



HOMELESS OUTREACH SERVICES

FREQUENTLY ASKED QUESTIONS

OUTREACH SERVICES

Q. Who provides outreach services in the City of San Dimas?

A. In March 2023 City Council approved a five-year contract with the Los Angeles Centers for Alcohol and Drug Abuse (L.A. CADA) to provide outreach and case management services. In addition, the City of San Dimas Housing Services Coordinator is responsible for the planning and implementation of homeless-related programs and services by participating in community outreach activities that include working directly and in person with members of the unhoused community.

Q. What are the Outreach Team's hours?

A. Monday – Thursday 8:00 a.m. to 5:00 p.m.
Friday - 7:30 a.m. to 4:30 p.m.

OUTREACH TEAM SERVICES

Q. What services does the Outreach Team provide?

A. The City's Homeless Outreach Team connects individuals experiencing homelessness with support services.

Services include:

- **Relationship building:** Developing trust and ongoing relationships with individuals experiencing homelessness
- **Case management:** Assessing individual needs, developing service plans and providing follow-up
- **Basic needs assistance:** Connecting individuals with food, showers, hygiene supplies, and other essential resources
- **Shelter and Interim housing referrals:** Connecting individuals to emergency shelter, recuperative care, interim housing and additional housing options
- **Family reunification:** Helping individuals reconnect with family members, if appropriate
- **Housing navigation:** Assisting individuals identify and access housing opportunities
- **Document assistance:** Helping individuals obtain important documents, such as birth certificates or identification cards, that are required to access housing, employment and benefits

- **Health and behavioral health referrals:** Connecting individuals to mental health, health services, emergency medical care and substance use treatment
- **Benefits and income support:** Assisting individuals connect to public benefits or other income sources
- **Employment services:** Referrals to workforce development and job readiness programs
- **Coordination with partner agencies:** Working with community organizations and service providers to coordinate appropriate resources and support

PARTNERSHIPS

Q. What are the City's local key partnerships?

A. Key partnerships include:

- Los Angeles County Aging and Disabilities Department (AD)
- Los Angeles County Department of Health Services (DHS)
- Los Angeles County Department of Homeless Services & Housing (HSH)
- Los Angeles County Department of Mental Health (DMH)
- Los Angeles County Department of Public Social Services (DPSS)
- Los Angeles Homeless Services Authority (LAHSA)
- US Department of Veterans Affairs (VA)
- US Social Security Administration (SSA)

Q. What role do partners play in outreach?

A. The City's efforts would not be successful without the partnership of other agencies. These partnerships help expand resources, access additional services and create more opportunities for placement.

OUTREACH PROCESS

Q. How does the Outreach process work?

A. Outreach is an ongoing process focused on building trust and relationships. The City's Outreach Team regularly engages with individuals

experiencing homelessness, takes time to build rapport, and learns about each person's needs and circumstances. As trust develops, individuals may become more willing to accept assistance and connect with appropriate services, resources, and housing opportunities.

Q. How often does the Outreach Team engage with individuals experiencing homelessness?

A. Outreach engagement occurs daily, with the frequency of interactions varying based on the individuals identified in the field and their needs. The Outreach Team maintains ongoing contact and continues to provide services, support, and referrals when an individual accepts assistance.

Q. What does the City do when someone declines services?

A. When an individual declines services, outreach does not stop. Outreach staff continue to engage with the individual, build rapport, and develop a trusting relationship over time. The goal is to maintain a positive connection so that the individual may feel comfortable accepting services and support when they are ready.

Q. Why do some individuals remain homeless even after engagement?

A. Homelessness is often the result of multiple and complex barriers, and outreach alone cannot immediately resolve every individual's circumstances. Some individuals may decline services or may not yet be ready to accept assistance. Others may face challenges such as lack of identification or income, limited housing availability, health or behavioral health needs, substance-use issues, or difficulty navigating available programs. The Outreach Team continues to build relationships, offer services, and connect individuals with appropriate resources. **Repeated outreach is intended to maintain engagement and create opportunities for assistance when an individual is ready and able to accept it.**

Q. What happens when an individual is in crisis or appears gravely disabled?

A. When an individual is experiencing a crisis, the Outreach Team assesses the situation and works to connect the individual with the appropriate emergency or crisis-response services. Depending on the circumstances, this may include coordination with emergency medical services, law enforcement, mental-health crisis services, or other qualified providers.

Q. What options exist for individuals who refuse shelter?

A. When shelter is declined, the Outreach Team continues to engage with the individual and offer appropriate alternatives based on their needs and circumstances.

Options include:

- **Continued outreach and engagement** to build trust and maintain a connection.
- **Alternative housing options**, such as interim housing, supportive housing, or other appropriate placements when available.
- **Housing navigation** and assistance with applications and housing-related documentation.
- **Basic-needs assistance**, including food, hygiene supplies, showers, and other available resources.
- **Health and behavioral-health referrals**, including mental-health and substance-use services.

ADDITIONAL INFORMATION

Q. How can residents report someone who may need outreach?

A. Residents who encounter someone who appears to be experiencing homelessness and may benefit from assistance can request outreach services online to either City of San Dimas or LA County.

City of San Dimas – Residents can request eligible services and report concerns on My San Dimas either through a desktop computer or through the My San Dimas mobile app which is available in the app store for all mobile devices. The desktop

version can be accessed at https://sandimasca.gov/how_do_i/report/report_a_concern.php or residents can click here to complete an online request through My San Dimas (GoGov).

LA County – Residents can request outreach from the Los Angeles Homeless Services Authority (LAHSA) by visiting <https://www.lahsa.org/portal/apps/la-hop/request> or clicking here to submit an online request through LA-HOP (Los Angeles Homeless Outreach Portal). Residents can provide information about the individual's location and circumstances so that an outreach team can respond and attempt to connect the individual with appropriate services.

For non-emergency assistance or help identifying the appropriate resource, residents can also contact **211 LA County**.

If there is an **immediate threat to someone's safety or a medical emergency, call 911** rather than submitting an outreach request.

Q. What else should the public understand about this work?

A. Homeless outreach is a long-term, relationship-based process, not a one-time interaction. The public should understand that meaningful progress may take time, particularly when an individual has experienced homelessness for an extended period or faces multiple barriers to housing and stability.

Outreach is voluntary. Staff can offer services and resources, but individuals may choose whether to accept them. A declined service does not mean outreach has failed. Teams continue building relationships and offering assistance over time.

Housing is not always immediately available. Even when someone wants help, finding an appropriate placement can require addressing identification, income, health, eligibility, documentation, and housing availability.

Every individual has different needs. There is no single solution that works for everyone.

Consistency matters. Repeated engagement helps establish trust and creates opportunities for

individuals to accept assistance when they are ready.

Outreach involves coordination. Successful outcomes often require collaboration among housing providers, health and behavioral-health professionals, social-service agencies, nonprofit organizations, and other partners.

The community has an important role. Residents can help by reporting individuals who may need outreach, volunteering, donating to reputable service organizations, and treating people experiencing homelessness with dignity and respect.

The ultimate goal is connection and stability.

Outreach is intended to help individuals move from immediate survival needs toward appropriate services, housing, and greater long-term stability.