

The Social Services Commission is an advisory body to the City Council that generally meets on the fourth Thursday of each month at 6:00 p.m. in the West Annex Commission Meeting Room. The Commission may make recommendations to the City Council on Veterans affairs, homeless issues, adults with development disabilities, and children with special needs. All meetings are open to the public except for those portions that under law may be considered in closed session. Those who wish to speak on any matter on the agenda are asked to complete a "Speaker Information" card (available at the meeting) and relay it to the staff before leaving the meeting.

Staff reports are available for review at the Civic Center Main Library and the City Clerk's Office. Direct any other questions or concerns to the Social Services Commission liaison at 310.618.5880. Agendas are posted on the City of Torrance Home Page www.TorranceCA.Gov.

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the City Manager's office at (310) 618-5880. Notification 48 hours prior to the meeting will enable the City to make reasonable arrangements to ensure accessibility to this meeting. [28CFR35.102-35.104 ADA Title II]

VAM
30

TORRANCE SOCIAL SERVICES COMMISSION AGENDA
OCTOBER 28, 2021
REGULAR MEETING
6:00 P.M. WEST ANNEX COMMISSION MEETING ROOM
SOCIAL SERVICES COMMISSION MAY TAKE ACTION ON ANY ITEM
LISTED ON THE AGENDA

1. CALL MEETING TO ORDER

ROLL CALL: Commission Members Funes, Leys, Reynolds, Sansalone, Scotto, Witt, Chair Bickford

2. FLAG SALUTE: Commissioner Sansalone

3. REPORT OF STAFF ON THE POSTING OF THE AGENDA The agenda was posted on the Public Notice Board at 3031 Torrance Bl. and on the City's Website on Thursday, October 21, 2021.

4. ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS

5. ORAL COMMUNICATIONS (Limited to a 30 minute period)

This portion of the meeting is reserved for public comment on items not on the agenda or on topics of interest to the general public. Under the Ralph M. Brown Act, Commissioners cannot act on items raised during public comment but may respond briefly to statements made or questions posed; request clarification; or refer the item to staff. Speakers under this Public Comment period will have no longer than 3 minutes per speaker.

6. CONSENT CALENDAR

Matters listed under the Consent Calendar are considered routine and will be enacted by one motion and one vote. There will be no separate discussion of these items. If discussion is desired, that item will be removed by a Commissioner from the Consent Calendar and considered separately.

6A. Approval of Minutes: September 23, 2021

7. ADMINISTRATIVE MATTERS

7A. ACCEPT AND FILE PRESENTATION ON HOMELESS TRAINING 101.

7B. ACCEPT AND FILE UPDATE ON THE HOMELESS COUNT 2022.

7C. ACCEPT AND FILE UPDATE REPORT FROM STAFF ON THE CITY'S PROGRESS IN ADDRESSING HOMELESSNESS IN TORRANCE.

8. COMMISSION ORAL COMMUNICATIONS

9. ADJOURNMENT

9A. Adjournment of the Social Services Commission Meeting to January 27, 2022 at 6:00 p.m. in the West Annex Commission Room.

**MINUTES OF A MEETING OF THE
TORRANCE SOCIAL SERVICES COMMISSION**

1. CALL TO ORDER

The Torrance Social Services Commission convened in a regular session at 6:00 p.m. on Thursday, September 23, 2021 at the West Annex Commission meeting room, Torrance City Hall.

ROLL CALL

Present: Commissioners Funes, Leys, Reynolds, Sansalone, Scotto, *Witt and Chairperson Bickford

Absent: None

Also Present: Deputy City Manager Hoang and Management Associate Gent

*Commissioner Witt arrived at 6:05 p.m.

2. FLAG SALUTE

The pledge of Allegiance was led by Commissioner Leys.

3. REPORT OF THE STAFF ON THE POSTING OF THE AGENDA

Management Associate Gent stated that the agenda for the Social Services Commission was properly posted on September 16, 2021 on the Public Notice Board by the City Clerk's office and the City's website.

4. ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS

Management Associate Gent stated that there were no withdrawn or deferred items or supplemental items.

5. ORAL COMMUNICATIONS

Library Commissioner Julie Kohus stated that she would now be the representative from the Library Commission attending the Social Services Commission meetings.

Commissioner Witt arrived at 6:05 p.m.

6. CONSENT CALENDAR

6A. APPROVAL OF MINUTES: August 26, 2021

MOTION: Commissioner Reynolds moved to approve Item 6A; motion was seconded by Commissioner Leys. The motion passed by a unanimous roll call vote.

7. ADMINISTRATIVE MATTERS

7A. ACCEPT AND FILE UPDATE REPORT FROM STAFF ON 2021 VETERANS EVENT

Management Associate Gent presented the report and discussed the elements and assignments for the program for the 2021 Veterans Event.

Chairperson Bickford noted that cards were available for distribution to veterans and others who wished contribute tributes.

MOTION: Commissioner Reynolds moved to accept and file Staff report from on 2021 Veterans Recognition; motion was seconded by Commissioner Funes. The motion passed by a unanimous roll call vote.

7B. APPROVE PROCLAMATION DECLARING NOVEMBER 7-13 AS MILITARY VETERANS APPRECIATION WEEK IN THE CITY OF TORRANCE

Management Associate Gent presented the report for the item.

MOTION: Commissioner Witt moved to approve Proclamation declaring November 7-13 as Military Veterans Appreciation Week in the City of Torrance; motion was seconded by Commissioner Funes. The motion passed by a unanimous roll call vote.

7C. REVIEW 2016 SOCIAL SERVICES COMMISSION WORK PLAN, APPROVE STAFF RECOMMENDATION TO UPDATE THE PLAN IN 2022, ASSIGN COMMISSION MEMBERS TO TASKS IN PREPARATION FOR WORK PLAN UPDATE

Deputy City Manager Hoang presented the report for the item and discussed the history of the Social Services Commission from its inception in 2016, the Commission's subject matter jurisdiction and the development of the Commission's work plan. He noted that the first five years of the Commission had primarily focused on work with those who were experiencing homelessness, but added that now that there was a stand-alone City Homeless Plan, there was an opportunity for the Commission to revisit the Work Plan to incorporate aspects of the Homeless Plan, as well as update their strategies and proposed action plan for all of their populations.

Deputy City Manager Hoang requested that the Commission provide a list of organizations to invite to present before the Commission in 2022. The Commissioners listed:

- City representatives from departments which work with Commission's populations
- Best Buddies California- South Bay Jobs Program – (Funes to research best point of contact for staff to follow up)
- Harbor Regional Center
- County of Los Angeles Homeless Initiative -SPA 8
- City Community Development Department - Housing
- Pediatric Therapy Network
- People Assisting the Homeless (PATH)- Lease Up Program
- City Police Department Community Lead Officers
- City Police Department Mental Evaluation Team (TMET)
- Request presenter suggestions from Outreach worker
- Project Room key
- Project Home key

- ICAN – California Abilities Network (Reynolds to research best point of contact for staff follow up)
- Landlord Group that had worked with City
- Workforce Housing organizations
- Community Land trusts
- Real Estate organizations
- Torrance Unified School District- Licensed Clinical Social Workers
- Mental Health Worker who had worked with the homeless (perhaps also non- profit vs. government worker)
- Pediatric Therapy Network (Sansalone to research best point of contact for staff follow up)
- Family Promise
- VFW, American Legion, Vietnam Vets (Bickford to research best point of contact for staff follow up)
- Shower for Hope, GroundedSolutions.org and Catalyst Housing Group (Reynolds to research best point of contact for staff follow up later in 2022)

Deputy City Manager Hoang requested that the Commissioners send any other organization suggestions to staff.

Deputy City Manager Hoang outlined the progress on funding for the temporary homeless site at the City's site.

No members of the public spoke.

MOTION: Commissioner Witt moved to accept the review of 2016 Social Services Commission Work Plan, approve staff's recommendation to update the plan in 2022, and assign Commission members to tasks in preparation for work plan update; motion was seconded by Commissioner Funes. The motion passed by a unanimous roll call vote

7D. APPROVE THE CITY OF TORRANCE TO BE A DEPLOYMENT SITE AND COORDINATE THE 2022 HOMELESS COUNT

Management Associate Gent presented the report for the item.

Deputy City Manager Hoang explained the process, the Los Angeles County's methodology for the count and the types of the homelessness that would be counted. He noted that COVID restrictions might necessitate additional changes to the count procedure.

Commissioners Leys, Reynolds and Witt volunteered to make announcements regarding the Homeless Count at the City Council meetings in December (2 meetings) and January 2022 (1 meeting).

Nancy Wilcox, Co-Chair of the South Bay Coalition to End Homelessness, explained the process of the point in time count and her role in the count.

MOTION: Commissioner Leys moved to approve the City of Torrance to be a deployment site and coordinate the 2022 Homeless Count; motion was seconded by Commissioner Funes. The motion passed by a unanimous roll call vote

8. COMMISSION ORAL COMMUNICATIONS

Management Associate Gent presented an update on the toiletry drive from the 1736 Family Crisis Center, who had received items from the toiletry drive and noted that the service provider was: grateful for the donation, relied on the donation to be able to service their clients and had used all of the donations.

In response to a question from Commissioner Funes, Management Associate Gent stated that a link to LA Hop had been added to the City's website. She confirmed that she would investigate a way to make the public more aware how to use LA Hop.

Responding to a question from Commissioner Funes, Chairperson Bickford stated that there were many resources for Veterans listed under the City Library site.

Management Associate Gent announced that the Proclamation declaring November 7–13 as Military Veterans Appreciation Week in the City of Torrance would take place at the October 26, 2021, City Council meeting.

9. ADJOURNMENT

9A. At 7:25 p.m., Commissioner Witt moved to adjourn the meeting to the regular meeting on Thursday, October 28, 2021 at 6:00 p.m. at the West Annex Commission meeting room, Torrance City Hall. The motion was seconded by Commissioner Funes and a roll call vote reflected approval.

###

Honorable Members of the Social Services Commission
City Hall
Torrance, California

Members of the Commission:

SUBJECT: ACCEPT AND FILE PRESENTATION ON THE HOMELESS TRAINING 101

RECOMMENDATION

Accept and file presentation from Staff and the South Bay Coalition to End Homelessness Co-Chair Nancy Wilcox on the Homeless training 101.

BACKGROUND AND ANALYSIS

One of the Homelessness Plan Goals is to provide homeless education for City Staff, Elected Officials and Appointed Officials. Ensuring that these groups have a collective and accurate understanding of homelessness in Torrance is a key value to creating greater consistency in the City's response to homelessness. Additionally, this goal provides greater awareness of ways in which the community can be a part of the solution.

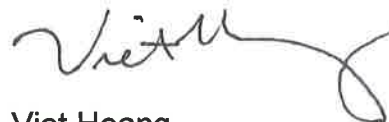
One of the major tasks is to tailor the Homeless Initiative/SBCCOG's "Homelessness 101" training module to reflect homelessness in Torrance. This includes enhancing the module to create a deeper understanding of the LA-HOP.org portal, which is Los Angeles County's centralized system for reporting and bringing initial street outreach services to those who unhoused.

This evening, City staff and Co-Chair Wilcox will be reviewing the presentation with the Commission, and then asking the Commission for feedback on the strengths and opportunities for improvement before the Homelessness 101 training module is rolled out to City Staff, Elected Officials and Appointed Officials.

Respectfully submitted,



Zulma Gent
Staff to the Commission



Viet Hoang
Staff to the Commission

Honorable Members of the Social Services Commission
City Hall
Torrance, California

Members of the Commission:

SUBJECT: ACCEPT AND FILE UPDATE ON THE HOMELESS COUNT 2022.

RECOMMENDATION

Accept and file presentation from Staff on the 2022 Homeless Count.

BACKGROUND AND ANALYSIS

At the September 23rd Social Services Commission meeting, your honorable body approved staff that for the City of Torrance to be a deployment "Homeless Count" site and provided event coordination for the 2022 Homeless Count.

Staff virtually attended a briefing that was held by the Los Angeles Homeless Services Authority (LAHSA) on October 7, 2021, which discussed LAHSA's modified approach for the 2022 Count to ensure compliance with safety related to COVID-19, and to increase efficiency through technology. The briefing session also included strategies for volunteer recruitment and recommendations for site coordination.

This evening, City Staff will review with the Commission the key information that was shared during the October 7th briefing.

Respectfully submitted,



Zulma Gent
Staff to the Commission



Viet Hoang
Staff to the Commission

Commission Meeting of
October 28, 2021

Honorable Members of the Social Services Commission
City Hall
Torrance, California

Members of the Commission:

**SUBJECT: ACCEPT AND FILE REPORT FROM STAFF ON THE CITY'S
PROGRESS IN ADDRESSING HOMELESSNESS IN TORRANCE**

RECOMMENDATION

Accept and file presentation from staff on the City's progress in addressing homelessness in Torrance.

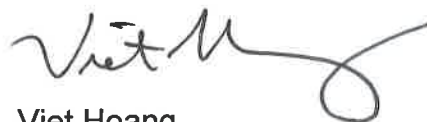
BACKGROUND AND ANALYSIS

At the October 12, 2021 Torrance City Council meeting, City Council accepted and filed an update report from staff on the City's progress in addressing homelessness in Torrance. At this evening's Commission meeting, staff will provide a similar report to the Social Services Commission, including updated information on funding sources for the temporary housing program and the latest outreach metrics from Harbor Interfaith Services.

Respectfully submitted,



Zulma Gent
Staff to the Commission



Viet Hoang
Staff to the Commission

Attachment: Agenda Item 9B from the October 12, 2021 City Council Meeting – Accept and File Update Report on the City's Progress in Addressing Homelessness in Torrance

Honorable Mayor and Members
of the City Council
City Hall
Torrance, California

Members of the Council:

SUBJECT: City Manager – Accept and File Update Report on the City’s Progress in Addressing Homelessness in Torrance. Expenditure: None.

RECOMMENDATION

Recommendation of the City Manager that City Council accept and file an update Report on the City’s Progress in Addressing Homelessness in Torrance.

BACKGROUND AND ANALYSIS

At the City Council meeting of July 13, 2021, Councilman Mattucci requested and received concurrence directing staff to provide a monthly update on the City’s progress in addressing homelessness, including an update on alternate site locations for temporary housing. The most recent update City staff provided was at the August 24th City Council meeting. City staff delayed the September report to tonight’s City Council meeting, as there was no new information to share in September.

Site Selection

As directed by City Council at their June 22 meeting, while staff moves forward with activating the Civic Center grounds as the site for the temporary housing units, staff continues to explore potential alternate sites. As of this report, the City has not found a viable alternate industrial site.

The Community Development Department continues to use meetings with prospective industrial developments and major industrial landholders in the City as an opportunity to raise Council’s request. In doing so, the Sares Regis Group generously offered its support of \$25,000 towards the City’s efforts to address homelessness. The donation is scheduled to be accepted and appropriated under the Community Matters section of the October 12th City Council Agenda.

Budget and Funding for Temporary Housing Program

There has been significant activity related to funding since staff’s most recent report to City Council. In the previous report to City Council, staff developed an 18-month budget related to site preparation, capital expenses, and operating expenses, specifically so that staff could submit a proposal to the South Bay Cities Council of Government (SBCCOG) call-for-projects, which is seeking projects to fund for an 18-month funding cycle. Since then, staff has updated the budget to reflect a 12-month budget cycle for planning purposes.

| Site Preparation, Capital and One-Time Expenses | Est. Cost | Proposed Source of Funding |
|--|------------------|---|
| Architectural Design Services for Site | \$10,000 | SBCCOG Innovation Grant 20/21 ⁽¹⁾ |
| Southern California Edison Planning & Design Fees | \$10,000 | SBCCOG Innovation Grant 20/21 ⁽¹⁾ |
| Site Preparation: Trenching, Electrical Connection | \$80,000 | SBCCOG Innovation Grant 20/21 ⁽¹⁾ |
| Site Preparation: Sewer Connection | \$20,000 | In-Kind: LA County Public Works |
| Site Preparation: Water Connection | \$20,000 | In-Kind: LA County Public Works |
| 40 8x8 All Access Units, AC, Heating, Light, Smoke Detectors, Mattresses, Delivery of Units, Assembly of Units | \$372,000 | County of Los Angeles, Fourth District Supervisor Janice Hahn's Office ⁽²⁾ |
| Interior Fencing and Access Gates | \$30,000 | SBCCOG Call for Projects for LA County Homeless Initiative 22/23 ⁽³⁾ |
| Block Wall Extension along the Eastern Property Line (as requested by Council to explore) | \$70,000 | SBCCOG Call for Projects for LA County Homeless Initiative 22/23 ⁽³⁾ |
| Start Up Costs: Cleaning Supplies, Technology, Personal Supplies for Residents | \$20,000 | SBCCOG Call for Projects for LA County Homeless Initiative 22/23 ⁽³⁾ |
| Total Site Preparation, Capital and One-Time Expenses | \$632,000 | |

| Operating Expenses for 12 Months | Est. Cost | Proposed Source of Funding |
|---|--------------------|---|
| Two Outreach and Housing Navigator Staff for 12 months | \$166,667 | SBCCOG Call for Projects for LA County Homeless Initiative 22/23 ⁽³⁾ |
| 12 Months Operating Expense (Estimate provided by LA County Housing for Health) | \$1,550,000 | State of California, Department of Housing and Community Development, Permanent Local Housing Allocation Program ⁽⁴⁾ |
| Total Operating Expenses for 12 Months | \$1,716,667 | |

| | |
|---|--------------------|
| Total Site Preparation, Capital and One-Time Costs, and 12-months Operating Expenses | \$2,348,667 |
|---|--------------------|

Status of Funding Sources

- SBCCOG Innovation Grant 20/21:** Staff has submitted the proposal and scope of work for \$100,000. These funds were previously allocated by the SBCCOG to another city in our region; however, because the city will not be able to expend the funds before the end of 2021, SBCCOG requested that the County redistribute these funds to Torrance. LA County has approved SBCCOG's request to redistribute these funds to Torrance, and staff will work with SBCCOG on an agreement to access these funds.
- County of Los Angeles, Fourth District Supervisor Janice Hahn's Office:** This is an update from staff's previous report to City Council. In a meeting with LA County staff on September 28th, Supervisor Hahn's office is supporting the temporary housing program with \$450,000 to establish the project, including funds for acquiring shelter units and othe

costs. A final partnership letter from the County is expected around October 6, and the letter will delineate roles and responsibilities of the County and City. Staff will return to City Council with the proposed partnership.

3. **South Bay Cities Council of Governments (SBCCOG) Measure H Call for Projects 22/23:** As noted in the August 24th update, City staff submitted three proposals to the South Bay Cities Council of Governments (SBCCOG) Measure H Call for Projects. One of the proposals submitted was to seek funds to support capital, one-time and operating expenses associated with the temporary housing program. On September 23rd, City staff completed an oral presentation to a SBCCOG committee, which will make final recommendations on allocation of funds. Staff will update City Council with the outcome of the City's submissions when SBCCOG announces its decision.
4. **State of California, Department of Housing and Community Development (HCD), Permanent Local Housing Allocation (PLHA):** PLHA is a new funding source the City has identified to support the temporary housing program. City staff identified a Notice of Funding Availability under the PLHA program. Under this program, the HCD is authorized by the State of California to provide up to \$304 million to local government agencies who apply for program funds to administer one or more eligible activities. On September 27th and September 30th, City staff met with HCD staff to describe the temporary housing program. HCD staff noted that the operating expenses of the program are eligible expenses, and recommended that City staff move forward with the application process (see below).

Funding Discussion

The notable change in funding since Staff last provided an update to City Council is the proposal to use PLHA Program funds for operating expenses associated with the temporary housing program. In a previous update to City Council, staff proposed using Torrance's allocation of ARP HOME Funds, administered through the US Department of Housing and Urban Development (HUD), and funds from Los Angeles County, for operating expenses. Since then, staff has received eligibility guidelines from HUD, and analysis of the guidelines is that operating expenses are not an eligible use permitted under ARP HOME.

Torrance's allocation of PLHA funds in 2019 and 2020 accrued for a two-year total of \$1,135,070, and can be used for certain eligible activities. Torrance's 2021 accrual is estimated to be \$510,390. As such, staff estimates that \$1,645,460 will be available for operating expenses for the first 12 months of the temporary housing program.

Using PLHA funds has an additional benefit. Because the City will have enough funds for 12 months of operating expenses, the City will not need to utilize County funds during this time. As such, the City will be able to exclusively prioritize people experiencing homelessness in Torrance for the temporary housing program.

City staff met with LA County staff on September 28th to discuss this change in funding. LA County staff agrees with City staff's proposed approach. Both City and County staff recognize that beyond 2022, the City's annual allocation of PLHA program funds will not cover annual operating expenses. Additionally, current guidelines for eligible use of PLHA program funds are on a five-year cycle. There is no guarantee that future five-year cycles will have the same eligible-use criteria. Should the City seek County funds in the future to infuse into the temporary housing program, the City and County will discuss how prioritization will reflect the County's partnership with the City.

Implementation Timeline

As required under the PLHA guidelines, the next step is for City staff to return to City Council to 1) conduct a public hearing and ensure the public has an adequate opportunity to review and comment on the City's proposed five-year plan, and 2) authorize the application for the PLHA program. Staff anticipates agendizing this public hearing for October 26, 2021.

Outreach Worker Outcomes

At the March 16, 2021 City Council meeting, staff provided key metrics and an update on the City's Outreach Program efforts. The key metrics were established by the City to measure the effectiveness of the Outreach Program (Attachment A). Highlights to note about the metrics is the differentiation between priority clients and light outreach interactions.

Priority clients refer to those individuals who have been jointly identified by the City and Harbor Interfaith Services as having the greatest urgency to receive services. These individuals are likely to require multiple contacts by the outreach worker to build trust and to take steps to accepting services centered around a housing plan.

Light touch outreach interactions occur with individuals when Outreach Worker is in the field and provides referrals to programs that will benefit the individual. These individuals are not likely to be part of the Outreach Worker's ongoing client priority list; however, may benefit from a referral to a specific program or service. In addition to the established metrics, Valerie manages a caseload of 30 to 40 cases.

During the staff presentation on this report, staff will further elaborate on the Outreach Worker outcomes.

Update on City Collaboration

In addition, the City continues to meet with the following teams to address solutions to homelessness.

- **Torrance Police Department Community Lead Officer, Harbor Interfaith Services Outreach Team and People Assisting the Homeless Team (Monthly):** These meetings are to prioritize individuals who need the greatest level of engagement with the Outreach Worker, and have been occurring since early this year. These meetings also serve as an opportunity to identify areas with encampments. In October, People Assisting the Homeless (PATH), who also have outreach workers who may serve the Torrance community, will be joining in these monthly meetings to promote greater collaboration in outreach efforts.
- **Homelessness Response Team (Monthly):** This multi-disciplinary team is comprised of internal City Departments, and continues to meet monthly to focuses on solutions for encampments. Since the inception of the Homeless Response Team, it has been able to address areas of concerns that affect the quality of life in the City of Torrance.

There has been a total of six areas of concern that have been addressed by clean ups and or securing the area in coordination with Valerie, Torrance Police Department CLO's the City's Public Works Team and Caltrans.

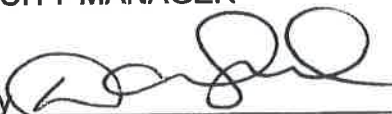
Three vacant buildings and associated parcels have been secured in partnership with the Community Development Team and the owners of those parcels.

Community Engagement - How the Community Can Help?

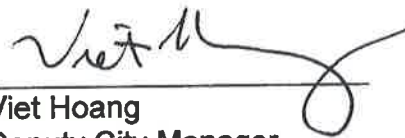
As an ongoing reminder to the Community, staff encourages those wishing to assist people experiencing homelessness to use the LA-HOP portal. LA-HOP is the County's online resource that allows the community to make an outreach request, when they see an individual needing assistance related to homelessness. The LA-HOP Portal can be accessed at www.LA-HOP.org. Information from the request is used to dispatch a homeless services outreach team to the area.

The Community may also continue to contact the City Manager's Office at (310) 618-5880 during regular business hours with questions related to how they can best help those experiencing homelessness.

Respectfully submitted,
ARAM CHAPARYAN
CITY MANAGER

By 

Danny Santana
Assistant City Manager

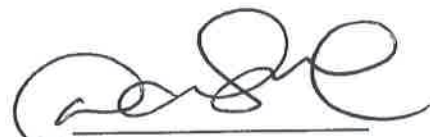
By 

Viet Hoang
Deputy City Manager

for: By 

Zulma Gent
Management Associate

CONCUR:



for: Aram Chaparyan
City Manager

Attachment: A) Outreach Program Outcomes

City of Torrance Outreach Outcomes

February - December, 2021

| Assessments, Interactions | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC | <u>Progress to Date</u> | | |
|---|----------|----------|----------|----------|----------|----------|----------|----------|-----|-----|-----|-------------------------|----------|--|
| | | | | | | | | | | | | Goal | Progress | |
| Light Touch Outreach Interactions: Contacts in the field between Outreach & Housing Navigator and Clients | | | | | | | | | | | | | | |
| Number of Unduplicated Clients | 7 | 6 | 3 | 5 | 4 | 1 | 8 | 4 | | | | | 38 | |
| Number of Interactions with Unduplicated Clients | 13 | 18 | 7 | 24 | 11 | 1 | 0 | 1 | | | | | 75 | |
| Case Management - Hours | 11 | 6 | 4 | 32 | 39 | 22 | 21 | 7 | | | | | 142 | |
| Priority Clients Case Managed: Ongoing engagement centered around a housing plan | | | | | | | | | | | | | | |
| 1 - 4 (Priority Score 1) | 0 | 0 | 0 | 0 | 2 | 3 | 0 | 0 | | | | | 5 | |
| 5 - 7 (Priority Score 2) | 1 | 2 | 0 | 2 | 1 | 0 | 0 | 0 | | | | | 6 | |
| 8 - 11 (Priority Score 3) | 2 | 1 | 2 | 4 | 1 | 2 | 2 | 3 | | | | | 17 | |
| 12 - 17 (Priority Score 4) | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | | | | | 2 | |
| Totals: | 3 | 3 | 3 | 6 | 5 | 5 | 2 | 3 | | | | | | |
| Document Ready | | | | | | | | | | | | | | |
| Documentation / Benefits Enrollment: Clients who have all documents and are enrolled in eligible DPSS programs | | | | | | | | | | | | | | |
| Documentation Ready | 5 | 3 | 2 | 3 | 1 | 0 | 4 | 5 | | | | | 23 | |
| DPSS Enrolled | 0 | 1 | 0 | 2 | 0 | 0 | 2 | 0 | | | | | 5 | |

City of Torrance Outreach Outcomes

February - December, 2021

| Program Referrals and Service Tracking | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC | Progress to Date | |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------------------|----------|
| | | | | | | | | | | | | Goal | Progress |
| Interim (Transitional) Housing - Referrals Made | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | | | | | 2 |
| Interim (Transitional) Housing - Referrals Attained | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | | | | | 2 |
| Stable (Permanent) Housing - Referrals | 2 | 0 | 1 | 5 | 0 | 4 | 0 | 0 | | | | | 12 |
| Stable (Permanent) Housing - Placements | 2 | 0 | 1 | 3 | 0 | 4 | 2 | 0 | | | | | 12 |
| Veteran Housing - Referrals Made | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | 0 |
| Veteran Housing - Referrals Attained | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | 0 |
| Mental Health & Substance Treatment- Meetings | 0 | 0 | 0 | 1 | 2 | 0 | 1 | 0 | | | | | 4 |
| Mental Health & Substance Treatment Program - Meeting Hours | 0 | 0 | 0 | 1 | 2 | 0 | 1 | 0 | | | | | 4 |
| Mental Health & Substance Treatment Program - Referrals Made | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | 0 |
| Mental Health & Substance Treatment Program - Referrals Attained | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | 0 |
| Housing Meetings | 0 | 0 | 0 | 9 | 16 | 5 | 2 | 0 | | | | | 32 |
| Housing Meetings - Hours | 0 | 0 | 0 | 15 | 19 | 12 | 5 | 0 | | | | | 51 |
| LA-HOP Requests | 0 | 0 | 0 | 0 | 0 | 0 | 7 | 3 | | | | | 10 |
| LA-HOP Requests - Hours | 0 | 0 | 0 | 0 | 0 | 0 | 11 | 3 | | | | | 14 |
| Transportation Services | 0 | 0 | 3 | 6 | 5 | 1 | 1 | 0 | | | | | 16 |
| Transportation Services - Hours | 0 | 0 | 0 | 0 | 2 | 1 | 1 | 0 | | | | | 4 |

∞