

**City of Huntington Beach Homeless Task Force
Coordination of Services Committee
Recommendations**

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The goal of the committee is to create a central database of organizations and services that can be used to help the Huntington Beach homeless and to evaluate how services can be better delivered by government, faith based community, nonprofit organizations and the general public.

This goal has been divided up into three distinguishable tasks including development of a service directory by category with built in data base security levels; development of an information management system and mobilization of volunteers and nonprofits utilizing the tools listed above.

Task 1: Need to have a user-friendly data base created that lists the following:

- a) Name
- b) Location
- c) Needs covered
- d) Resources
- e) Gender
- f) Etc.

A. Categories Needed

1. The list will have **CATEGORIES** of Services:
 - a. Food (Dietary needs, diabetic, non-gluten)
 - b. Clothing (Everyday and for Employment/jobs)
 - c. Pets (Medical/vets,support animals, food, temporary shelter)
 - d. Medical (General, dental, eyes)
 - e. Housing (Rental Assistance/Rapid housing, Transitional, Permanent, Emergency Housing, For Seniors)
 - f. Substance Abuse – Sober living, Detox, Social detox, Medical detox
 - g. Domestic Violence
 - h. Services for Families
 - i. Services for Singles
 - j. Pregnant Women
 - k. Hygiene – Showers, Laundromat
 - l. Government Services
 - m. Identification
 - n. Birth certificates
 - o. Licenses
 - p. Veterans
 - q. Mental Health
 - r. Legal

B. Presently helpful lists of services for the homeless exist and should be used as baseline data. Lists for inclusion are listed below:

- a. Build Futures – Kathy Tillotson (extensive list nationwide)
 - 1) Accessed publically
- b. Ralph Bauer List (approximately 30 organizations)
 - 2) Access via special report by Ralph Bauer
- c. Link to 211

C. Build into data base security levels.

- 1. Access based on user level - public vs city users.
- 2. Services available to HB residents and others
- 3. Make printable

D. Other Resources Needed in Addition to Centralized Service Directory

- 1. HB staff should also create an additional list of resources not normally shared with the public including affordable units, “felon friendly” landlords, and private rentals.
- 2. Once data base is created, a more manageable list is needed for quick reference and emergencies
- 3. To ensure the success of the database, city staff is needed to oversee the responsibility of data
 - a. Police and outreach staff to work together to ensure utilization of database.
 - b. Security levels needed to maintain level of access to database
 - c. To ensure success of database, city staff is needed to update and delete information
- 4. Suggested adding a HB Services dropdown to the 211 website to list all the homeless services provided within the Huntington Beach area, HB residents receiving priority.
- 5. A definition of a Huntington Beach homeless resident must be created to use with this coordination of services effort

Task 2: Need an information management system on all homeless persons

A. Client Profile including the following information

1. Service resistant
2. Substance abuse or in recovery
3. Hours spent with individual
4. Case notes and relevant statistical individual

B. This information will be utilized as a management tool for outreach workers to ensure that all information is current regarding client profile and services offered

1. This should assist in tracking individual clients and noting which ones are service resistant

Task 3: Organize a faith based community of volunteers and nonprofit organizations

A. Presently senior pastors from 13 churches meet monthly

1. Five core churches present
2. Incorporate a homeless focus to meetings
3. Schedule trainings for all of the above community sectors

B. Once volunteers are trained in mentoring homeless, a formal reporting system should be created to avoid duplication of services and coordination with city staff

1. Homeless Coordinator, Public Safety should meet regularly with volunteers
2. Information should be exchanged and input into informational management system to ensure current and correct information is available regarding homeless residents receiving services and to avoid duplication of services
3. City outreach staff should interact to prioritize activities to ensure that services are offered to most vulnerable individuals on street