

**TEMECULA COMMUNITY SERVICES DISTRICT
AGENDA REPORT**

TO: General Manager/Board of Directors

FROM: Kevin Hawkins, Director of Community Services

DATE: May 28, 2019

SUBJECT: Approve the Agreement for Consultant Services with Social Work Action Group (SWAG) for Citywide Homeless Outreach, Case Management and Operation of the HELP Center (At the Request of the Human Services Subcommittee – Mayor Pro Tem Stewart and Council Member Edwards)

PREPARED BY: Lacy Sisler, Management Aide III

RECOMMENDATION: That the Board of Directors:

1. Approve the agreement for Consultant services with Social Work Action Group (SWAG) in the amount of \$143,991.20 for City-wide homeless outreach, case management, and operation of the HELP Center;
2. Appropriate \$8,000 to the Responsible Compassion Division within the Temecula Community Services Fiscal Year 2018-19 Annual Operating Budget.

BACKGROUND: In November 2017, the Board of Directors approved the agreement for consultant services between the City of Temecula and Kingdom Causes DBA City Net and appropriated \$120,000 for a citywide homeless collaborative services pilot program. In November 2018, the Board approved the first amendment to the agreement to extend the term of the agreement until May 30, 2019 and increase the payment by \$60,000.

The citywide homeless collaborative services pilot program has advanced the City's Responsible Compassion program and produced valuable results, including 100 unique street exits. As the City continues to address the complex issues that impact the community as a result of homelessness, challenges persist. Making swift connections to County resources, necessary treatment, and appropriate shelter remains difficult.

In 2017, SWAG began providing homeless outreach and case management services in the City of Temecula and surrounding cities on a volunteer basis. Through close collaboration with Law Enforcement, Department of Public Social Services, and County service providers, they were able to help many of the most chronic and severe cases connect to treatment and shelter. Temecula, in partnership with the Regional Homeless Alliance, contracted SWAG's services through the Western Regional Council of Governments (WRCOG) BEYOND Team funding for regional outreach services and successfully housed 91 individuals with an average cost per street exit of \$286.63.

SWAG has since been awarded contracts to manage homeless services in Lake Elsinore, Menifee, Perris, and Wildomar. Due to their background in program development of homeless services in a municipal setting, familiarity with regional providers, and a strong track record of effective service utilization, SWAG has made a significant impact in the region.

As the City's contract with City Net has expired, the Human Services Subcommittee in addition to City staff comprised of representatives from the Homeless Outreach Team, City Manager's Office and TCSD interviewed senior representatives from both City Net and SWAG. As recommended by the Human Services Subcommittee, SWAG was identified as the next logical partner for the City to increase the success and positive outcomes associated with our current homeless outreach efforts. City staff, especially Homeless Outreach Team (HOT) officers, concur with this recommendation. As such, staff recommends the approval of the agreement with SWAG to provide the following services:

- Facilitate and lead the City's overall scope of homeless services, including outreach and case management to the unsheltered homeless, prioritizing the most high profile individuals.
- Operate the Temecula HELP Center while it remains under City management.
- Collaborate with Community Mission of Hope and other service providers and faith based organizations, Temecula Valley Unified School District, Department of Public Social Services, and Law Enforcement to provide outreach and service connections to those at risk for experiencing homelessness.
- Conduct continuous data collection and census updates, and provide monthly and quarterly updates to the City.
- Outreach to local businesses and faith based organizations to provide education on homeless services, best practices, and map community assets

During contract negotiations, an offset to the total payment amount was negotiated, representing a total cost savings of \$5,400. The City has agreed to donate an unused City vehicle to SWAG and, as set forth in Exhibit B of the attached proposed contract, the payment amount has been reduced accordingly by \$450 per month for the first 12 months of the contract.

FISCAL IMPACT: Annual contract amount of \$135,991.20 for services from July 1, 2019 – June 30, 2020 has been included in the proposed Fiscal Year 2019-20 Temecula Community Services District Annual Operating Budget. An additional \$8,000 has been requested for Fiscal Year 2018-19 Temecula Community Services District Annual Operating Budget for services rendered from June 1, 2019 through June 30, 2019.

ATTACHMENTS: Agreement