# Harbor Interfaith

- In El Segundo Monday through Friday
- Providing outreach and offering services
    - 70 interactions with individuals experiencing homelessness in ES
    - Six individuals placed in housing, one returned to El Segundo
        - Success story- Patrol Referral
            - Domestic violence victim housed

# Police Department

- Calls for service related to homelessness:
  - July - 287 calls out of 2,700 total
    - 10% of call volume, 9 calls per day average
  - August - 269 calls out of 3,026 total
    - 9% of call volume, 9 calls per day average
  - September - 231 calls out of 2,899 total
    - 8% of call volume, 8 calls per day average

# Police Department

- HOST Detail
  - Grant Funded
    - 9 details with over 40 individuals contacted and offered services
- PATCHES Engagement Team
  - Follow-up team
    - Ensure compliance
    - Enforcement when necessary
    - Encampment mitigation

# Partnerships and Encampment Cleanups

- LAPD and Park Rangers – beach encampment cleanup on 8/22/24

# Partnerships and Encampment Cleanups

- BNSF – encampment cleanup of train tracks on 9/10/24
    - Seven encampments cleared, one returned

# Partnerships and Encampment Cleanups

## BNSF – encampment cleanup of train tracks



Before        After        Before        After

# Partnerships and Encampment Cleanups

- Honeywell and Mar Ventures – encampment cleanup in vacant area between Point and Plaza on 10/14/24

# Partnerships and Encampment Cleanups

- Vacant area between Point and Plaza

# City Attorney's Office

- Legal advisement for PATCHES Program
- Guidance on updated Rules of Conduct for Library
  - Library Board will consider new rules on 11/12/24
- New anti-camping ordinance
  - In accordance with recent Supreme Court ruling
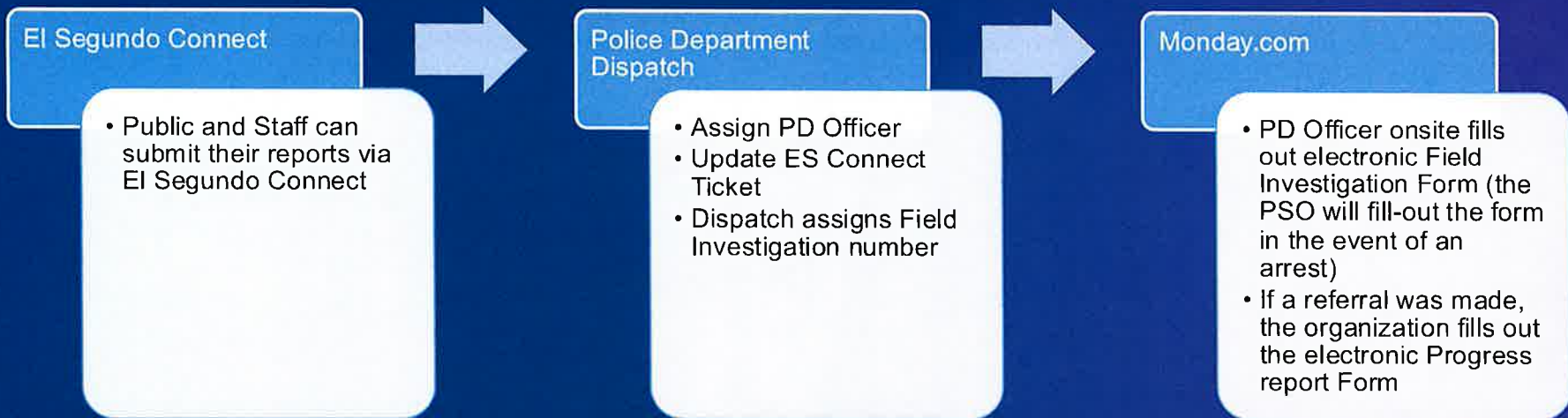  - Under state law, takes effect on 10/17/24

# PROCESS OVERVIEW

Contacts made from El Segundo Connect reports

**El Segundo Connect**

- Public and Staff can submit their reports via El Segundo Connect

**Police Department Dispatch**

- Assign PD Officer
- Update ES Connect Ticket
- Dispatch assigns Field Investigation number

**Monday.com**

- PD Officer onsite fills out electronic Field Investigation Form (the PSO will fill-out the form in the event of an arrest)
- If a referral was made, the organization fills out the electronic Progress report Form

# PROCESS OVERVIEW

Contacts made from PD-initiated efforts

**PD-initiated contact**

- Officer-initiated Contact
- HOST
- Quarterly Homeless Count

**Monday.com**

- PD Officer onsite fills out electronic Field Investigation Form
- If a referral was made, the organization fills out the electronic Progress report Form
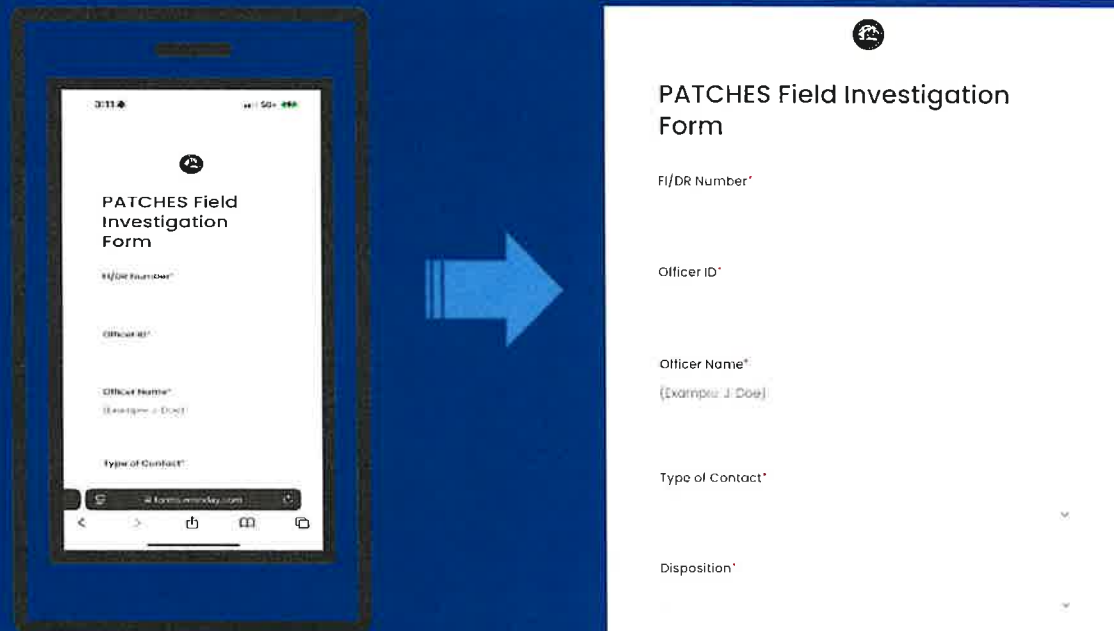
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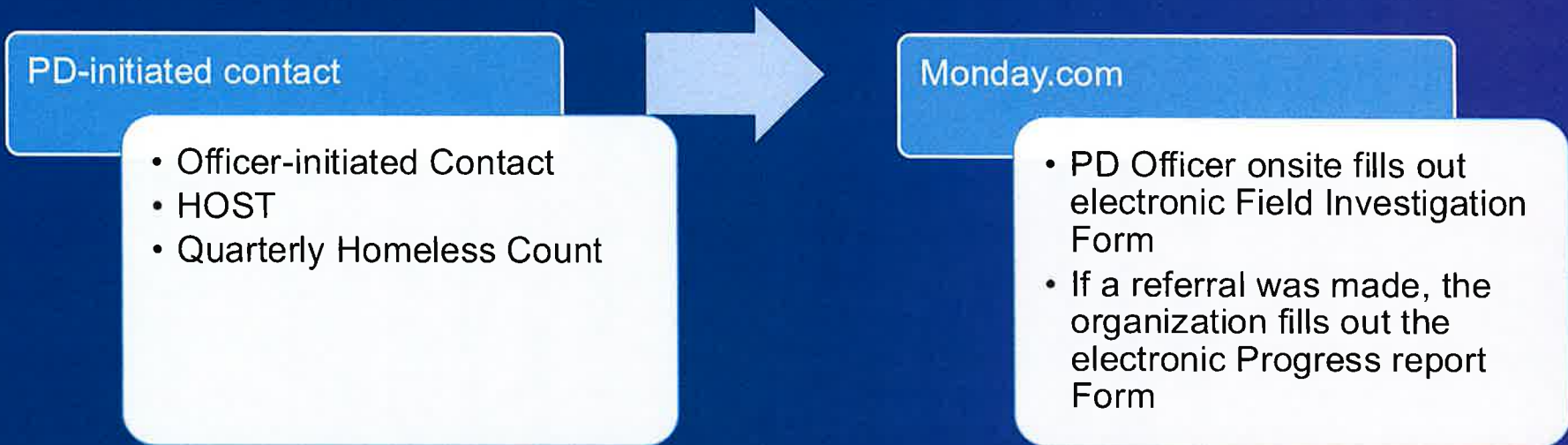
# WHAT'S NEW

Current: Paper Field Investigation Forms

**Future: Electronic Field Investigation Forms**
- Can be accessed by the onsite PD Officer via their phone

# WHAT'S NEW

Current: List of Individuals and Contacts Made (Excel Spreadsheet)

**Future: Electronic Database (Monday.com)**

- Has real-time data analytics for demographics, number of contacts made (by month, by contact type)
- Track the number of contacts per individual
- Track the number of referrals made

SUMMARY

| Name of Individual | Date and Time of Contact | Type of Contact | Call for Service | HOST | Officer Initiated | Totals |
|---|---|---|---|---|---|---|
| Test, WWWW | 2024-08-14 | | | 1 | | 1 |
| Test, XXXX | 2024-10-10 | | 1 | | | 1 |
| Test, YYYY | 2024-10-10 | | | 1 | | 1 |
| Test, ZZZZ | 2024-09-09 | | | | 1 | 1 |
| | Totals | | 1 | 2 | 1 | 4 |

*Note: Data in the attached charts are from test entries only and are not from real incidents*
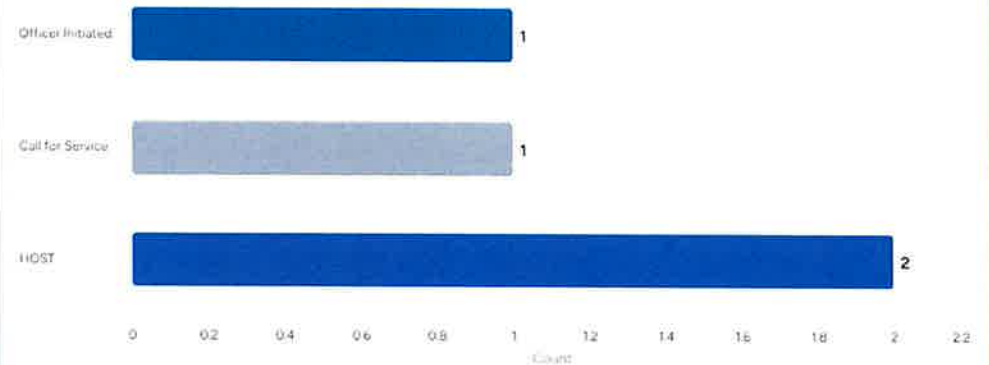
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# WHAT'S NEW

## Future: Dynamic dashboards for metrics and Key Performance Indicators (KPIs)

### Number of Contacts Made by Month
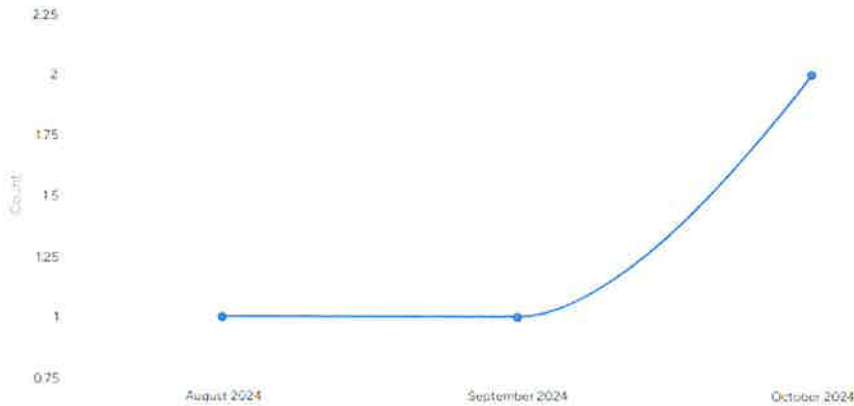


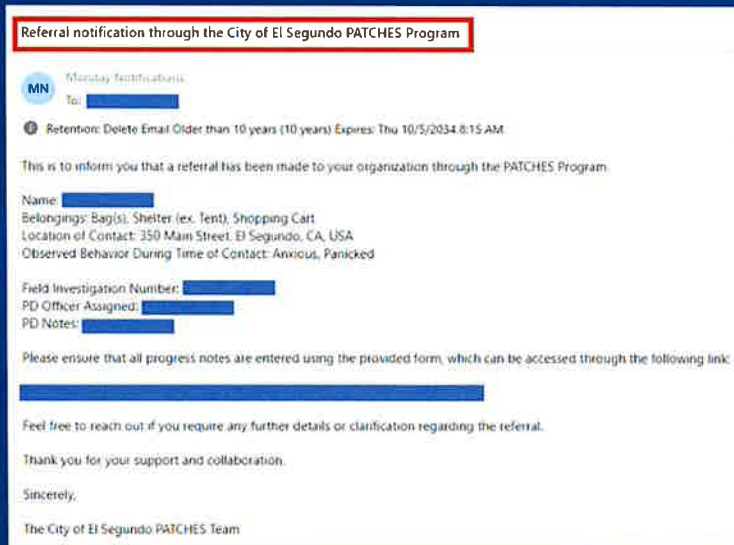### Number of Contacts Made by Type



*Note: Data in the attached charts are from test entries only and are not from real incidents*

# WHAT'S NEW

Current: Phone calls and/or emails to the organizations

**Future: Automated email referrals to organizations**

Referral notification through the City of El Segundo PATCHES Program

MN  Monday Notifications
To:

Retention: Delete Email Older than 10 years (10 years) Expires: Thu 10/5/2034 8:15 AM

This is to inform you that a referral has been made to your organization through the PATCHES Program.

Name:
Belongings: Bag(s), Shelter (ex. Tent), Shopping Cart
Location of Contact: 350 Main Street, El Segundo, CA, USA
Observed Behavior During Time of Contact: Anxious, Panicked

Field Investigation Number:
PD Officer Assigned:
PD Notes:

Please ensure that all progress notes are entered using the provided form, which can be accessed through the following link:

Feel free to reach out if you require any further details or clarification regarding the referral.

Thank you for your support and collaboration.

Sincerely,

The City of El Segundo PATCHES Team

## PATCHES Program Progress Report

FI/DR Number*

(Enter the exact FI/DR number found on the referral email, include the "-", if any)

Name of Organization*

Name of individual

(Last Name, First Name)

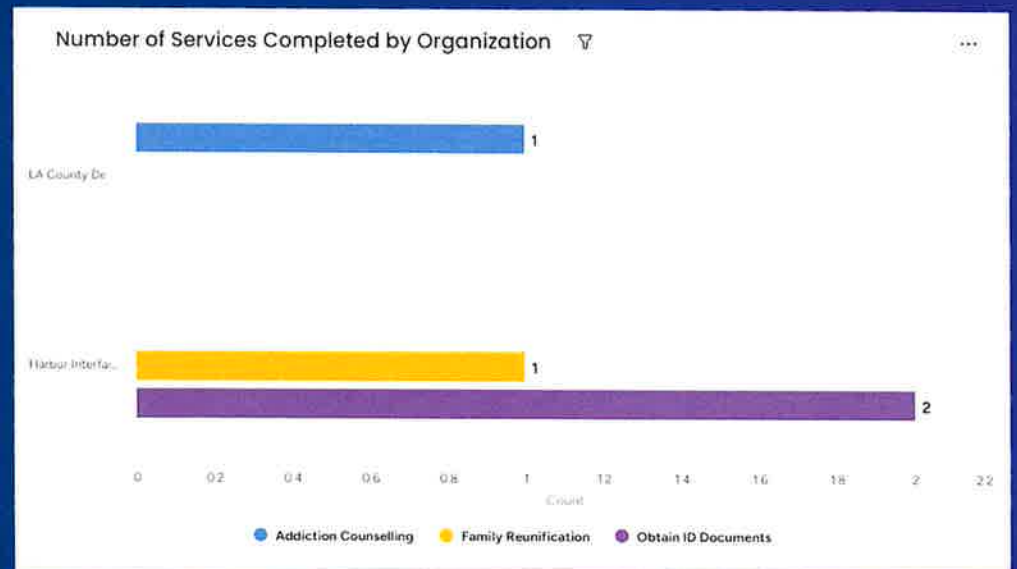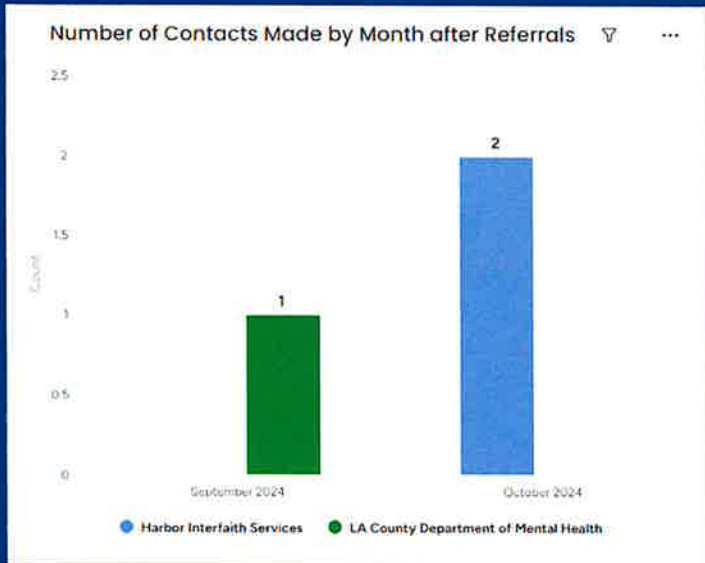Date of Contact with Individual

mm/dd/yyyy

Services Provided*

(Select all that applies)

Addiction Counseling

Shelter

Family Reunification

Obtain ID Documents

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# WHAT'S NEW

## Future: Referral Progress/Outcome Tracking



Number of Contacts Made by Month after Referrals

- Harbor Interfaith Services
- LA County Department of Mental Health



Number of Services Completed by Organization

- Addiction Counselling
- Family Reunification
- Obtain ID Documents

*Note: Data in the attached charts are from test entries only and are not from real incidents*

# What's Next?

- Continued outreach and encampment mitigation
- Education campaign for public
- Identify best practices for after-hours outreach
- Enhance relationships with surrounding Homeless Outreach Programs
  - Hawthorne, Manhattan Beach, Hermosa Beach, Redondo Beach, Los Angeles
    - Regular meetings, coordinated outreach, and encampment cleanups