

# Santa Barbara Connect Home

A Homeless Emergency Aid Program (HEAP) Grant-Funded Project  
November 2019

## Background

Santa Barbara Connect Home is a partnership of the City of Santa Barbara, including Police and Fire, City Net, Cottage Health, Housing Authority of the City of Santa Barbara, and PATH. The project focuses on the needs of the most vulnerable individuals experiencing homelessness and the highest utilizers of crisis services, such as police, fire, AMR and the emergency department.

Clients are linked to coordinated case management and a mobile navigation center to ensure connection to housing, medical and support services. A team of outreach workers, including navigators, a registered nurse, and a restorative police officer, builds trust with these vulnerable clients and helps identify a crisis before it happens.

Services are provided to the client in their location, including on the streets, in shelters, and/or in bridge or temporary housing. The outreach team focuses first on connecting the client to housing. Additional services include accessing sources of income, public benefits, and medical and behavioral health services. Once housed, clients continue to receive support from the outreach team to help ensure the client's success.

## Outreach Updates

SB Connect Home has been operational since April 2019. Since launch, the project has continued to on-board staff and establish relationships with some of the most vulnerable members of the community.

As of October 31, 2019, early successes have included navigating four individuals to permanent housing, relocating twenty chronically unsheltered individuals from the streets to safe and supportive transitional shelters, and building relationships with twenty-seven individuals who are willing to engage in case management services, many receiving these services after a long period of declining or not readily finding assistance. Five of these clients currently have vouchers and are ready to access housing when space is available.

The outreach team is helping a diverse group of clients and needs move off of the streets and access housing services. Examples include the following individuals and support:



Helped gain access to a skilled nursing facility for a sixty-five year-old man in a wheelchair who has multiple chronic conditions and has been experiencing homelessness for 18 years



Prepared and transitioned to permanent housing a woman in her 40s with severe mental health needs and traumatic brain injury



Connected a diabetic in his 50s in need of wound care and support for managing his diet and medical needs to the Cottage Recuperative Care Program



Navigated to transitional housing a pregnant mother with mental health needs who had been homeless for three years and needed help navigating to safe housing

## Client Story



Case managers first met this client early on in the project, shortly after he had a debilitating injury. He was distraught over his injury. Over time, as the team developed rapport, he engaged with them and began working on his steps towards becoming document-ready for housing. After completing the required paperwork, the client recently received his voucher. Through the support of various supportive service providers, including the SB Connect Home Team, PATH, and AmeriCorps, he was connected to a permanent housing unit. The client signed his lease on September 26 and is adapting well to his new apartment. The client will continue to receive supportive services dedicated to ensuring his success and housing retention.

## Santa Barbara Connect Home Road Map to Client Success



## Questions

Please contact Laura Dubbels at City of Santa Barbara: (805) 564-5461