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Engaging Encampments with Empathy: Successful Service Delivery Solutions

Rebecca Sanders, CORE
Jenny Robbins, LCSW

Agenda

Introduction

Learning objectives

Overview of encampment engagement

Audience panel discussion and QA

Learning Objectives

1. How to use trauma-informed practices to build trust and engage encampment residents
2. How developing cross-sector partnerships can support person-centered approaches to safely house encampment residents
3. How to think creatively and leverage housing resources to move residents into safe and permanent housing solutions
4. To have a growth mindset and exchange best practices with peers

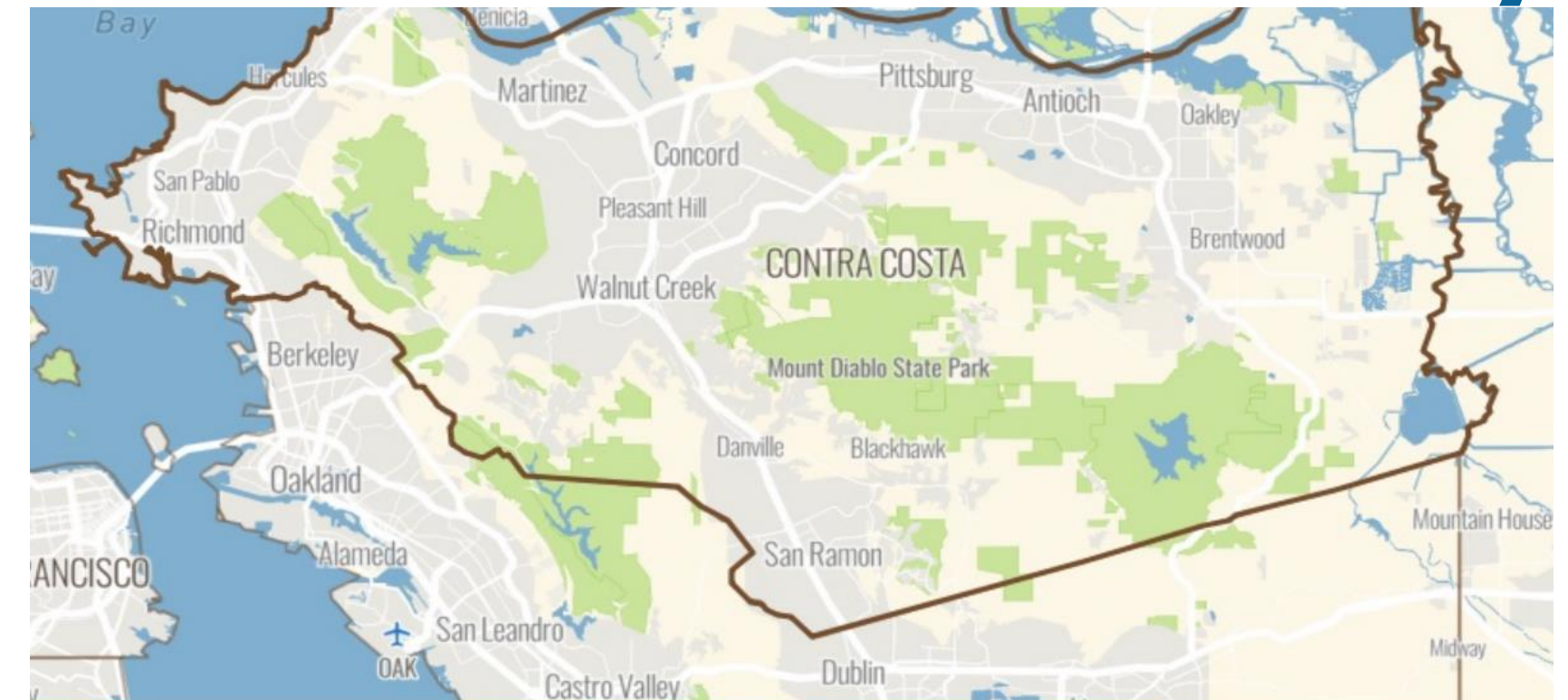
Contra Costa County

Renters in Contra Costa County need to earn \$42.69 per hour to afford the average monthly asking rent

Contra Costa County has a 2% vacancy rate

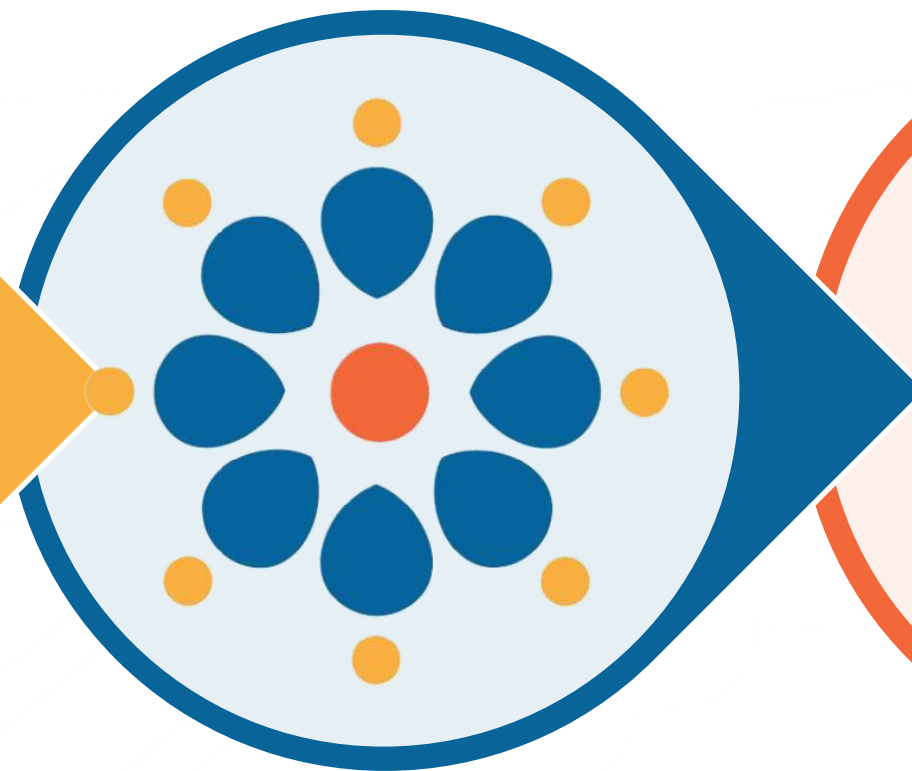
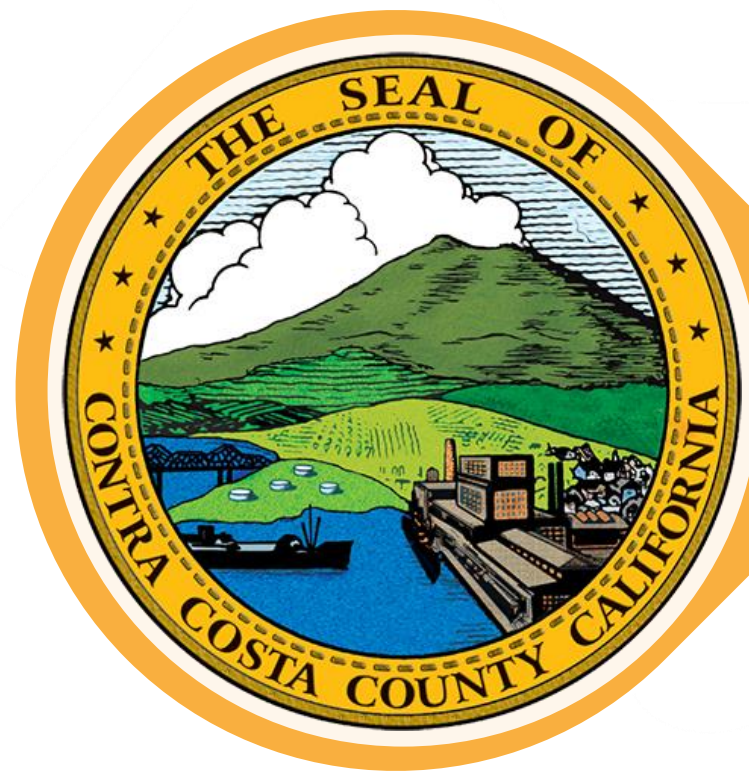
34,065 low-income renter households in Contra Costa County do not have access to an affordable home

74% of ELI households are paying more than half of their income on housing costs compared to 0% of moderate-income households



CONTRA COSTA COUNTY 2023
Affordable Housing Needs Report





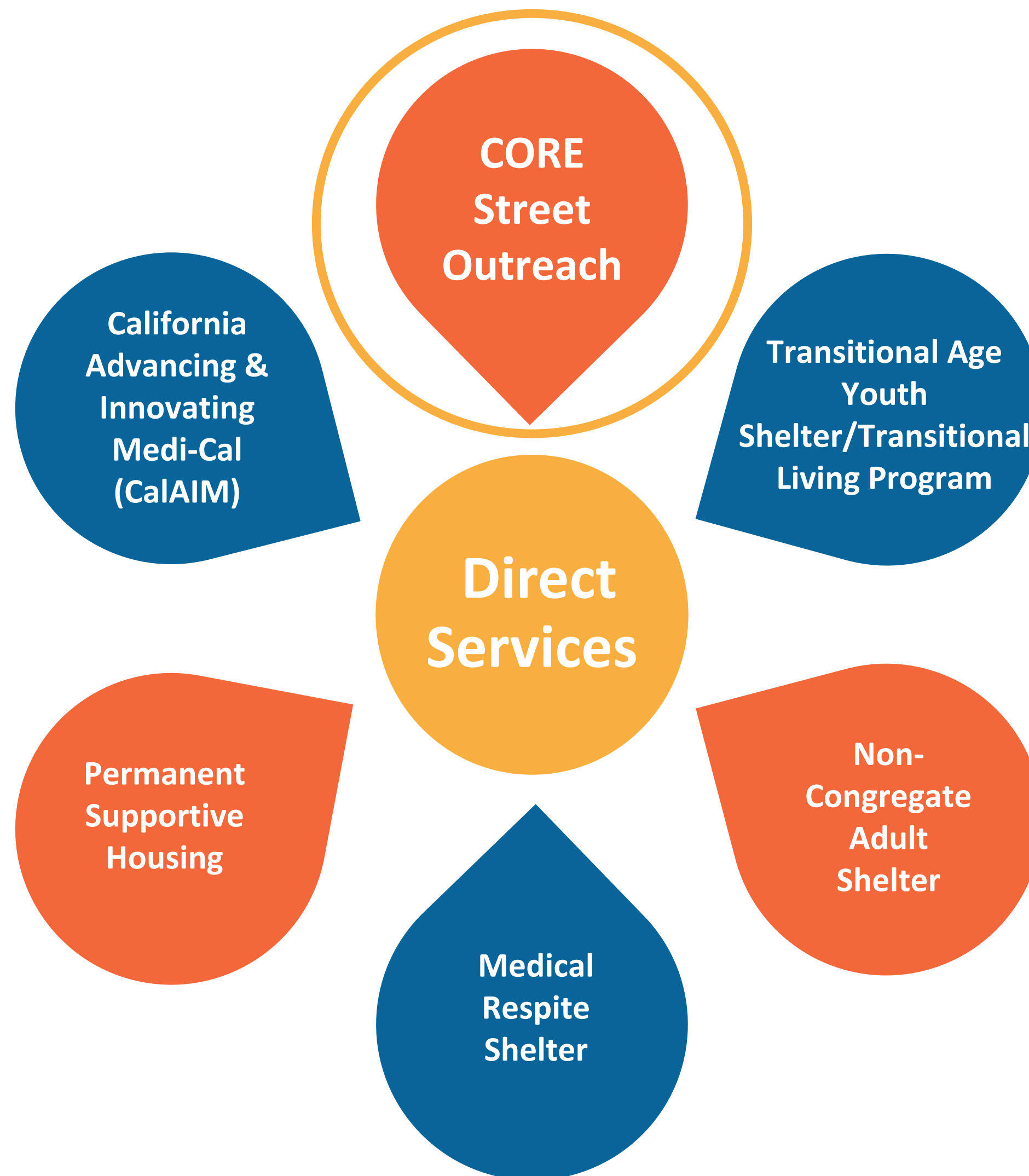
Health,
Housing &
Homeless
Services (H3)

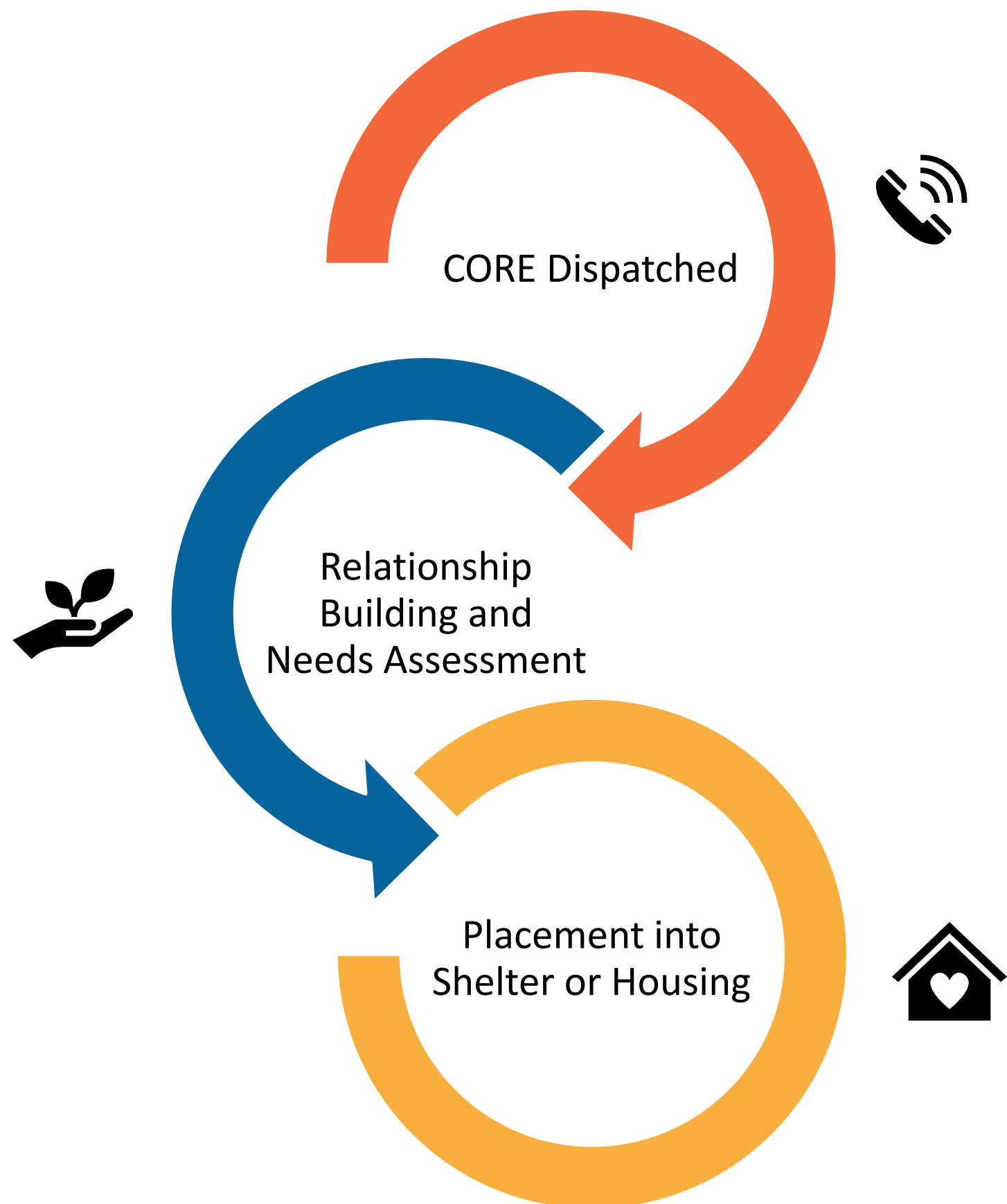
CoC Lead
HMIS Lead

Direct Services

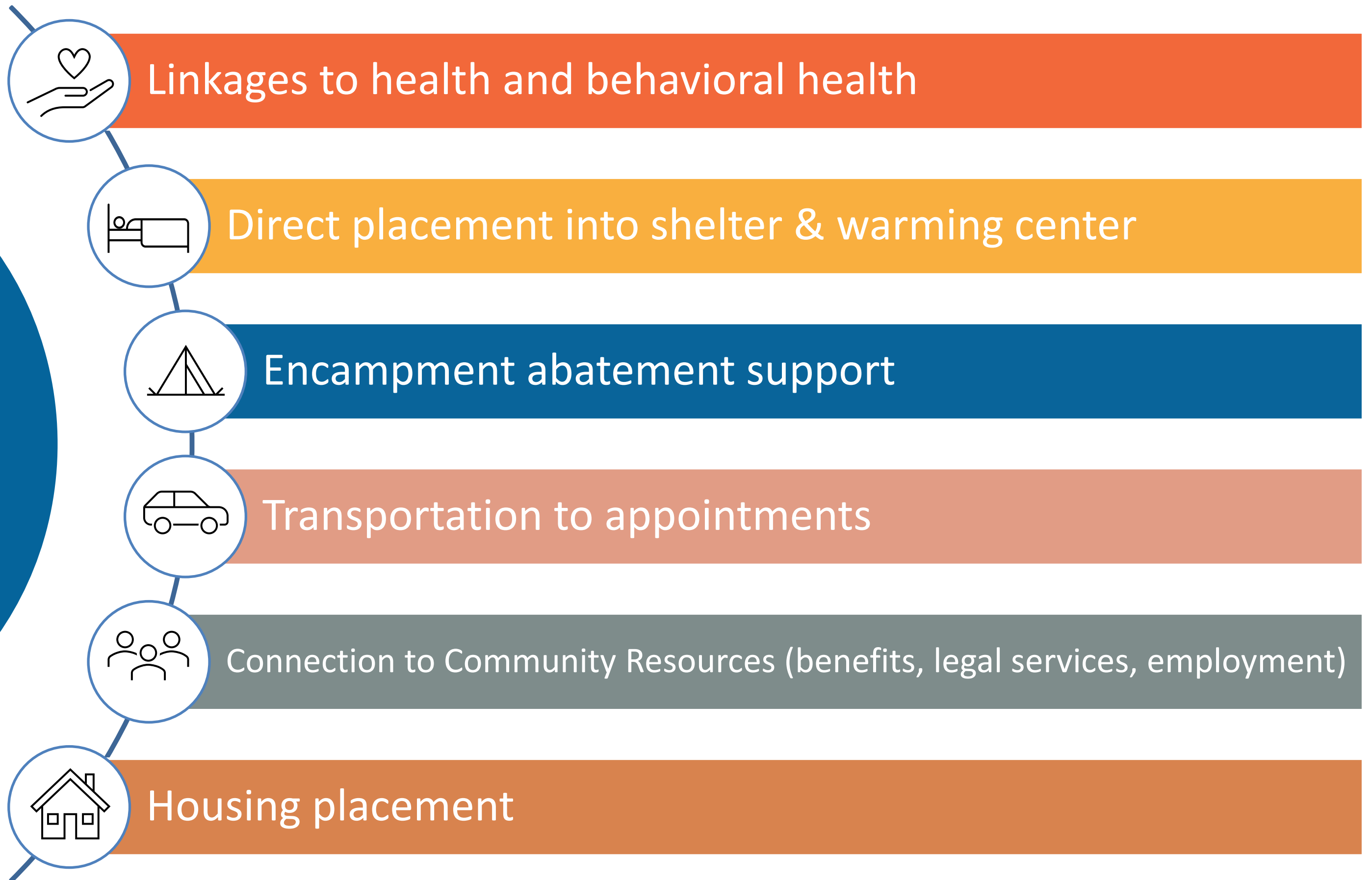
Administration/Operations

Research Data and
Evaluation (RED)

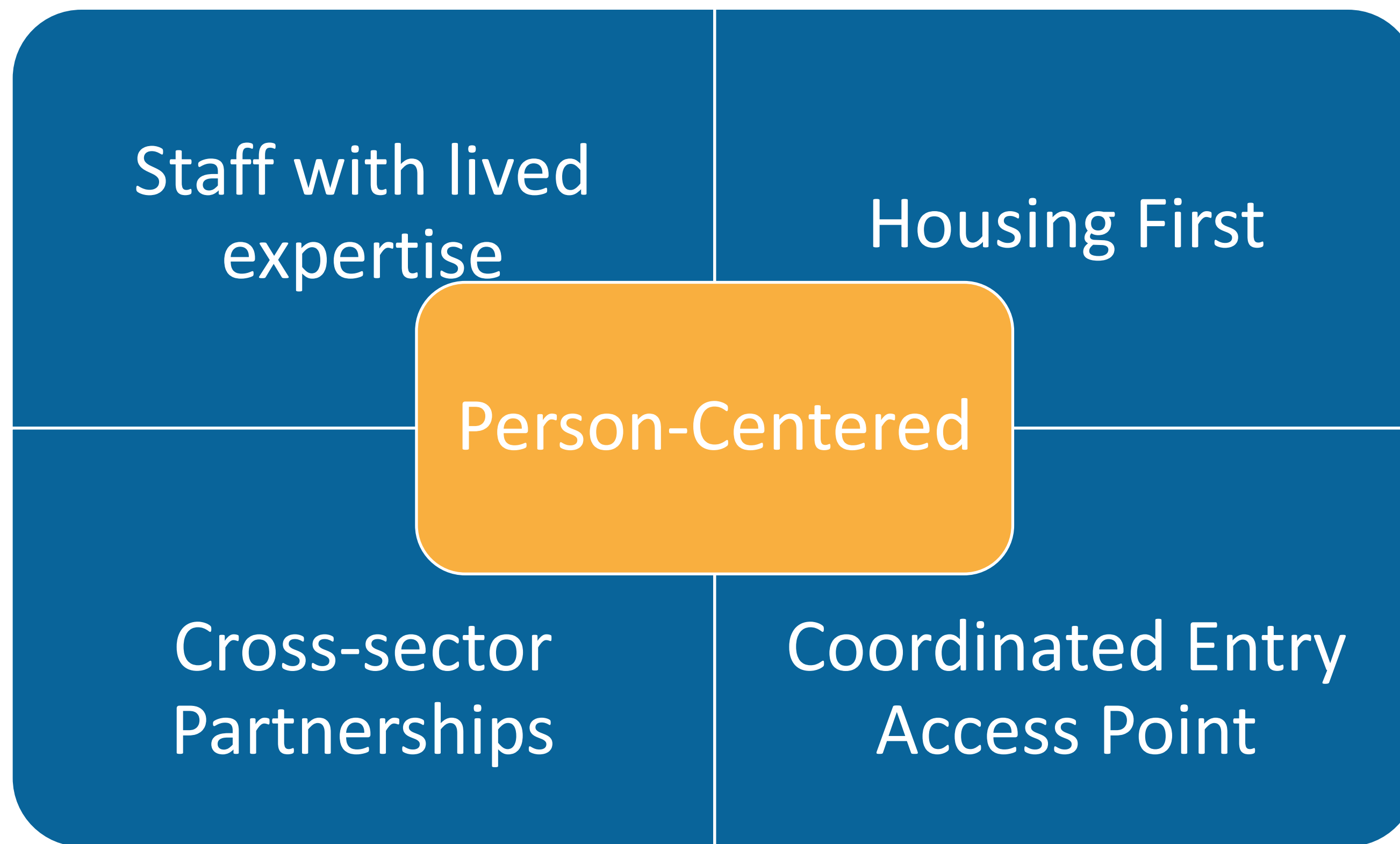




Housing Focused Street Outreach



CORE Components



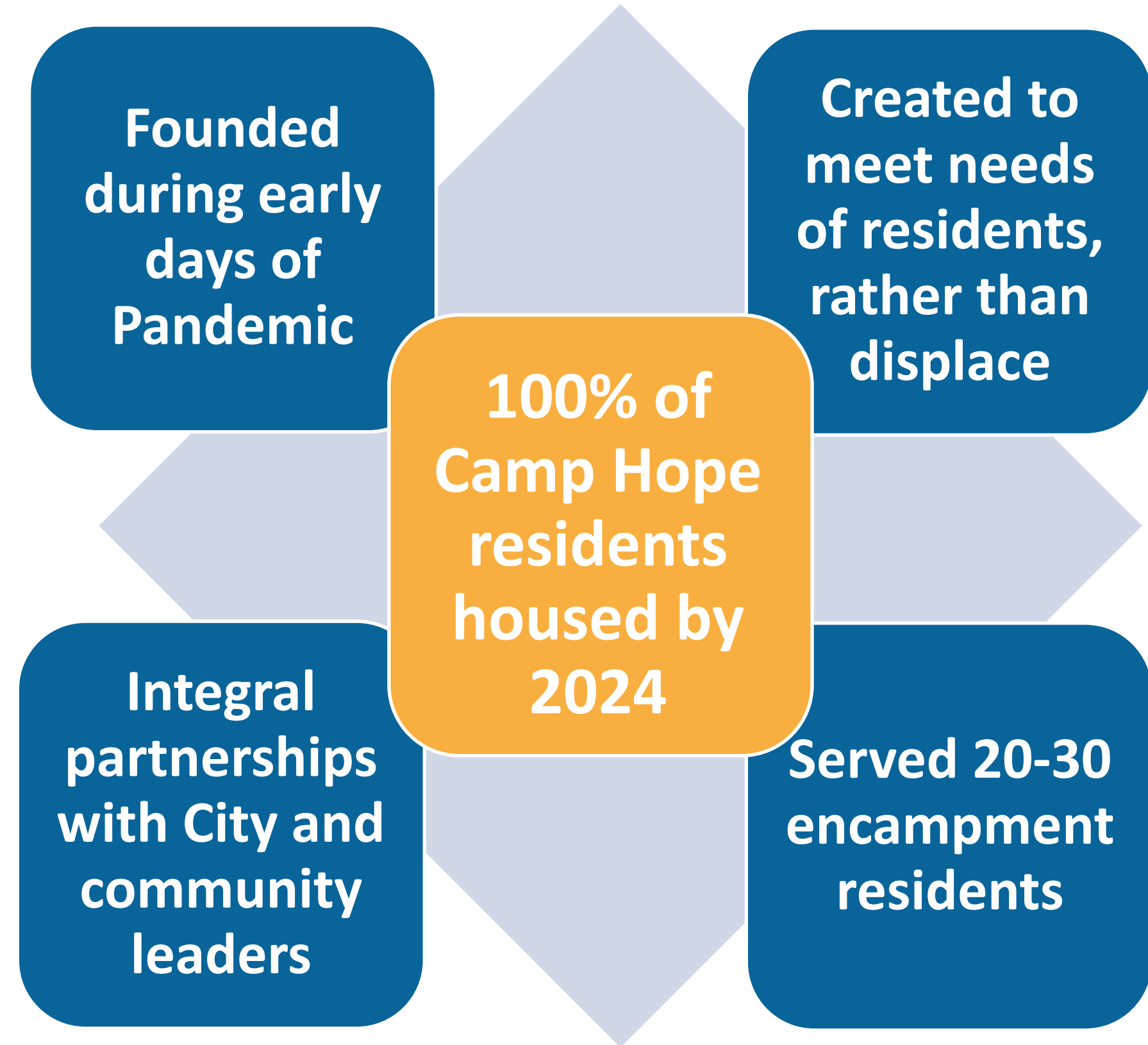
USICH's 19 Strategies for Communities to Address Encampments Humanely and Effectively

EQUITY	CRISIS RESPONSE
<ul style="list-style-type: none"> 1. Engage Encampment Residents in Efforts to Develop Solutions 2. Address Unique Needs of People With Chronic and Acute Health Conditions 	<ul style="list-style-type: none"> 10. Address Basic Needs and Provide Health Care 11. Conduct Comprehensive, Coordinated, and Ongoing Housing-Focused Outreach 12. Provide Storage
COLLABORATION	HOUSING & SUPPORT
<ul style="list-style-type: none"> 3. Establish a Cross-Agency, Multi-Sector Response 4. Empower Outreach Teams and Health Providers to Lead the Effort 5. Prioritize Closure Based on Health and Safety Factors 6. Engage Neighboring Residents and Businesses 	<ul style="list-style-type: none"> 13. Ensure Access to Housing and Services 14. Ensure Interim Strategies Promote Dignity, Respect, and Pathways to Permanent Housing 15. Develop Pathways to Permanent Housing and Support 16. Ensure Encampments Are Closed Humanely
DATA & EVIDENCE	PREVENTION
<ul style="list-style-type: none"> 7. Collect and Share Qualitative and Quantitative Data 8. Track Shelter and Housing Availability 9. Track Status of People Housed and Yet to Be Housed 	<ul style="list-style-type: none"> 17. Expand Affordable Housing 18. Interrupt Pipelines Into Homelessness 19. Build and Strengthen Safety Nets

Camp Hope: Martinez, CA



Camp Hope: Martinez, CA



Trauma Informed Services



Survival
Supplies

Multi-
Disciplinary
care teams

Continuous
Training

Accountability

Caring for Staff

Meet the Team



Trauma Informed Spaces



Non-Congregate Sleep Settings



Concord Shelter and Service Center

Emergency Shelter Re-Imagined

- Privacy
- Health
- Equity
- Pet-friendly









FEATURING

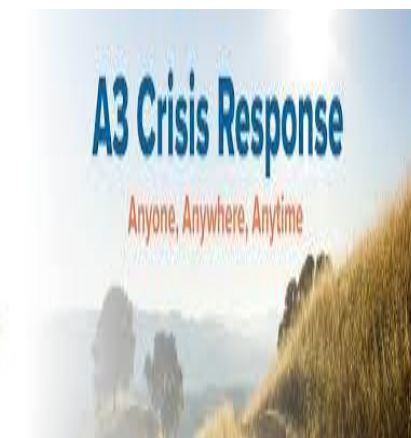
Shelter Re-opens July 2021	Service Center Opens August 2021
✓ Private sleep stations and rooms for up to 64 individuals	✓ Offers restrooms, laundry, showers, mail service for non-shelter residents
✓ Now serving couples and adult-only, multi-generational households	✓ An outdoor pocket park to promote sense of community
✓ Case management, housing assistance, behavioral and physical health care provided on-site	✓ Kennels for companion animals
✓ Ability to accommodate pets	✓ Warming Center offers six beds for immediate overnight placement when shelter is at capacity

For more information about homeless services visit: <https://cchealth.org/h3/>



City/County Partnership

Concord	
Martinez	
Pittsburg	
Pleasant Hill	
Richmond	
San Pablo	
Walnut Creek	
El Cerrito	

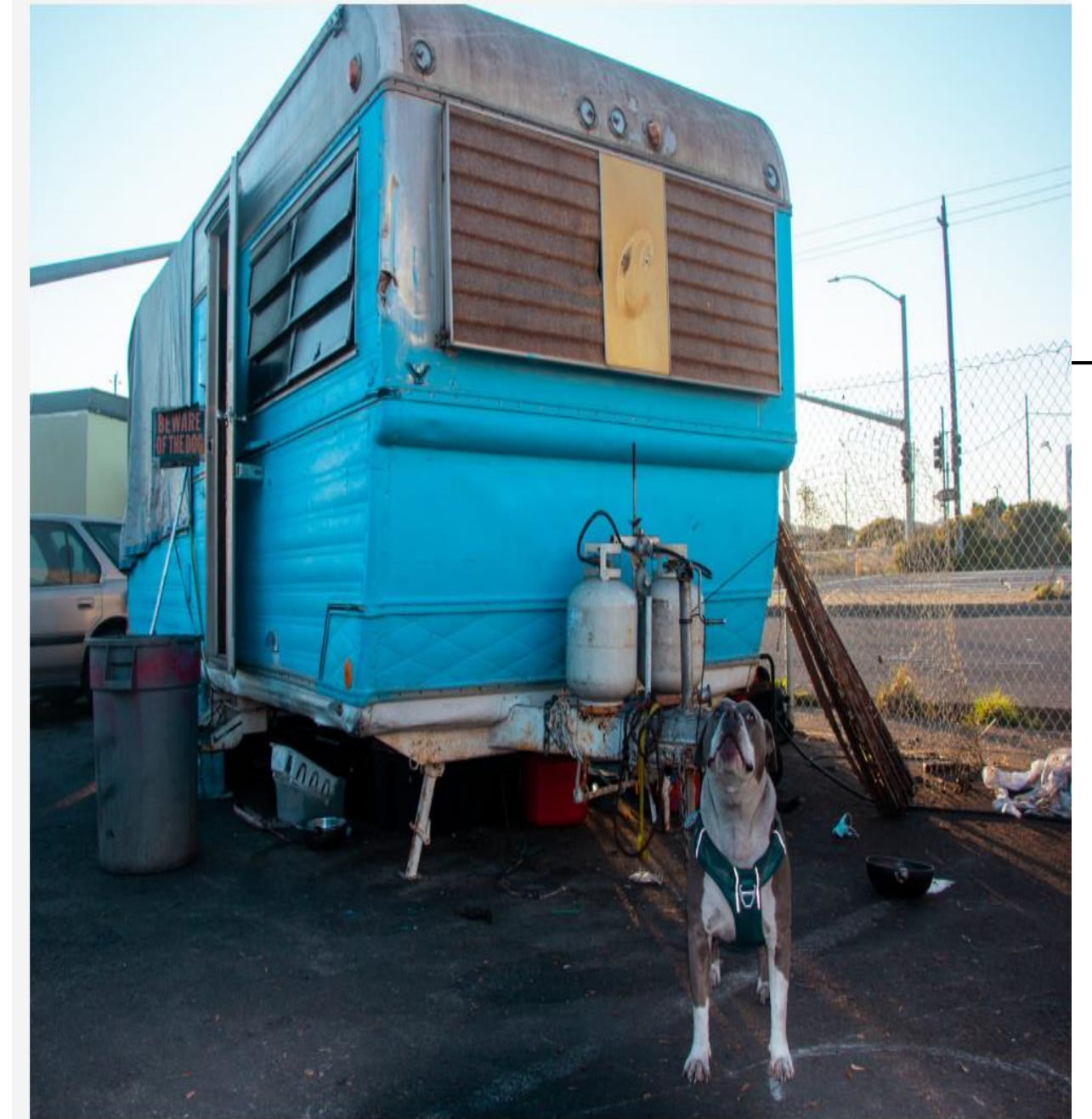


Gov. Newsom's spending to clear California's homeless encampments. What has he done so far?

Bay Area cities have yet to ramp up programs funded earlier this year



A bicyclist rides past a homeless encampment near Castro Street in Richmond, Calif., on Friday, Oct. 28, 2022. The city of Richmond received \$4.8 million in February to clear the encampment. (Photo: Jose Carlos Fajardo/Bay Area News Group)



New grant offers hope of housing for people encamped on Castro Street

Castro: Richmond, CA

Richmond clears Castro encampment

July 13, 2023

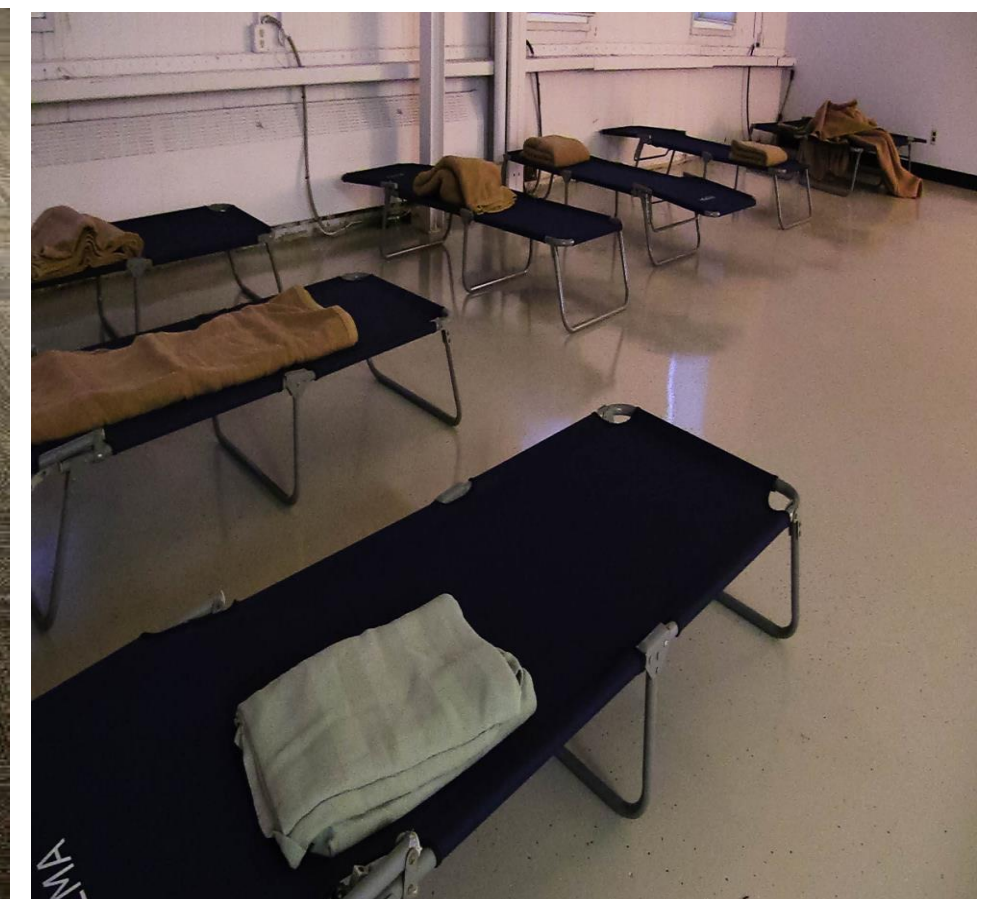
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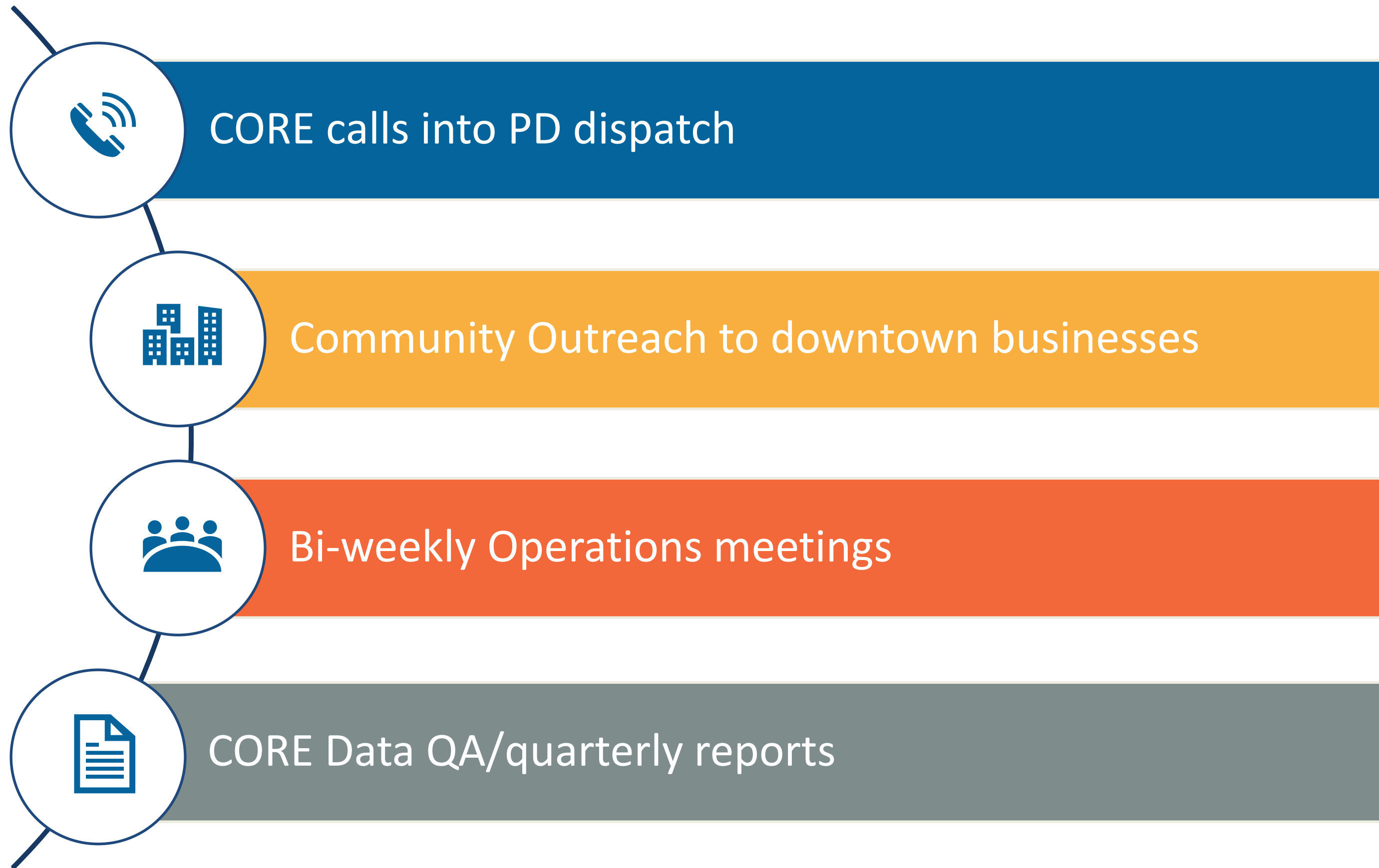


Curl lauded the work of government, nonprofit and private organizations for efforts to "sunset this encampment in a thoughtful way."

2023 Emergency Storm Response

- Coordinated with Red Cross, Office of Emergency Services (OES), Health Services Department and the Continuum of Care (CoC) to place the most vulnerable into shelters with expanded capacity
- Moved to 24/7 operation to support daytime operations over weekends
- Doubled warming center capacity and increased number of teams in the field
- Distributed survival supplies: sleeping bags, tarps, ponchos, handwarmers, food packs





Partnership & Process



CONTRA COSTA COUNTY HOMELESS ENCAMPMENT ACTION PROTOCOL

Updated 9.27.23

PURPOSE

The purpose of the Homeless Encampment Action protocol is to develop a standard process for municipalities and special districts to identify, respond to, and remove homeless encampments within Contra Costa County. The procedures set forth in this document are intended to facilitate the removal of encampments while supporting the relocation of the encampment inhabitants into shelters.

Leveraging Resources

Coordinated
Entry

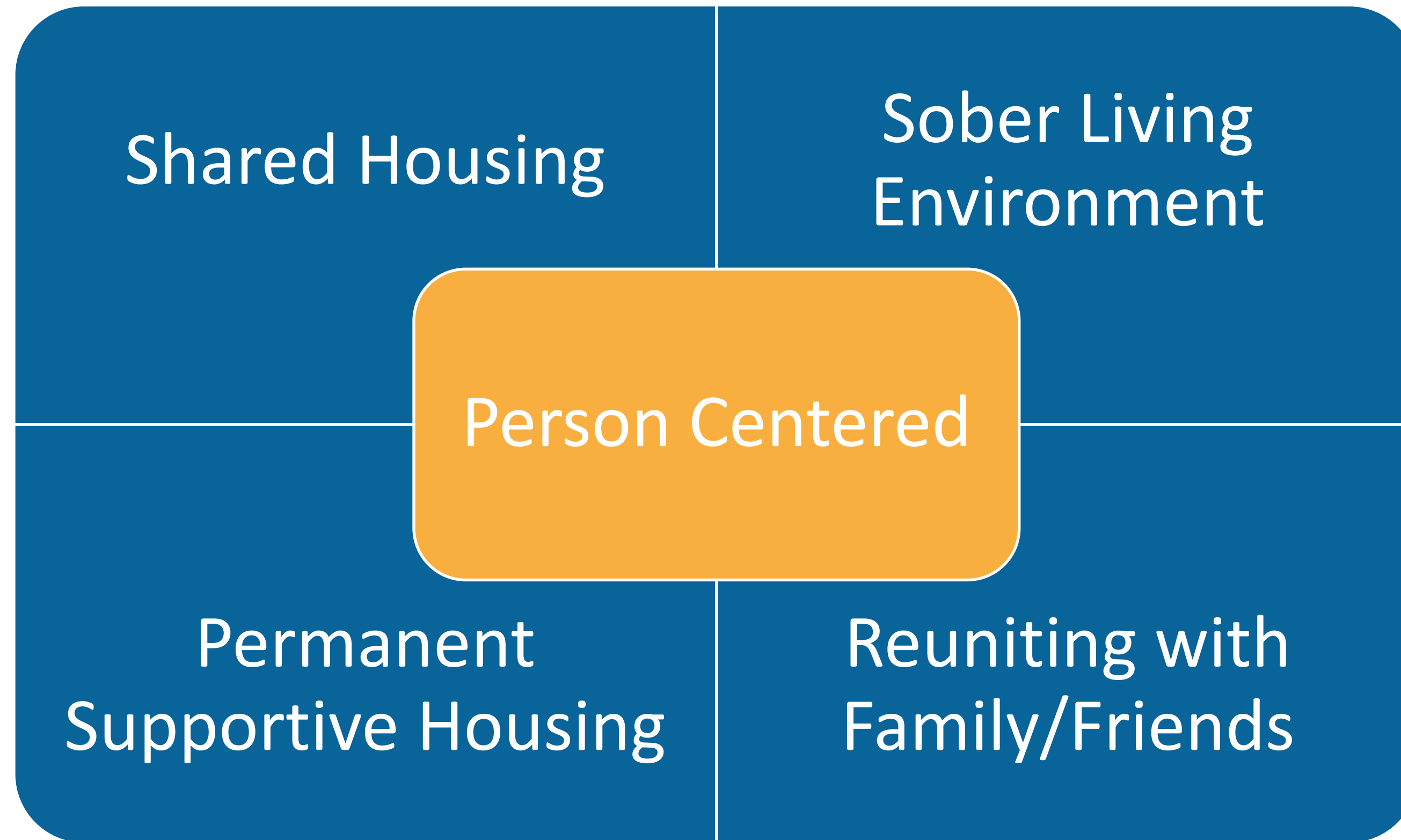
Braid Funding

Rapid Exit

CaAIM

Housing
Security Fund

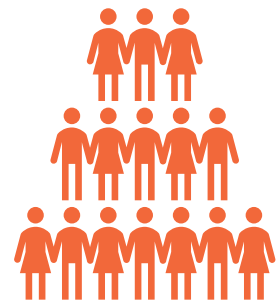
Housing Options



CORE Outcomes & Impact



Calendar Year 2023

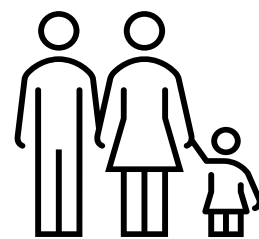


5,689 individuals served, 29,426 contacts

44% (2,512 individuals) First time homeless



72% (4,089 individuals) report having a disabling condition



16% (904) Domestic Violence Survivor

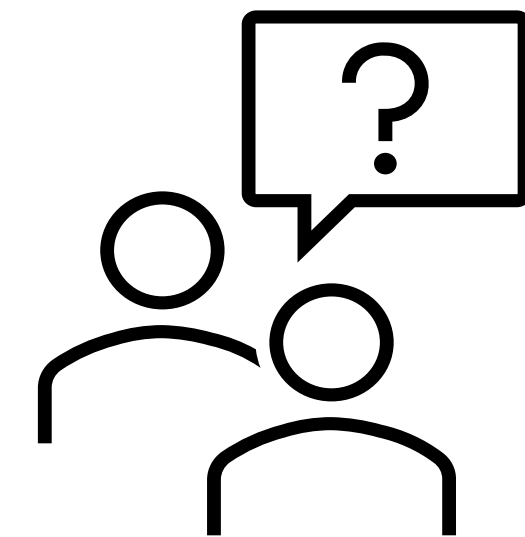
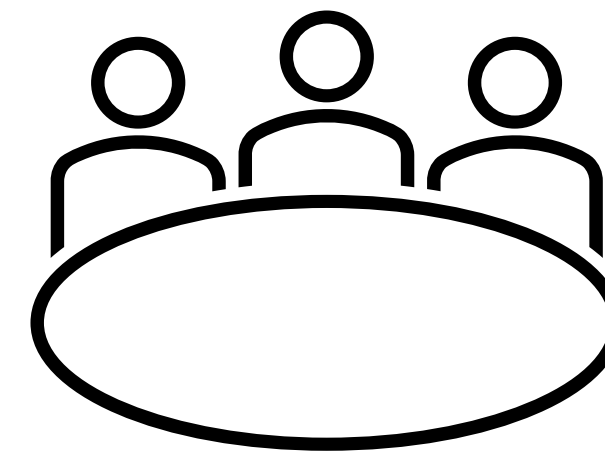


84% of exits (4,161 individuals) moved off the streets and into shelter or permanent housing

*Based on Program Model safe exits to emergency shelter, temporary or permanent housing

Audience Panel Discussion

1. Can you share strategies that have increased communication/collaboration with city partners to serve unhoused residents?
2. What have been the most effective ways you have been able to connect with individuals who do not accept services?
3. What helps you and your team stay positive despite the challenges working in street outreach?
4. What is the best piece of advice you have been given?





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Thank You