

City of Santee Report



FEBRUARY 10, 2020

Mid-Year Report

OVERVIEW

This past year, Crisis House has overcome overwhelming challenges and embraced positive change! 2020 was a year filled of opportunities for perseverance and gratitude for our agency, and the CDBG support from the City of Santee played a significant role in our success. The intent of this report is to summarize the events and developments that took place during calendar year 2020, and also provide a mid-year update on the current 2020-2021 CDBG grant contract year. Crisis House believes it is important to inform the Mayor, Vice Mayor and Members of the Santee City Council of our developments and their relevant impact on the City of Santee and its residents. Our mission to “**respond** immediately to stop the cycle of domestic violence and homelessness and **connect** families and individuals to crucial resources that empower them to **renew** their lives” could not be achieved without the help and support that Crisis House receives from the City of Santee.

2020 IMPACT: A LOOK BACK

For 50 years, Crisis House has devotedly served the East County of San Diego by providing housing and wraparound support services helping individuals and families acquire or maintain stable housing, including providing education and outreach services to identify housing options, case management and counseling, and rental assistance. Having served nearly **5,000 people** in 2020 through our landmark agency in East County, Crisis House is dedicated to providing a variety of programs and human services to stop the cycle of domestic violence and homelessness in our community. One hundred percent (100%) of the individuals served reported household income at or below 30% MFI or Extremely Low-Income level. Of those served, 870 identified as Black/African American, forty (40) as Asian, seventy-five (75) as American Indian/Alaskan Native, fifty-seven (57) as Pacific Islander, and 3,198 as White.

In 2020, our Resource Center was the Designated Access Point for regional housing placements and hub for Emergency and Social Services in the eastern region of San Diego County with information, referrals, and counseling for people in crisis, experiencing food insecurity, displaced, or needing health services. Despite the Covid-19

pandemic, Crisis House prioritized remaining open as an essential service in order to make these emergency services more accessible to underserved populations.

Crisis House ended homelessness for **178 families, including 330 children**, fleeing domestic violence in our four Journey Programs, a comprehensive continuum of urgent and direct emergency, transitional and permanent housing with wrap-around services. This collective of domestic violence programs specifically serves mothers experiencing intimate partner violence with minor children, and is designed to meet the survivor's needs at various stages of their journey towards renewing their lives. In 2020, the El Cajon Police Department reported more than a twelve percent increase in domestic violence calls during the COVID-19 pandemic. Statistics also show that one in four women will experience severe physical violence by an intimate partner in their lifetime, proving that Crisis House's services are both relevant and crucial for our community.

In support of our Journey Programs, Camp HOPE, our cost-free programming for children struggling with the effects of trauma as a result of domestic violence abuse provided trauma-informed camperships, year-round mentorship, and counseling to **125 children**. Participating children are from families that classify as low to very low income living in communities in Mid-City (City Heights), South (National City), North (Poway), and East County (Santee) San Diego. This programming provides camperships for **74 children** and year-round mentorship to **125 children** annually. Crisis House considers Camp HOPE an essential service for at-risk children, as approximately four million referrals for alleged maltreatment are made to child protective agencies each year in the U.S.

The East County has the second largest homeless population in San Diego County, after the City of San Diego! This past year, Crisis House entered its second year of Homeless Emergency Aid Program (HEAP) funding and ended homelessness for **twenty (20) people** through our East County Housing Connections (ECHC) project. The ECHC, of which all services are conducted off site, employed a housing navigator and mobile outreach team to connect with and meet the immediate needs of **570+ unsheltered homeless people** on the street in need of services. Our El Cajon Housing Connections program contract beginning in July 2017 to March 2020 permanently housed a total of 95 homeless people. Also, as a result of Covid-19 safety restrictions, our

organization could not host our annual Project Homeless Connect (PHC) event or the annual Point in Time Count (PITC).

Throughout 2020 and now entering 2021, the levels of risk and desperation have been significantly higher as a result of the pandemic. In response to COVID-19, Crisis House has implemented safety measures in order to continue providing essential services to our community. These measures include ensuring thorough cleaning throughout the agency, implementing social distancing practices, delivering services outdoors utilizing pop-up tents, and wearing gloves and masks at all times including during homeless outreach.

MID-YEAR REPORT (JULY – DEC 2020)

For the last 26 years, Crisis House had served the San Diego community from within a building provided by the City of El Cajon. This past year, the City of El Cajon preemptively ended its lease with Crisis House and provided a \$700,000 incentive toward the purchase of a new property upon move out by December 31, 2020. Fortunately, our agency was able to raise the funds to secure a new building on Cuyamaca Street in Santee. Thanks to the help of *The David C. Copley Foundation's* “dollar-for-dollar” match challenge of \$250,000 and generous foundation and community support, Crisis House secured a total of **\$1.2 million** to purchase our new site and preserve the long legacy and meaningful service to families in crisis in our community. Our agency, now returning to Santee—its original city of origin, considers the issues of homelessness as a regional challenge, requiring collective effort and resources to ensure an effective impact for all of East County.

Midway through the 2020-21 grant period, Crisis House has already served **106 individuals** who self-identified as residing in the City of Santee, reflecting that in just six months we have already reached **sixty-five percent (65%)** of our projected goal of serving 163 people! Of the 106 individuals assisted since July of 2020, nine (9) received housing. Of the total served, whites accounted for eighty-two percent (82%) with fourteen percent (14%) identifying as Black, three percent (3%) identifying as Hispanic/Latino, and three percent (3%) as multiracial.

We are in our second year of receiving \$300,000 in Homeless Emergency Aid Program (HEAP) funding, which supports our East County Housing Connections (EHC) program staffing including a Housing Navigator/Case Manager and two outreach workers. The Housing Navigator provides rapid rehousing, connecting individuals and providing financial assistance to acquire permanent housing. The Mobile Outreach Team offers life-saving services in East County, including Santee, to people experiencing homelessness who cannot yet make the transition to housing. This HEAP funding ends in May 2021.

Crisis House is also grateful to have been awarded the City of Santee **CDBG CARES Act grant**. Crisis House staff provided housing and services to the City of Santee from July 1 through September 30, 2020 concentrating on the most at-risk households (families, disabled, seniors), providing them with emergency shelter in motels/hotels, case management, and inviting them to continue their journey from the streets to permanent housing with our Rapid Rehousing EHC program. In just three months, Crisis House housed **13 households with emergency shelter**, despite only being contracted to house a total of five (5) households—which is more than double our goal! Of the 13 households permanently housed, seven (7) were housed through our HEAP Rapid Rehousing program and six (6) were reunified with family out-of-state. The Crisis House Outreach Team made regular weekly trips to Santee to provide meals and hygiene packs to people living on the streets, in parks, cars, and in the riverbed. This grant provided the team with the ability to offer emergency shelter during the COVID-19 pandemic and enhanced their ability to provide an essential resource for individuals struggling with homelessness, along with health-related issues.

Crisis House is grateful to have been awarded a *second* **City of Santee CDBG CARES Act grant** that began on December 1, 2020 and ends July 31, 2021. Thus far, we have successfully housed one family of four.

THE FUTURE

Despite the challenges of the Covid-19 pandemic, our organization continues to meet the demands of the devastating need within our San Diego community. Beginning 2021, Crisis House has strategically and methodically restructured and repositioned itself to serve some of the most vulnerable populations whom reside in the City of Santee.

Crisis House is committed to the continuous improvement of its programming for the residents of Santee and the entire East County.

Your loyalty and generosity allow our clients at Crisis House to rest assured that our commitment to serve them will carry on into the future. We will remain open and available as an essential service, continuing to offer help to those in need. The accomplishments mentioned in this report would not be possible without CDBG support and the support of so many other government grants, private foundations, corporations, and individuals. Now more than ever, after a challenging year of uncertainty, we are filled with gratitude as we see that your support can be relied upon to bring together the right people, ideas and resources to find solutions to needs in our community.

Please visit our website at www.crisishouse.org or visit us at 9550 Cuyamaca Street Suite 101, Santee, CA 92071