

C³

County + City + Community

An Innovative, Multidisciplinary Street-
Based Engagement Model for LA's Skid
Row

June 15, 2016



OUR GOAL

A partnership designed to systematically engage people living on the streets of Skid Row and help them regain health and housing stability.



THE REALITY OF SKID ROW



2,000 homeless individuals sleep on the streets of Skid Row every night.



It is a **human rights, health, safety, and economic disaster** to have people living outside with deteriorating health, untreated mental health conditions, drug addiction, and all manner of trauma and despair.



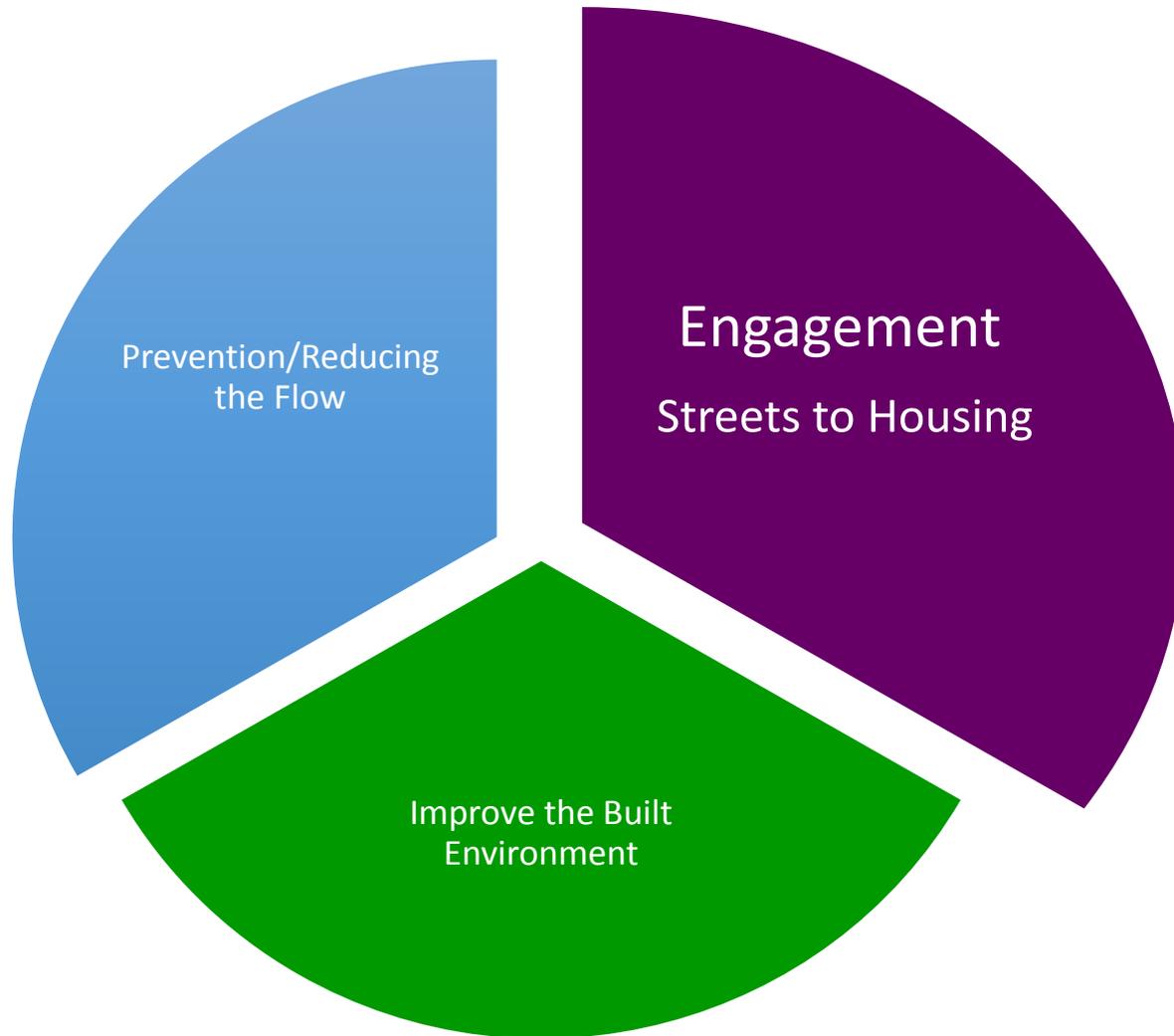
Daily and intensive **human-to-human engagement** is essential.

HISTORY AND ORIGIN OF C3

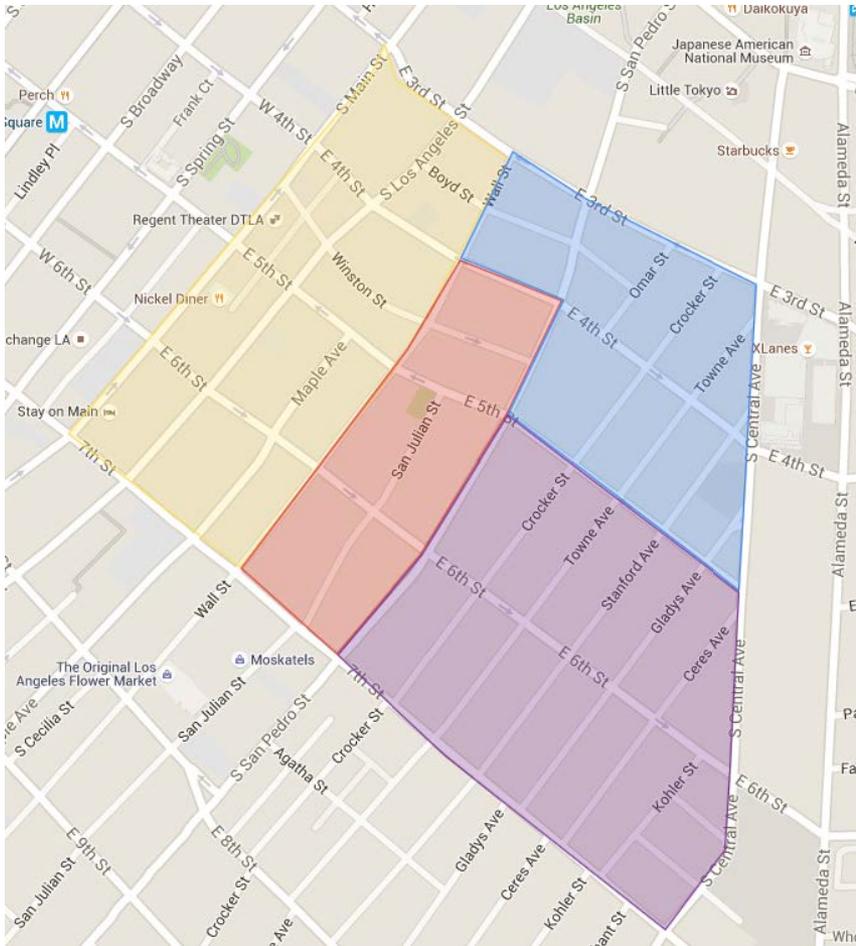


- HFH moves offices to Skid Row
- Need for concerted, daily engagement observed
- Support from elected officials and community partners garnered
- Building on the legacy and lessons of prior programs:
 - Project 50
 - Operation Healthy Streets
 - IMHT/MIT teams

COMPONENTS OF SKID ROW IMPROVEMENT



SKID ROW QUADRANTS AND TEAM COMPOSITION



TEAM MEMBERS DISCIPLINES	STAFF
Mental Health Clinician	1 Staff
Registered Nurse	1 Staff
Substance Abuse Counselor	1 Staff
LAHSA ERT	1 Staff
AmeriCorps Members	2 Staff
TOTAL	6 staff per Team



KEY PARTNERS

Building on prior efforts, the C³ program will provide consistent street-based engagement with homeless individuals on Skid Row 5 days per week.

Current Key Partnerships



County
of Los
Angeles



City of
Los Angeles



LAHSA



United
Way



LAMP/
CES Lead



AmeriCorps

VIDEO: Los Angeles Times Reporter Steve Lopez Tours Skid Row with a New Team of Outreach Workers

- <http://www.latimes.com/local/california/la-me-lopez-skid-row-20160116-video-premiumvideo.html>

The screenshot shows the Los Angeles Times website interface. At the top, there is a navigation bar with the site logo, a search bar, and options to subscribe or log in. Below this is a secondary navigation bar with categories like 'MOST POPULAR', 'LOCAL', 'STATE PRIMARY', 'SPORTS', 'ENTERTAINMENT', 'EDUCATION', 'OPINION', and 'PLACE AN AD'. A weather widget shows '70°'. A red banner for 'BREAKING NEWS' reads 'L.A. County jury says 'Grim Sleeper' serial killer should be put to death'. The main article title is 'Column Finally, a smart approach to helping L.A.'s homeless'. The author is identified as Steve Lopez, a contact reporter. A large image shows Steve Lopez wearing a hat and glasses, sitting on a blue bench. To the right of the article is a Verizon advertisement for Samsung phones and a TV, and a list of other news items under the heading 'In Case You Missed It'.

www.latimes.com/local/california/la-me-017-lopez-skid-row-20160117-column.html

SECTIONS SEARCH

Los Angeles Times

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LOCAL / CALIFORNIA

Column Finally, a smart approach to helping L.A.'s homeless

Los Angeles Times columnist Steve Lopez tours skid row with a new team of outreach workers.

By **Steve Lopez** · Contact Reporter

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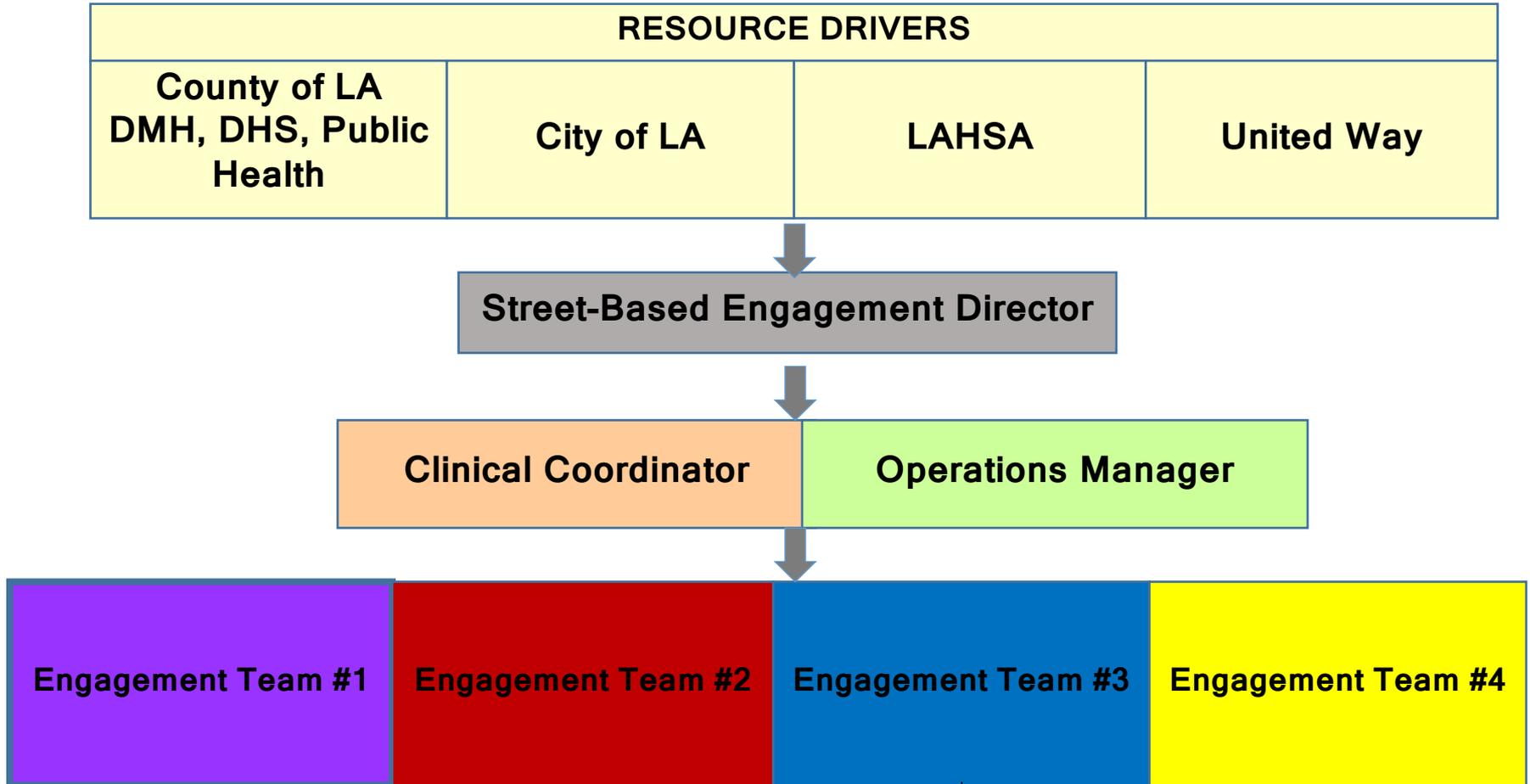
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In Case You Missed It

No charges filed against boy's mother in gorilla death case, Ohio prosecutor says 10:05 AM

California school says third-grader's Trump hat stirred

ORGANIZATIONAL STRUCTURE



STRATEGIES FOR SUCCESS

**Engage 5 Days
Per Week**

**Same-day
Interim
Housing**

**Whatever It
Takes Approach**

**Measure &
Track Outcomes**

**Linkage To
Providers**

**Permanent
Housing**

PROGRAM OBJECTIVES

C³ is an outcome-driven program focused on achieving measurable results. Government and Community partners working collectively towards one goal – ending homelessness in Skid Row.

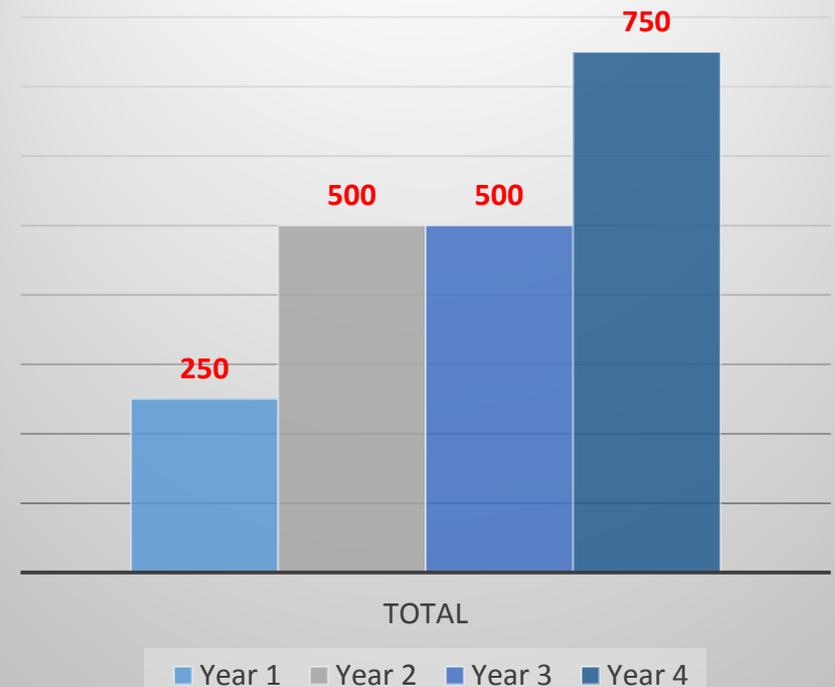
Expected Results

25% reduction in street based homelessness every year for 4 years

Provide 10 individuals with interim housing per week (52 weeks = 520 individuals housed)

Permanently house 250 people in year 1

2,000 Individuals Housed!



METHODOLOGY



Engage

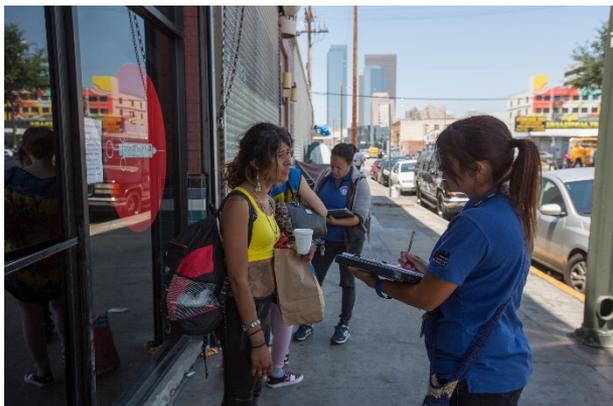
Assist

House

- Identify individuals
- Provide ongoing engagement
- Provide regular and consistent interactions
- Build trust

- Assess individuals existing network/connections
- Connect to interim housing
- Connect/reconnect to medical home
- Connect/reconnect to mental health services
- Connect/reconnect to substance abuse treatment services
- Secure benefits, IDs, and other essentials for permanent housing

- Match to available unit/housing provider
- Secure on-going case management provider
- Facilitate move-in



C3 OUTREACH PRINCIPLES AND VALUES

- Multidisciplinary
- Community partnership
- Harm reduction
- Housing first
- Health=Housing
- Whatever it takes approach
- Collaboration
- Peer outreach

VIDEO: PEER OUTREACH IN ACTION

- <https://youtu.be/swhGuSPnGrM>



The screenshot shows a YouTube video player interface. The video frame displays a man in a brown jacket and a woman in a blue jacket. The man is resting his head on his hand, looking towards the woman. The video player controls at the bottom show a progress bar at 2:32 / 3:24, along with play, volume, and full-screen icons.

C3 Task Force
Kelly Reinke
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KEY INGREDIENTS FOR SUCCESS

- Supportive Leadership
- Multidisciplinary
- Strong management component
- Consistency
- Time/patience
- Peer outreach
- Housing resources
- Flexibility
- Wrap around
- Multi-agency
- Community support
- Coordination
- Staffing and leadership
- Agency cooperation and coordination



A CLIENT SUCCESS STORY

- Melinda was homeless in Skid Row for 30 years. She has Hepatitis C and struggles with addictions to meth and alcohol. She also has multiple mental health disorders. C3 began engaging with Melinda in January. She told the team she no longer cared about where she slept or maintaining relationships with her family. She was neglecting basic self-care such as showering and eating.
- The C3 team addressed these concerns by moving her from the streets to the Union Rescue Mission, while they prepared her for the move to permanent housing. In May, she received the keys to her own permanent, supportive housing unit at the Sanborn Hotel in downtown LA.
- Melinda will pay \$50 per month of her GR income towards rent. She has a case manager who will help her obtain SSI and connect her to supportive services. She is now housed and enjoying yoga, arts and crafts programs and developing computer skills.
- Her next goal is to develop and maintain an ongoing relationship with her two sons and to meet her two granddaughters.

C3 OUTCOMES

<i>January 4, 2016 through June 3, 2016</i>	
Engaged	
Number of People Engaged:	919
Assisted	
Number of people Assisted:	477
Interim Housing	
Detox:	48
SUD Residential Treatment Facility:	2
Shelter/Mission:	56
Shelter (VA Assisted):	1
LAHSA/DPSS Hotel Voucher:	26
DMH Shelter Bed:	30
DHS Stabilization Housing:	95
Total	267
Assigned to Permanent Housing	
CES Match:	17
DHS Housing for Health:	215
Total	232
Permanently Housed	18

PLANS FOR THE FUTURE

- **Additional Interim Housing Beds**
- **Homeless Initiative E6**
- **Sobering Center**
- **C3 Replications**

