programs housed an additional 18 individuals for a total of 55 people moving from homelessness in Carlsbad to permanent housing during the first half of fiscal year 2023-24.

### PREVENTION

Limited funds are available from Community Development Block Grant and the General Fund to assist households at risk of entering homelessness. Between July 1 to Dec. 31, 2023, Interfaith Community Services, Community Resource Center, and Brother Benno's assisted 19 households, preventing them from entering homelessness.

### LIMITED TERM HOTEL VOUCHER PROGRAM

From July 1, 2023, to Dec. 31, 2023, 14 households utilized the homeless services and police department hotel voucher program. Of the 14 households assisted, 8 were able to move on to permanent housing or were otherwise sheltered following their hotel voucher stay.



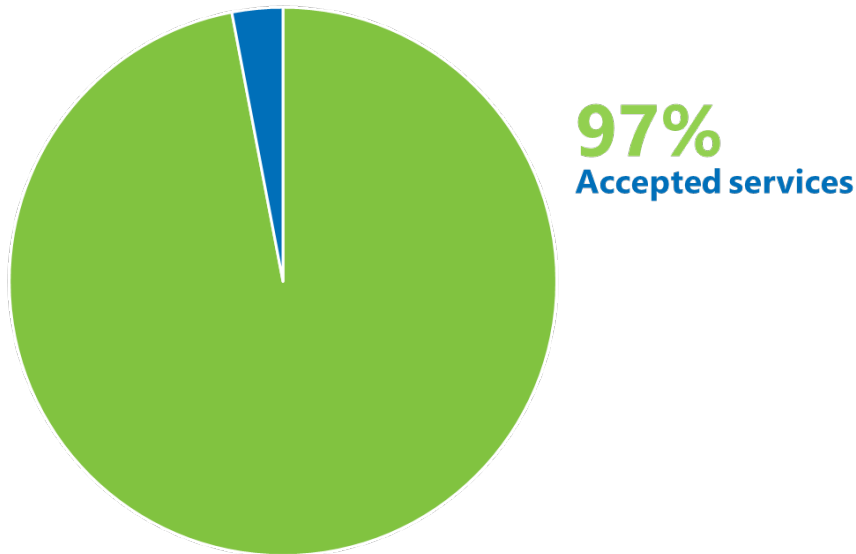
## Outreach and Access to Services

### ENCAMPMENT RESOLUTION FUNDING

The City of Carlsbad applied for and received \$2,358,408.94 from the State of California to focus outreach and housing services on the Carlsbad Village area. Between July 1, 2023, to Dec. 31, 2023, contracts were executed with Interfaith Community Services, Community Resource Center, Whole Person Care Clinic and Catholic Charities (for La Posada). This grant provides additional outreach services, rapid re-housing, street-based medical services and additional services at the La Posada de Guadalupe Men’s shelter. Data and outcomes for this grant will be shared in the annual report.

















### INTERFAITH COMMUNITY SERVICES OUTREACH AND CASE MANAGEMENT

During the first half of fiscal year 2023-24, 97% 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.





## INTERFAITH OUTREACH CASE MANAGEMENT SERVICES PROVIDED

Services accepted	Q1	Q2	Q3	Q4	YTD
 Case management sessions	742	519			1261
 Emergency shelter referral	33	18			51
 Mail delivery	7	2			9
 Transportation to services	1	0			1
 Police transportation	11	1			12
 Substance abuse treatment	11	7			18
 Document assistance (ID, birth certificates, etc.)	40	15			55
 Permanent or bridge housing referral	105	53			158
 Employment & benefits access (medical insurance, CalFresh, employment, VA benefits, etc.)	49	25			74
 Information only	82	19			101
 Food assistance	18	3			21
 Hospital transport	1	0			1
 Referrals to mental & physical health care	31	17			48
 Personal needs assistance (clothing, phone, prescriptions, etc.)	20	10			30
 Reunification travel assistance	27	26			53
 Other (appointment coordination, blankets, etc.)	91	44			135
<b>TOTAL</b>	<b>1,274</b>	<b>752</b>			<b>2,026<sup>1</sup></b>

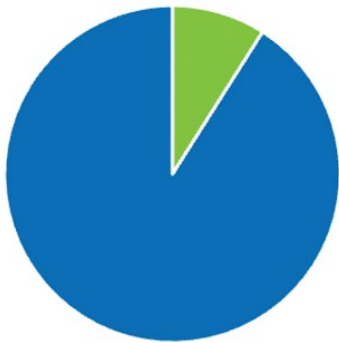
<sup>1</sup>all numbers indicate services provided, not individuals served, individuals may receive multiple services within each category



## HOMELESS-RELATED CALLS FOR SERVICE

During the first half of fiscal year 2023-24, Carlsbad Police went into the field for 3,785 homeless-related calls for service, which made up 7% of all calls for service. Of those, 1,232 calls were in response to a specific request or complaint and 2,553 were proactive department-initiated calls for service to help carry out city homelessness goals and enforce applicable law.





## PERCENTAGE OF CALLS FOR HOMELESS-RELATED SERVICES



**7%**  
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	7%	7%		
	Homeless-related arrests	14.5%	13.6%		
	Homeless-related citations	3%	8%		
	Homeless-related mental health holds	4%	2%		

## ENCAMPMENT AND ABANDONED LITTER CLEANUP

57.5 

Cubic yards of trash removed

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 57

Cleanup  
DAYS

18 

Encampment  
CLEANUPS

## 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 re-housing, 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. During the first half of fiscal year 2023-24, Community Resource Center assisted 8 households with emergency rental assistance for homelessness prevention purposes and the employment & benefits program enrolled 18 individuals in services. Rapid re-housing had a total enrollment across the first half of the fiscal year of 60 individuals, 14 of whom were able to secure a permanent place to live as of Dec. 31, 2023.



### 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 contract 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 the first half of FY 2023-24, Interfaith Community Services through the outreach and case management program engaged with 179 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. From July 1, 2023, through Dec. 31, 2023, prevention services kept nine 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. Catholic Charities provided shelter to 103 individual homeless men during the first half of FY 2023-24.



### Women’s Resource Center

The city partners with Women’s Resource Center to provide **domestic violence services** for Carlsbad residents. The organization assists with shelter, hygiene kits, bus passes, food, clothing, counseling and wrap-around services. Women’s Resource Center supported 44 clients from Carlsbad during the first half of FY 2023-24.



### 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 the first six months of FY 2023-24 the organization supported 28 people in 11 households with utility or rental assistance to prevent them falling into homelessness.



### 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, Interfaith Family Shelter and the Interfaith Shelter Network. 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. During the first half of fiscal year 2023-24, Urban Corps completed 18 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 three **portable restrooms** and **handwashing stations** and routine cleaning and maintenance in Carlsbad. Two are located in Carlsbad Village and one is at the Cole library.



### Non-City Funded Homeless Outreach

The **County of San Diego** and **People Assisting the Homeless (PATH)** each have a full-time **outreach worker** dedicated to Carlsbad. The PATH 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. The **YMCA Transitional Age Youth** program provides outreach and rapid re-housing for transitional age youth (ages 18-24). Their programs include services for youth experiencing homelessness in Carlsbad.



### 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 Carlsbad collaboration meeting and 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. The Carlsbad collaboration meeting provides training and resource coordination. Trainings and coordination have included: affordable housing training, shared housing, mental health resources, senior housing resources, homelessness specific housing resources, and the San Diego Humane Society programs. The case conferencing meeting is attended by direct service providers within Carlsbad that are a part of the Homeless Management Information System so that coordination of the most acute cases can be supported effectively by all participating providers. Community partners report appreciation for the level of cohesion and collaboration that exists within the agencies working on homelessness issues in Carlsbad.



### By-Name List

To better understand homelessness in Carlsbad and coordinate efforts, the city maintains a comprehensive list of all individuals enrolled in homeless services programs within the city. The list is generated directly from the Homeless Management Information System and is used by the city to coordinate the work of all partners providing homeless services in Carlsbad. The list has had 485 unique individuals enrolled in services within the first 6 months of fiscal year 2023-24. This number includes enrollments in all city-funded or administered programs and non-city funded programs (County of San Diego, People Assisting the Homeless (PATH) and the YMCA Transitional Age Youth program). During the first half of fiscal year 2023-24, eighty-eight (88) individuals entered the list for the first time who had not previously been enrolled in any homeless services program within the San Diego County Homeless Management Information System.



## 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 Carol and her son

Female and Male: 57 and 18

Permanently housed: November 2023

Carol and her son had been residents of Carlsbad for many years. In 2023, Carol lost her job due to health issues. This led to them not being able to afford their rent and needing to leave their apartment. Around this same time, Carol and her son received a Housing Choice Voucher, a rental subsidy that covers housing costs. However, Carol and her son had nowhere to stay while they were looking for an apartment. The City of Carlsbad provided assistance for Carol and her son to stay in a hotel through the city's hotel voucher program, allowing Carol a safe place to address her health issues and allowing the son to continue working. Carol was having difficulties finding an apartment. A social worker from Interfaith Community services and the City of Carlsbad Housing Navigator worked closely with Carol to locate an apartment, apply for it and get approved. Once Carol and her son had been approved for the apartment, Interfaith Community Services provided assistance to cover the move-in costs. Since moving in, Carol has been able to address some of her health concerns and begin working part-time. Her son has also been able to continue growing in his job, with a safe place to call home.

#### What worked

- **Interfaith Community Services** and the **City of Carlsbad Housing Navigator** worked closely together to provide Carol and her son with the wrap-around support that they needed to find an apartment.
- Carol and her son were provided with a hotel voucher, giving them the stability needed to look for housing and for her son to continue working.
- **Interfaith Community Services** was able to step in to assist with move-in costs.



### Meet Jeff

Male: 46

Permanently housed: September 2023

Jeff grew up in the north coastal area and graduated from a high school here in Carlsbad. He had a lot of trauma during his childhood and experienced more when he had a family of his own. He ended up alone and on the streets for years experiencing debilitating mental health barriers. He didn't trust the government or any resources available. City staff continued meeting with him week after week to build trust and eventually were able to help him access the hotel voucher program and ultimately find an apartment through the Housing Choice Voucher program. He is beginning to reconnect with family and starting to stabilize inside his permanent housing.

#### What worked

- Housing Navigation through the [City of Carlsbad](#) continued to engage over time to build trust
- The [City of Carlsbad's](#) hotel voucher program gave Jeff time to stabilize and take the next step towards housing
- The Housing Choice Voucher provided by the [Carlsbad Housing Agency](#) provided rental assistance for an apartment

## 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:

### Staffing

Staffing in the field of homeless services continues to be a challenge. High rates of turnover and vacancy tend to lead to temporary decreases in effectiveness of programs as new staff are trained and become proficient at their roles. New social workers for both city-funded outreach positions began just before the new fiscal year, the housing navigator position was filled in August 2023, La Posada was experiencing staffing shortages and Community Resource Center onboarded new case management staff in conjunction with the expansion of the rapid re-housing program.

### 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.

### 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 through a Substance Abuse Outreach and Education program.
- Staff will begin utilizing new Resolution Strategies funding from the Regional Task Force on Homelessness which is a flexible funding source to help divert people away from homelessness.
- Staff will continue to coordinate community efforts to better implement shared housing strategies for people experiencing homelessness.
- Staff will be bringing forward an MOA with the City of Oceanside for Encampment Resolution Funding to address encampments along the 78 corridor.