



DANA POINT

COMMUNITY WORK PLAN TO ADDRESS HOMELESSNESS

Dana Point City Council

Mayor: Richard A. Viczorek

Mayor Pro Tem: Joe Muller

Council Members: Debra Lewis, John Tomlinson, & Paul N Wyatt

Dana Point Homeless Task Force

Dana Point City Council: Paul N Wyatt; Dana Point Chamber of Commerce: Bev Jorgensen; California State Parks: Rich Haydon; Dana Point Harbor: Shannon Levin; Dana Point Harbor Merchants Association: Kim Tilly; Dana Point Planning Commission: Dani Murphy; South Coast Water District: Rick Erkeneff; County of Orange: Susan Price; County of Orange Health Care Agency: Larry Pritchett; Veterans of Foreign Wars: Wayne Yost; Dohney Village Merchant Association: Jim Surber

Introduction

Homelessness has become a critical focus for many communities across the nation. The purpose of this plan is to describe the City of Dana Point's activities and partners who will work together to eliminate the necessity of homelessness in the Dana Point regional area.

Everyone needs safe stable housing in order to be healthy, to have productive work, strong relationships and to thrive. Unsheltered people are exposed to the elements and unsanitary conditions. They may experience isolation, substance abuse, and extreme mental and physical health problems. They are often the victims of violence and other crimes. Communities where homeless people live also suffer from increased crime, vagrancy, open drug use and nuisances such as encampments and public displays of acts normally done in private. The cost of public homelessness in terms of health care, criminal justice, public works, emergency housing and other services is well-documented. In short, homelessness does not benefit anyone. The City of Dana Point believes that human beings should not be living on its streets. Responding to homeless issues has become costly to multiple City agencies and the frustration expressed by business owners and residents at Homeless Task Force and City Council meetings and on social media is undeniable.

It is virtually impossible to know the true number of people living on Dana Point's streets at any given time. Without reliable data we do not know definitively if Dana Point's homeless population is increasing or decreasing, or perhaps seasonal in nature. Anecdotal observations by sheriff's officers, business owners, residents and others suggest that Dana Point's homeless population has increased noticeably in recent years.

The county-wide Point in Time (PIT) count of homeless people, which does not provide data specific to Dana Point, indicates a steady increase across the county in homelessness since 2013. In 2017 the PIT counted 286 homeless persons in South Orange County, which many believe to be an underestimate. In 2015, Dana Point commissioned its own homeless count which found 35 visible homeless persons living in Dana Point in June of that year.

More recently, to estimate the size of its homeless population, Dana Point relies primarily on the number of known individuals who have been assessed by Dana Point's outreach worker. Those numbers fluctuate. In September 2016, there were 43 clients, in August 2017 there were 59 and by December 2017 there were 46 active homeless clients reported by the City outreach worker. These figures do not count those homeless persons who avoid contact with the outreach workers or who are service-resistant. Likely, there is an additional population, who are unstably housed living in vehicles or couch surfing. Of those active clients, the median age is over 50, two thirds are male and the length of time living on the streets is five to six years.

Stakeholders

Homelessness is a complex issue and solving it will necessitate contributions from all sectors. The City of Dana Point understands the need to coordinate resources to provide services to improve the situation of homeless individuals and families living in our community. Government agencies, non-profits, faith based communities, residents, the private sector, volunteers and others will be leveraged as a part of this effort to utilize best practices and reduce the incidence of homelessness in Dana Point. In Dana Point, the following entities are important players in the effort to address homelessness.

Table: Partners and Stakeholders

Stakeholders	
Dana Point Residents	
Government	Dana Point Homeless Task Force
	Dana Point Police Services
	Dana Point Public Works
	Dana Point City Manager's Office
	County of Orange
	South Coast Water District
	California State Parks
	Neighboring Cities
Faith-based Community	St. Edward the Confessor
	Capo Beach Church
	Gloria Dei
	South Shores Church
	Christ Lutheran Church, San Clemente
Nonprofit Organizations	iHope
	Welcome Inn
	Veterans of Foreign Wars, Post 9934
	Families Forward
	Family Assistance Ministries
	Mercy House
	Friendship Shelter
	Association of Cities, Orange County
Business	Dana Point Chamber of Commerce
	Doheny Village Merchant Association
	Dana Point Harbor Merchants Association
	Visit Dana Point

The City of Dana Point's Homeless Task Force

In April 2014 the Dana Point City Council established the Dana Point Homeless Task Force. In its first few years, the Task Force embarked on data collection, establishment of a Homeless Liaison Officer and entered into a contract with Mercy House for part-time outreach and housing strategies. In the summer of 2017 the Task Force was reorganized and it developed a draft Work Plan. The Task Force's purpose statement is as follows: "By working jointly with our neighboring cities, the County of Orange, and other engaged public agencies, and working through non-profit organizations that provide services to the homeless, create a sustainable, measurable program to eliminate the necessity of homelessness in the Dana Point regional area."

Timeline: Task Force's Main Accomplishments

April 2014	Task Force established
July 2014	City establishes a Homeless Liaison Officer position with Police Services
June 2015	City-commissioned count of homeless in Dana Point finds 35 individuals
April 2016	For its contract with Dana Point, Mercy House hires an Outreach Worker to spend 1.5 days per week in Dana Point
October 2016	Mercy House presents to the Task Force a Housing Placement Strategy for current clients
July 2017	Police Services holds workshop for businesses
August 2017	Task Force receives a draft Work Plan prepared by staff
September 2017	Task Force was reorganized, and a resolution was adopted to outline purpose, members and duties
October 2017	Task Force members and staff visit the Living On The Streets (LOTS) program in Costa Mesa Task Force makes a recommendation to City Council to solicit proposals for a full-time outreach worker (hired February 2018)
November 2017	Task Force members and staff convene and coordinate local Faith-leaders around the establishment of a Saturday program to offer services to the homeless, based on the LOTS program
December 2017	City Council authorizes full-time outreach and contracts FAM to provide overnight support services and communications with Residential Recovery Facilities

January 2018	<p>Task Force members and staff visit the Haven for Hope program in San Antonio Texas</p> <p>Redesign of the Outreach report</p> <p>Creation of a census intake form and waiver</p> <p>Finalize contract with FAM to start Communications with Residential Recovery Facilities and overnight support program</p> <p>Presentation on communications materials and information housed on City website</p>
February 2018	<p>Task Force issues Frequently Asked Questions, logic model, and other information pieces to the public</p> <p>Task Force holds a Public Forum to inform to public of the City's actions and to solicit resident viewpoints on homelessness in Dana Point</p> <p>Dana Point Police Services trained on overnight support and reconnection services contracted by the City with FAM</p>

AT WORK IN THE COMMUNITY

GOVERNMENT

Dana Point Police Services

Since July 2014, Dana Point Police Services has had a designated, full-time Homeless Liaison Officer (HLO). The HLO's mission is to interact with the city's homeless population, offering resources and referrals to those open to positive change. Our current HLO has become so familiar with Dana Point's homeless population that he is on a first-name basis with most.

Patrol deputies and supervisors receive 16 hours of biannual training on dealing with the mentally ill. The occurrence of mental illness among the homeless population is significantly higher than the general population, which makes this training beneficial.

Deputies have a great deal of discretion in issuing citations (when the offense is normally handled by issuing a written citation in lieu of a physical arrest). In California, misdemeanor crimes such as littering, public urination and defecation, possession of heroin or methamphetamine, or trespassing are normally handled in the field through the issuance of a citation. When the violator signs their citation, they are promising to appear in court. By policy, deputies are encouraged to voluntarily gain compliance, rather than issue citations in every case. Of course, when the situation warrants a citation or physical arrest, our deputies are

equipped to do what is legally required, up to and including booking in the Orange County Jail in Santa Ana.

Dana Point Public Works

Public Works plays a critical support role in working with the Homeless Liaison, the City's outreach team, Law Enforcement personnel, and other stakeholders. Public Works' staff is out daily in our community keeping Dana Point clean, and free of litter and debris in public spaces. If abandoned property is found in public spaces, Public Works often collects those materials for storage in a secure environment. Public Works crews are keeping public walkways and other facilities clear of obstructions. Crews do not hesitate to report illegal activity and work in tandem with law enforcement and other public agencies.

Often, Public Works' staff is actively engaged with the homeless population and assists individuals to get connected with outreach and services. Often they are a resource to the City's outreach team to locate current clients and spot new arrivals to the City.

Public Works prides itself on being responsive to the community. In many cases, Public Works assists private property owners with clean up efforts to keep our City clean. When residents contact Public Works, they respond quickly to resolve any reported debris or material on City property within minutes or hours.

Dana Point City Manager's Office

The City Manager's office at the City of Dana Point provides support to the Dana Point Homeless Task Force and is primarily responsible for the implementation of the plan. The office is responsible for coordination of outreach services in the community, including weekly case management meetings with providers, Police Services and Public Works. The City Manager's office also provides design, printing and distribution of communications materials and handles social media posting and website updates. Community forums, task force meetings and speaking engagements on homeless matters in Dana Point are represented through this office. Best practices in the area of homelessness are regularly being evaluated and regional coordination is underway.

FAITH BASED LEADERSHIP

In early 2018 leaders from Dana Point's four largest churches as well as one church that borders Dana Point in San Clemente came together under a common goal, to address the Dana Point homeless community in a meaningful, integrated and thoughtful approach. Their mission is as follows: "In serving our Lord, local faith communities have come together to work in unity with service providers and other concerned persons to bring wholeness and compassion to the homeless and those on the margins of society who reside in Dana Point. Whenever possible, we

will strive to make services and housing available to the "Least of our Brethren." As good neighbors, we will work diligently to reduce the number of homeless by helping them return to their families and support systems. It is our goal to accomplish this in a manner that serves the greater good of the people of Dana Point."

A pilot program, debuting in March 2018, is underway for establishing joint Saturday Services and a Volunteer Street Outreach Program. Each church has its own history of providing services to the homeless. Aligning resources and strategies together will better coordinate our systems of care and move homeless toward housing, services and self-sufficiency. The Saturday Services program looks to share a meal, build relationships and provide a "one-stop" approach for services. Services may include showers, prayer groups, outreach linkages, homeward bound connections and other basic needs. The intent is to move disparate activities servicing the homeless in Dana Point to a once per week, well-coordinated and more effective program.

NON-PROFIT

Welcome Inn

Officially organized in March 2006, this coalition of volunteers from South Orange County churches, with the support of hospitals and other non-profits has been feeding the homeless and other low-income people in the Doheny area for over 20 years. Known colloquially as "the Feed", a daily meal is currently provided in a Doheny State Beach parking lot. In February 2008 the feed moved to the State beach from another location and volunteers were threatened with citations by Park Rangers. The American Civil Liberties Union (ACLU) sued and in September 2008 a settlement concluded that the California Code of Regulations, Title 14, section 4321 (Assembly) was written in an overly broad, ambiguous way, and that enforcement violated First Amendment protections of Freedoms of Speech, Assembly and Religion, and henceforth would not be used in any enforcement action.

The Feed has always inspired controversy: On the one hand, well-meaning volunteers believe they are caring for their neighbors by providing food and fellowship; On the other hand, many residents and businesses suspect the Feed attracts homeless people to Dana Point, creates litter and nuisance issues, enables substance abuse and does not contribute to solving homelessness. The community is encouraging Welcome Inn to consider playing an active role in the newly organized Faith Leaders' Saturday Engagement Program and future Volunteer Street Outreach Programs. The community's hope is that once Welcome Inn understands the effectiveness of these programs, it will withdraw its daily feed at the beach.

iHope - Interfaith Homeless Outreach Project for Empowerment

iHope is a faith-based nonprofit serving south Orange County. iHOPE provides the homeless in South Orange County with the services necessary to create self-sufficiency, the resources which will allow individuals to reconnect with their families and the compassion for those who

continue to live in our community without the means to care for themselves. iHOPE currently partners with Welcome Inn at The Feed on Wednesday afternoons and offers showers Saturday mornings in Doheny Village.

FAM - Family Assistance Ministries

Family Assistance Ministries, founded 1999 and based in San Clemente, is a faith-based charitable non-profit organization assisting those in need in Orange County with resources for food, shelter, and personalized supportive counsel and aid. FAM has a full continuum of housing programs: rental assistance to avoid eviction; Gilchrist House interim shelter for homeless single women and mothers with children; FAMily House emergency shelter serving dual parent households, single parent households, and pregnant women; Permanent Supportive Housing for people who are chronically homeless with a mental or physical disability; and Rapid Re-Housing for homeless individuals and families who with partial limited-term rental assistance will quickly be able to become successful in their own permanent housing. All programs include wraparound services: case management, financial counseling, workforce development, food, clothing, and linkage to healthcare. FAM's main resource center is located in San Clemente, with satellite locations in Dana Point and San Juan Capistrano.

Mercy House

Mercy House, established in 1988, provides services throughout Orange County. Mercy House has created a system of care based on a blend of both continuum of care and housing first models of ending homelessness. This includes operating a variety of programs ranging from homeless prevention and diversion, street outreach, emergency services and shelters, transitional and interim housing, rapid re-housing programs, permanent supportive housing, residential services and affordable permanent housing facilities. The intention of these programs is to address homelessness at every level. The diversity of their programs has also afforded them the experience of working with a wide variety of homeless subpopulations including, but not limited to; families, adult men and women, mothers and their children, veterans, chronically homeless individuals, persons living with HIV/AIDS, individuals overcoming substance addictions, and those who are both physically and/or mentally disabled.

Families Forward

Families Forward is a non-profit organization committed to helping local Orange County families who are homeless or at risk of being homeless. Families Forward works with families in need to achieve and maintain self-sufficiency through housing, food, counseling, education, and other support services.

Friendship Shelter

Friendship Shelter provides a full complement of rehabilitative services to those most in need and addresses the many interrelated problems of homelessness, including mental and physical health, drug and alcohol addiction, personal responsibility, education, and employment. Friendship Shelter offers housing programs intended for clients who are chronically homeless and are unable to work due to a disability including physical or mental health conditions. Clients are housed in scattered-site apartments and receive ongoing supportive services from Friendship Shelter staff to ensure they remain safely and stably housed.

Veterans of Foreign Wars, Post 9934

VFW Post and Auxiliary 9934 offer many services to the community and engage in various programs which are sponsored by the Veterans of Foreign Wars and the Department of California and their Ladies Auxiliaries. Support and connections to resources for homeless veterans and their families are provided through an extensive network of local volunteers.

Association of California Cities – Orange County

The Association of California Cities – Orange County (ACC-OC) represents the interests of Orange County cities on regional public policy issues. The Association believes in education that empowers, policy development that is collaborative, and advocacy that is service orientated. The ACC-OC membership base consists of the cities of Orange County, dozens of local government special districts, businesses, non-profits and higher education institutions. ACC-OC convenes a Homelessness Task Force which brings together a countywide coalition of Orange County cities, the County of Orange, service providers, advocates, faith-based organizations, civic organizations, businesses, non-profits, and individuals working to end homelessness. The task force identifies and defines solutions to the structural and fundamental issues related to homelessness facing cities throughout the county. In addition to county-wide issues the Homelessness Task Force also focuses on sub-regional issues and policy solutions.

BUSINESS

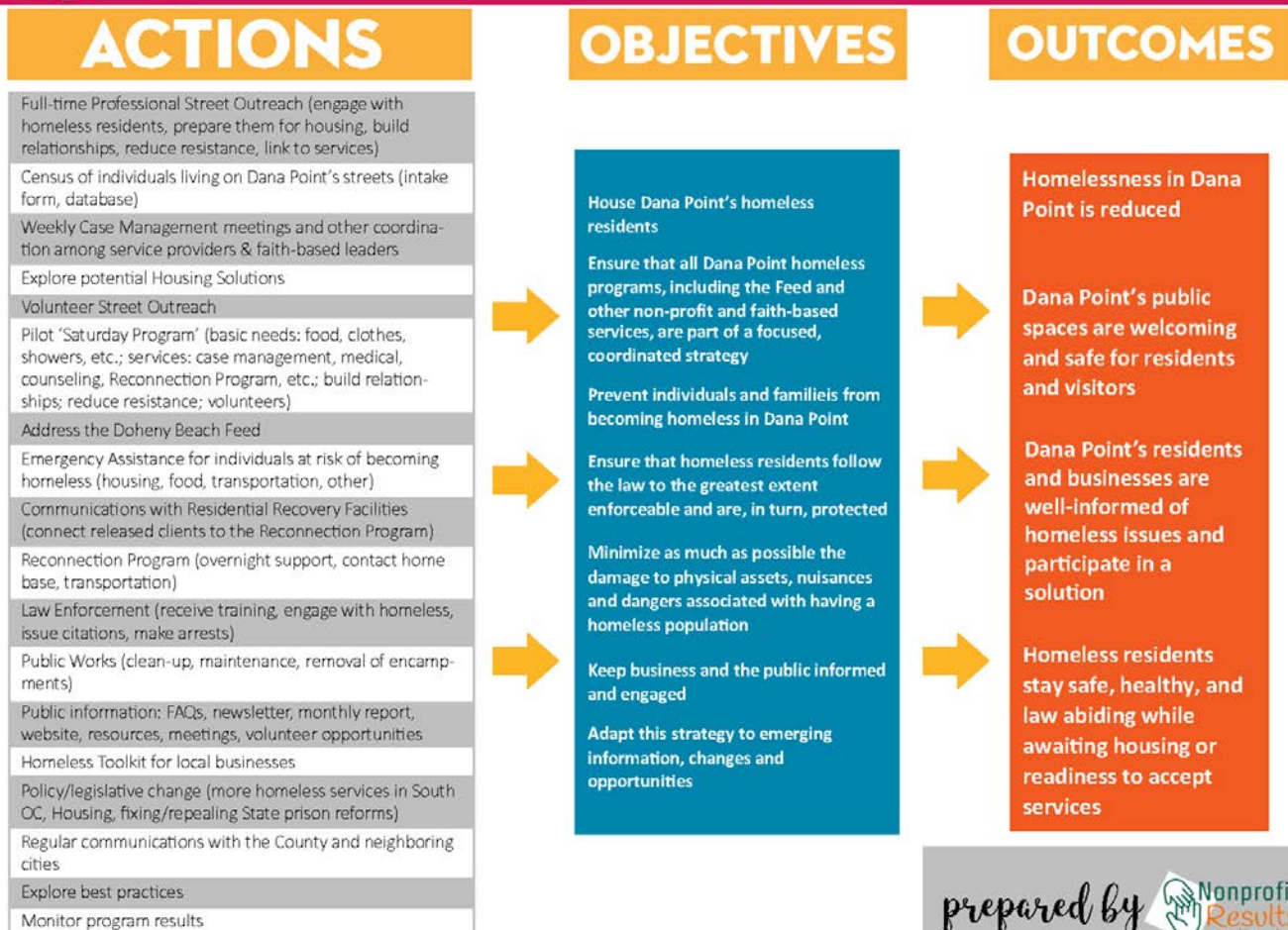
The Dana Point Chamber of Commerce, Dana Point Harbor Merchants, Doheny Village Merchant's Association and local resorts are all engaged to contribute toward reducing the impacts of homelessness on our business community, residents and visitors. Businesses are often plagued by nuisance issues perpetuated by homeless. Litter, public urination and defecation, loitering, panhandling and trespassing are common impacts to businesses. These impacts not only disrupt business operations but make it difficult for our visitor-serving businesses to create a friendly and safe atmosphere for customers and guests. The business community has been engaged on homeless issues and will continue to serve as an important conduit to share information, participate in strategies to mitigate impacts and provide support where appropriate to aid the City and the greater community in protecting our economic vitality.

RESIDENTS

As identified in the 2017 Community Survey, Dana Point residents are very concerned about homelessness in Dana Point. Residents play a vital role as the City looks to our community to be additional “eyes and ears”, report suspicious behavior, debris that needs removal, a homeless individual who needs outreach and to help disseminate information to friends and neighbors. While often the visibility of homelessness causes unease for residents, the City is hopeful that residents concern will move toward supporting programs and initiatives focused on solutions to homelessness. An example of a grass roots initiative with a housing focus is Dana Point Homes for the Homeless created by Capo Cares. Programs of this nature focus on supporting solutions to move individuals out of homelessness toward self-sufficiency, jobs, and at the very least, sustained health care and mental health services. The City hopes residents will consider moving away from supporting programs that merely maintain someone’s homelessness and toward solutions that move individuals off the streets.

The City with its partners will look at opportunities to bolster outreach with community volunteers. Establishing relationships, trust, connections to services and individualized approaches to moving homeless residents into housing will yield the best outcomes.

STRATEGY



The overall purpose of this plan is to eliminate the necessity of homelessness in the Dana Point regional area. There are four desired outcomes:

OUTCOME 1: HOMELESSNESS IN DANA POINT IS REDUCED

The City recognizes that the complete elimination of homelessness in the near future is unlikely, so it is aiming realistically to reduce the number of homeless individuals living on Dana Point's streets by facilitating their transition into stable housing, self-sufficiency, or the return to a home-based support network. The City and its partners also hope to prevent individuals from becoming newly homeless, which includes engagement when Sober Living Homes or Residential Recovery Facilities release a client without a local support network. Professional Street Outreach, a Reconnection Program, and Emergency Services for the individuals and families are the primary activities undertaken to reach this outcome.

One of the functions of Outreach is to build relationships with homeless residents in order to gently encourage them to accept housing and other services. Close coordination across the government, faith-based, nonprofit and private sectors is also needed in order for engagements to be effective. This includes close non-duplicative case management and piloting an organized Saturday Services Program supported with daily street outreach. The goal of the Saturday Services Program is to demonstrate an effective alternative to the daily Feed at Doheny State Beach. The only individuals remaining on the streets of Dana Point should theoretically be Dana Point residents who are still in the assessment/document process, those who have been fully assessed and are waiting for housing to become available and those who are not yet ready to accept assistance.

The City recognizes several challenges to its efforts to reduce homelessness. The primary barrier to housing the homeless is a lack of available affordable housing options and supportive housing in the county. The City will be actively working to help identify and/or contribute to the establishment of housing options. The Association of California Cities – Orange County Chapter has convened a steering committee comprised of city representatives to identify potential locations for housing, identify any issues or impediments, and financing for potential developments. One of the main goals of the steering committee is to approach funding distributed at State and Federal levels as a region, rather than as individual communities. The strategy's purpose is to convince decision makers that homelessness in Orange County should get a greater share of funds than has traditionally been allocated.

The City suspects that State Prison Reform legislation, namely AB109, and Propositions 47 and 57 have changed Law Enforcement's response to offenses commonly committed by homeless persons-- drug offenses, petty thefts, and nuisances-- leaving police to simply write citations instead of make arrests. The City believes this is leading to an increase in public drug use and petty theft without consequence, and it removes an opportunity (temporary incarceration) to try to help a homeless person receive services. The City will work to educate its constituents about the changes in law enforcement at State and Federal levels and its local impacts.

Finally, a proportion of the homeless population are service-resistant; they are not yet psychologically ready to accept help in finding stable housing and receiving other wrap-around services. There are no legal measures that can be taken to force a person to accept services. The approach taken by the City's Outreach personnel is to build relationships and be consistently present until those people trust them and become open to services and resources to improve their situation. Dana Point will continue to learn about other best practices in addressing homelessness and will monitor the results of its own programs in order to make adaptations and improvements as necessary.

OUTCOME 2: DANA POINT'S PUBLIC SPACES ARE WELCOMING AND SAFE FOR RESIDENTS AND VISITORS

The City and residents alike want Dana Point's parks, streets, plazas and buildings to be clean, attractive, and non-threatening. They should be beautiful inviting areas where people comfortably go about their business or gather for recreation. A substantial homeless population can lead to unsightly debris and create nuisance issues. While every effort is being made to house the homeless or connect them with a support system elsewhere, the City will also continue its daily tasks of cleaning up debris, removing encampments, keeping loitering to a minimum and responding promptly to disturbances.

OUTCOME 3: DANA POINT'S RESIDENTS AND BUSINESSES ARE WELL-INFORMED OF HOMELESS ISSUES AND PARTICIPATE IN A SOLUTION

The City aims to counteract misinformation, rumors, and prejudice among the public with a public information campaign designed to educate and inform residents about homelessness in general, Dana Point's homeless community, specifically, and the actions being taken by the City. The City would also like to transform public frustration and fear into positive participation in working towards solutions. The City, along with its partners, will encourage and promote opportunities for residents to safely interact with and volunteer to help the homeless. The City will also make information available to the public and create opportunities for the public to engage, in the form of Frequently Asked Questions, a website, monthly Outreach reports, pamphlets and community meetings as needed. Finally, the City is encouraging the public to make financial contributions to organized programs rather than hand money, food, or other items to individual homeless persons. All are encouraged to call the Police promptly when they witness crimes or other disturbing activity by homeless.

Tourism is Dana Point's top industry and a major economic driver for restaurants and shops in town. An available and skilled workforce is essential to its success. To the extent possible, formerly homeless individuals who have been stabilized in housing or who are ready to take steps toward self-sufficiency, can be connected to local job programs and opportunities. Many homeless have significant barriers to employment such as a prison record or mental health

issues. A job can instill dignity and purpose. The City will explore programs and partnerships that may be implemented to provide connections to jobs and training programs.

OUTCOME 4: HOMELESS RESIDENTS STAY AS SAFE, HEALTHY, AND LAW ABIDING WHILE AWAITING HOUSING OR READINESS TO ACCEPT SERVICES

The homeless suffer disproportionately from safety and health concerns. Like all citizens, they have rights that the City intends to protect. Furthermore, the City and County outreach services will attempt to tend to homeless residents' physical and mental health needs, while they are on the streets, as well as prepare them to be "document-ready" for housing opportunities. Outreach workers connect homeless residents to the services that they need. A County Public Health nurse and County Behavioral Health nurse partner with outreach, respectively, one day per week visiting Dana Point's homeless.

The City has instituted a policy to provide services and resources to homeless individuals and families who meet Dana Point residency criteria. Dana Point residents are considered those individuals and families who have been in the City for at least 2 years. Others who have arrived here more recently are connected to the homeward bound reconnection program and encouraged to return to the area of their support system. This allows outreach and staff to prioritize service provision and resources for residents.

EVALUATION, LEARNING, AND IMPROVING

The City has developed a set of measures to capture, at a glance, the *efforts* being made by City departments and community partners as well as the *results* of those efforts to address homelessness in Dana Point. Additionally, the measures provide information about the direction things are moving over time. The measures presented below need to be interpreted within their context and used to re-assess and improve the City's response to homelessness. For instance, an increase in the number of homeless persons in Dana Point does not necessarily indicate that the City has not implemented its plan well; it could reflect increased outreach and engagement with the population, changes in the cost of living or a worsening of the opioid epidemic; the City's goal will be to track how its homeless population is changing and adjust a response accordingly. Likewise, the number of calls received by the police for nuisances and disturbances in public places may decrease if there are fewer homeless residents, but it may also increase as Dana Point's population responds as requested by the City, by calling the police anytime they see a disturbance. Regardless, at least Dana Point will have a measure of the volume of police time that is being spent on public disturbances and how that changes over time.

California has one quarter of the nation's homeless. With policy and resources derived at the national, state and local levels, changes may occur that affect Dana Point. Both opportunities and obstacles may present themselves over the course of the work plan implementation.

The City will compile the data for these measures and present the information to the Homeless Task Force and the City Council. Using the data from the measures, staff will analyze the current state of affairs and present the following thoughts to the Task Force:

- 1) Does homelessness seem to be getting better or worse in Dana Point? Why?
- 2) Should any adjustments be made to Dana Point’s strategy to address homelessness? If so, what adjustments should be considered?

Measurement	Reporting Party/Monthly
Outcome: Reduce the number of individuals on the streets of Dana Point	
Total number of individuals contacted by Outreach	Mercy House
Number of individuals housed (permanent, rental assistance)	Mercy House
Number of individuals fallen out of housing programs	Mercy House
Number of South County supportive housing units in the pipeline	City Manager’s Office
Number of individuals who have been assessed for housing (active and inactive)	Mercy House
Number of housed client follow up visits made by outreach	Mercy House
Number of active clients working with outreach	Mercy House
Number of individuals given prevention/diversion housing resources	FAM/ Mercy House
Number of non-resident individuals reconnected to their support system	FAM
Number of SLH/RRF releases that involved overnight support	FAM
Number of individuals that are SLH/RRF releases	Mercy House
Number of individuals that are early-releases from the criminal justice system	Mercy House
Outcome: Dana Point’s Public Spaces are welcoming and safe for residents and visitors	
Number of ‘bins’ used to store property collected from public spaces	DP Public Works
Number of hours spent by Public Works Crews addressing abandon property and engaging with homeless	DP Public Works
Number of nuisance citations issued	DP Police Services
Outcome: Dana Point’s residents are well informed of homeless issues	
Number of hits to the city’s Homelessness website	City Manager’s Office
Number of public information announcements/ communications efforts	City Manager’s Office
Outcome: Dana Point’s Homeless say safe, healthy, law abiding while awaiting housing and services	
Number of individuals deceased	DP Police Services/ Mercy House

Number of collaborative engagements with County Health Care Workers and Dana Point Police Services	Mercy House
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Questions to be formulated for the biennial Community Survey for 2019 to gage the community's views on the City's efforts towards addressing homelessness in Dana Point.

DRAFT