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CITY OF FRESNO  
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**Regular Council Meeting  
January 27, 2022**

**FRESNO CITY COUNCIL**



**Information Packet**

**ITEM(S)**

**File ID 22-70, 3-D**

**WORKSHOP - Homeless Assistance Response Team (HART)**

**Contents of Supplement:**

**HART PowerPoint Presentation**

**Item(s)**

**Supplemental Information:**

Any agenda related public documents received and distributed to a majority of the City Council after the Agenda Packet is printed are included in Supplemental Packets. Supplemental Packets are produced as needed. The Supplemental Packet is available for public inspection in the City Clerk's Office, 2600 Fresno Street, during normal business hours (main location pursuant to the Brown Act, G.C. 54957.5(2)). In addition, Supplemental Packets are available for public review at the City Council meeting in the City Council Chambers, 2600 Fresno Street. Supplemental Packets are also available on-line on the City Clerk's website.

**Americans with Disabilities Act (ADA):**

The meeting room is accessible to the physically disabled, and the services of a translator can be made available. Requests for additional accommodations for the disabled, sign language interpreters, assistive listening devices, or translators should be made one week prior to the meeting. Please call City Clerk's Office at 621-7650. Please keep the doorways, aisles and wheelchair seating areas open and accessible. If you need assistance with seating because of a disability, please see Security.



# Fresno City Council Workshop Introducing the City's Homeless Assistance Response Team



# Agenda: Homeless Assistance Response Team

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What is the challenge?

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What is HART?

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What resources does HART utilize?

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How will HART function?

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How does HART respond to calls for service?

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How will we measure HART's success?

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Questions

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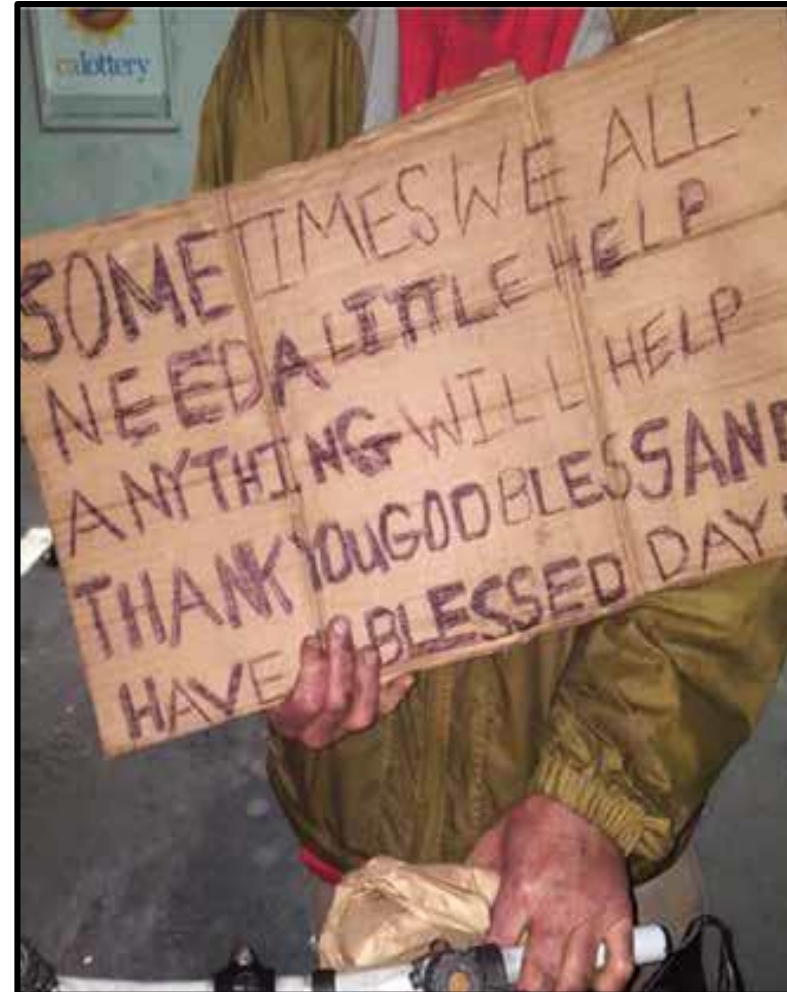


# What is the challenge?

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## ***Challenge #1: More unhoused persons than services and beds.***

- Number of unhoused:  
Estimated at **4,000**
- Number of temporary beds:  
Estimated at **1,500**
- Number unsheltered:  
Estimated at **2,500**

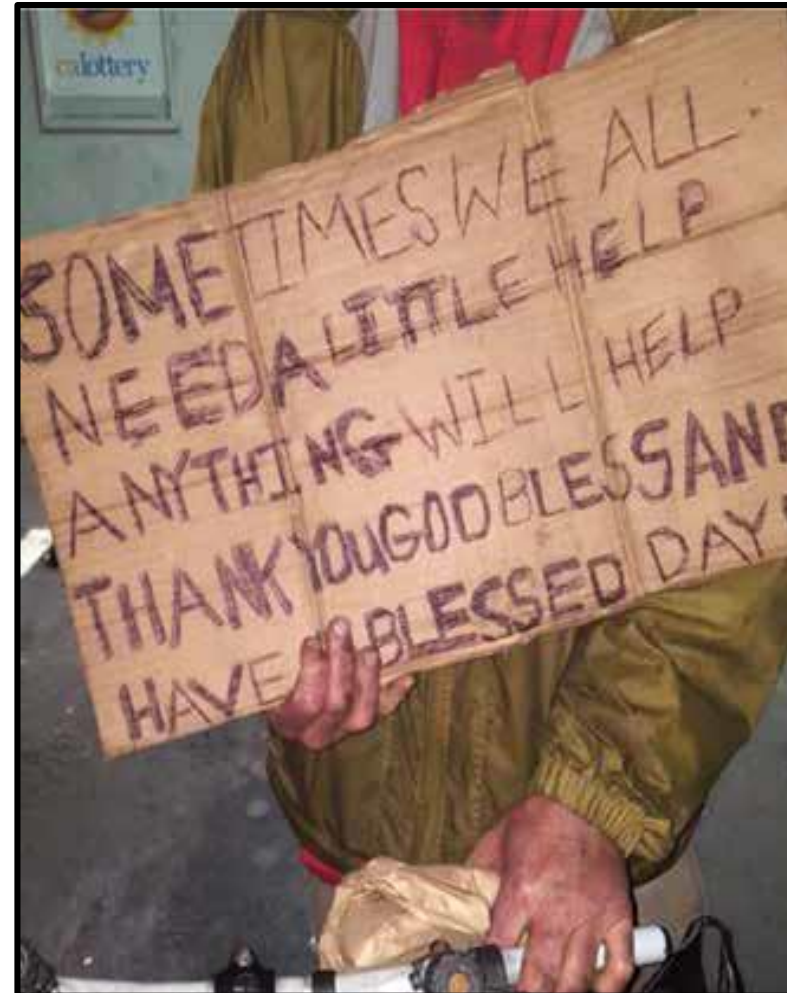


# What is the challenge?

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## ***Challenge #2: Encampments are the most dangerous places for any person to live.***

- Number of encampments:  
Estimated at **64**
- Number of shanties:  
Estimated at **479**
- Number individuals:  
Estimated at **704**



# What is HART?

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## Homeless Assistance Response Team

**HART** is a compassionate, responsive, lawful and effective outreach leading unsheltered individuals and families to take the first step off the streets and into a new future.

### **HART** will...

- Affirm the Dignity of Every Unhoused Person, and
- Assure the Quality of Life of Every Resident and Business Owner



# HART Goals

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## Homeless Assistance Response Team



**HART's #1 Goal:** To protect, assess and connect unsheltered persons and families with shelter and resources.

**HART's #2 Goal:** To promptly resolve quality of life issues affecting residents and businesses on both public and private property.

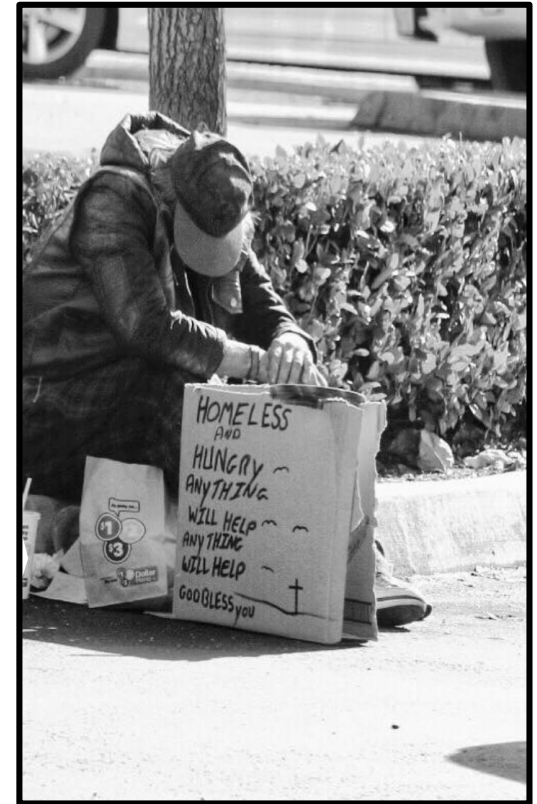
# What is HART?

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## Homeless Assistance Response Team

### **HART's Objectives:**

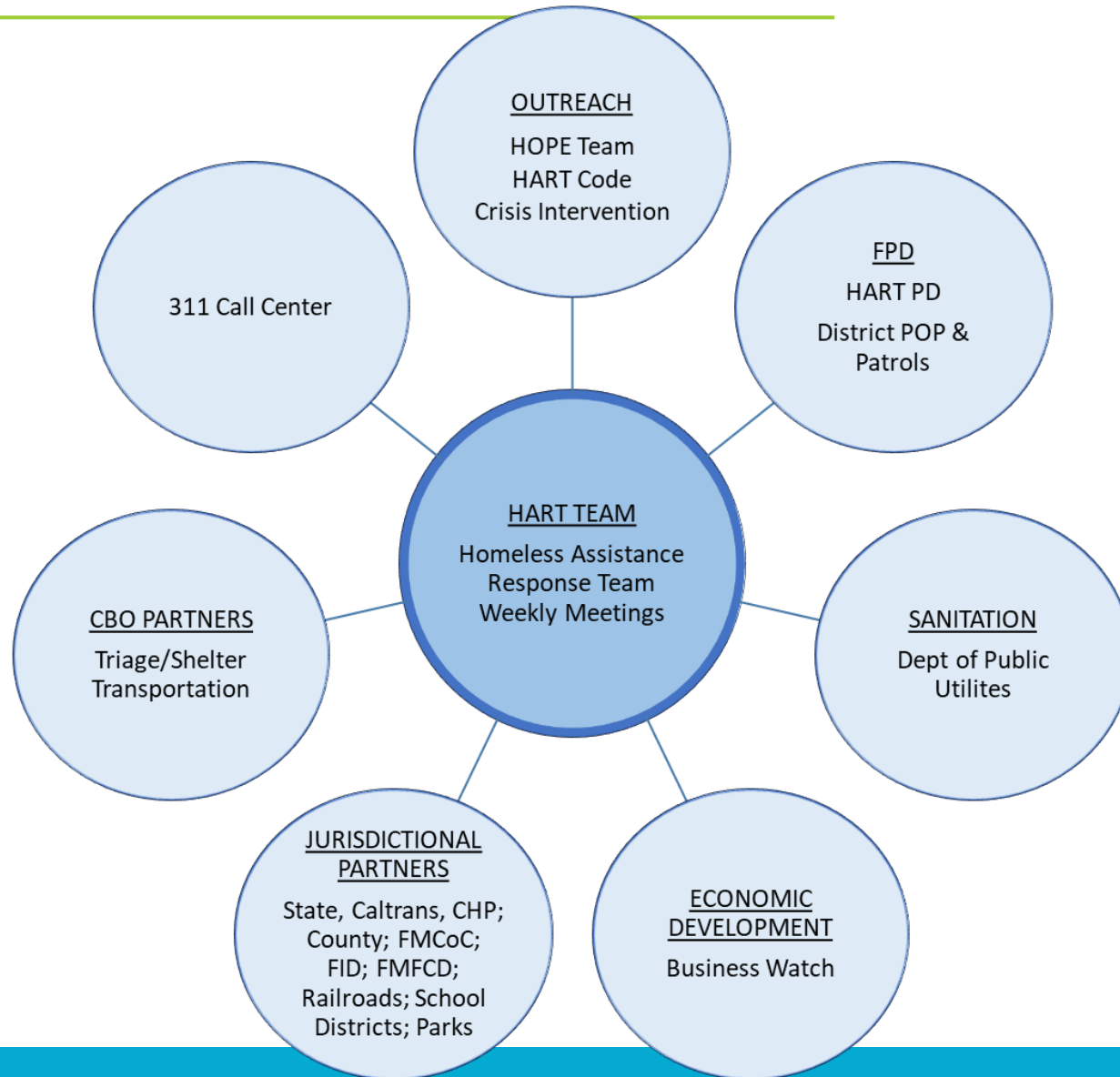
- For the unsheltered:
  - HART protects the unsheltered.
  - HART provides outreach to those on the street.
  - HART connects people with services and shelter.
- For the community at large:
  - HART responds to service requests from the public.
  - HART assures safe Public Spaces.
  - HART assures safe Private Spaces.





# What resources does HART utilize?

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# How will HART function?

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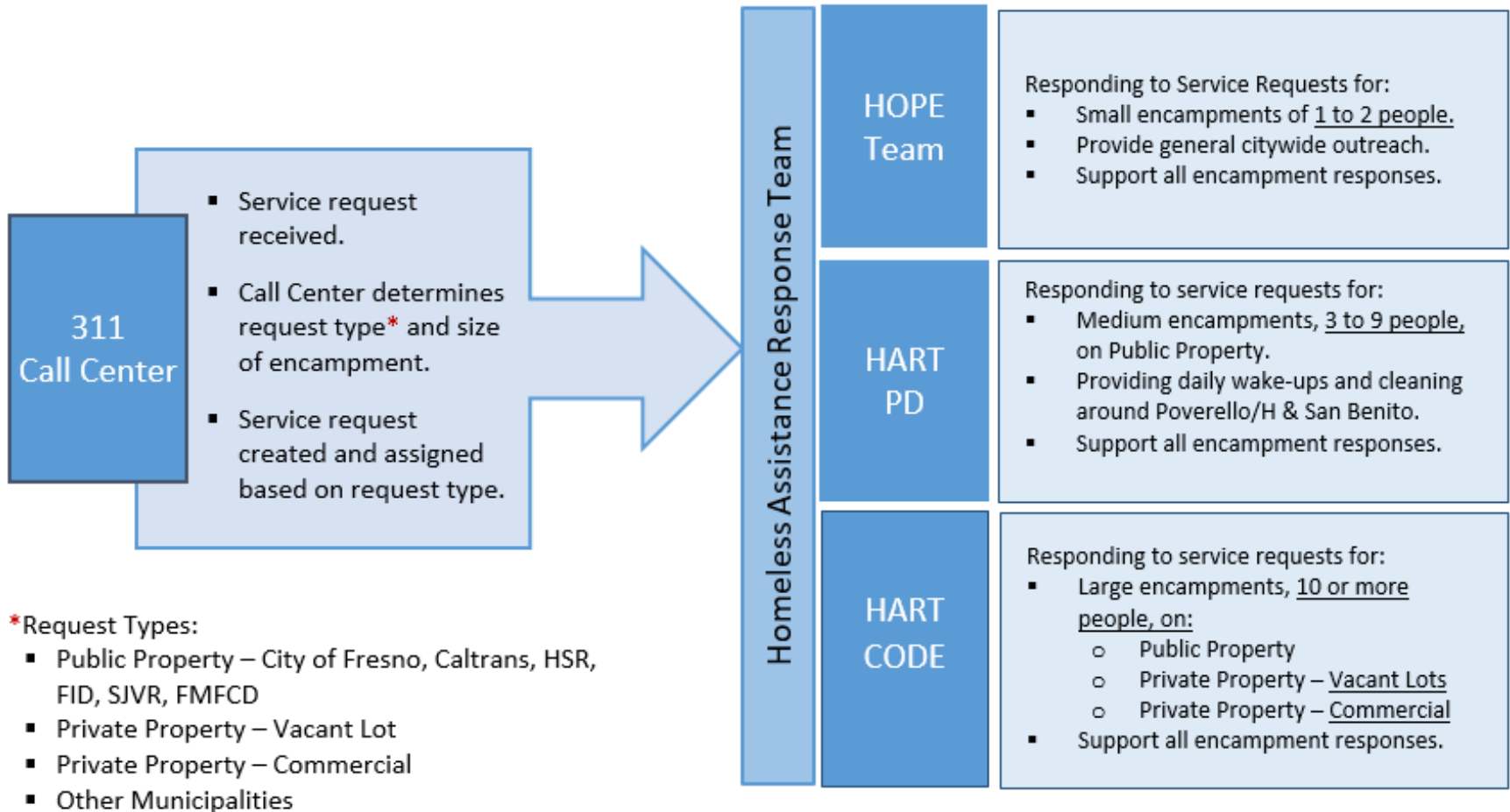
## Homeless Assistance Response Team



### **HART Functions:**

- HART serves the Unsheltered by...
  - Focusing on Resolving Encampments.
  - Stewarding the City's emergency shelter resources strategically.
- HART serves the Community at Large by...
  - Responding to requests for service through 3-1-1 (One Call Does It All)
  - Strategically resolving encampments on public property.
  - Partnering with residents and businesses to restore their private properties

# How does HART respond to calls for service?



# HART Service Request – required details

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## 1. Location of Encampment & Property Type (important for routing of request)

- Physical address or cross streets (if cross streets are provided we need to know what corner, SE, SW, NE, NW)
- Property Type: Public or Private
- Mental Health situation: If the reporting party mentions there could be possible mental health concerns. Depending on response they may need to be referred to Fresno PD non-emergency number or 911 if life threatening

## 2. Site Conditions Addressed (Prohibited Acts)

- Camping
- Use of tent, shanty, or structure
- Bathing or washing person/belongings
- Urinating/defecating
- Use of Open flame, BBQ, fire pit, etc.
- Garbage, trash or debris (will be cleared by Sanitation if public easement or city property)
- Criminal activity of any kind (refer the reporting party to Fresno PD to report depending on response)

# HART Service Request – required details

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3. **Number of Individuals, if possible** (important for routing of request & for COF staff safety)
  - 1 - 2
  - 3 - 9
  - 10 or more
4. **Any children present at the location**
  - YES
  - NO
5. **Any animals present at the location** (important for safety reasons and for outreach to be prepared)
  - Please specify: Dog, Cat, etc.
  - Provide number, if known
  - N/A, if none
6. **Reporting party name and number** (important for follow-up, if needed)

# How will we measure success?

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## Metrics

### 1. Outreach

- Persons contacted, linked to Emergency Shelter/Triage Centers, linked to diversion services, linked to navigation services
- Mental Health Referrals
- Number of Encampments Resolved

### 2. Emergency Shelter/Triage Centers

- Safe Exits per number of days
- Occupancy rates
- Persons linked to substance abuse treatment and other services

### 3. Call Response

- Number of complaints addressed
- Number of services provided
- Amount of trash/debris removed
- Crime activity/law enforcement interventions
- Maintenance of public spaces (highways, canals, parks, etc.)





# QUESTIONS?

