



City of San Clemente
 Community Development Department
 Community Outreach & Engagement Report
 November 2023

	Sept	Oct	Nov
Individuals Assisted			
Outreach Contacts	389	364	298
Unduplicated Individuals Contacted	75	64	58
Reported causes:			
• Economic Conditions	4	2	0
• Substance Abuse	18	14	12
• Mental Health Issues	19	15	13
• Combination (Substance Abuse & Mental Health Issues)	34	33	33
• Other (No causes reported)	0	0	0
Total Clients in Case Management	37	27	20
Total Case Management Hours	74	69	51
Responses to Public Calls/Complaints	187	101	88
Outreach Services Provided			
Documentation Assistance	18	5	7
Transportation Assistance	27	25	21
Referrals for:			
• Employment Assistance	1	0	1
• Financial Assistance	2	3	1
• Mental Health Assistance	12	12	29
• Outside Agency, i.e. VA, Medical Care	29	17	12
• Hygiene	4	10	2
Number of HMIS Interviews	6	5	4
• Provider Matches (Shelter/Mental Health Services)	3	1	2
Housing/Shelter Offers Declined	21	5	10
Street Exits			
Number of Street Exits	13	22	18
Street Exit Destinations:			
• Shelter (Emergency Shelter, Motel, Transitional Housing, etc.)	1	7	3
• Family Reunification	8	12	11
• Assisted Living (institutional facility, nursing home, etc.)	3	2	4
• Permanent Housing	1	1	0
Demographics of Individuals Assisted			
Veteran	1	1	0
Chronic/Long-term Homeless (longer than 12 months)	40	34	30
Newly Homeless (less than 12 months)	26	23	26
Families	0	1	0
COVID-Vulnerable (significantly impacted by COVID)	0	0	0
Housed	8	5	2
Employed	2	3	2
Previously Housed Individuals Returned to Street	2	2	0
New Arrivals (no previous City Staff contact)	18	17	12
<i>Origin</i> : SD County, OC, Riverside County, L.A. Santa Clarita, Wyoming, Victorville			
Major Locations of Outreach: North Beach Station, Pier Bowl, El Camino Real, Southern Terminus of El Camino Real, Downtown T-Zone, T-Street, Pico Park, Marblehead Park			