



City of La Mesa Homeless Outreach & Mobile Engagement (HOME) Program

Quarterly Report: April – June 2026



HOME Program Overview

The Homeless Outreach and Mobile Engagement (HOME) Team is an initiative of the City of La Mesa and the La Mesa Police Department (LMPD). The HOME Team provides a **housing-first** and **trauma-informed** approach to addressing homelessness in La Mesa. The HOME Team utilizes **progressive engagement** and **harm reduction** to assist individuals who are unable to access homeless services on their own. This report breaks down the HOME Team efforts and successes during the 2nd quarter of 2026.

Since the beginning of the quarter, the HOME program outreach specialists have:

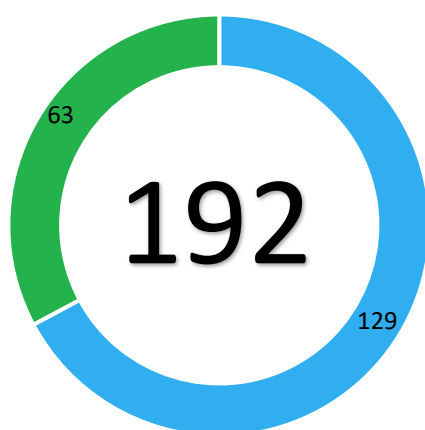
- Contacted 192 total individuals experiencing homelessness and newly enrolled 129 adults and 40 children. Many of these newly enrolled adults are one-time contacts that were provided short-term services as they passed through La Mesa. A total of 62 individuals contacted this quarter were connected to a temporary or permanent home.
- Responded to 681 service calls routed through LMPD dispatch, HOME hotline or city email, and as follow-ups to previous contacts. Historically, many of these calls would have been handled by city emergency response services and law enforcement.
- Prioritized the most vulnerable individuals in the City of La Mesa, including individuals living on the street with chronic physical and mental health conditions, households with children, and individuals facing chronic homelessness.

Clients Served

The HOME Team operates out of LMPD headquarters in downtown La Mesa and responds to non-emergency calls for service related to homelessness that are generated through police dispatch, HOME email, and The HOME Hotline. Each of these calls is first attended by a HOME Team outreach specialist; PD or PERT officers are only requested for rare cases involving legal or safety concerns.

Total Number of Clients Served

■ New Clients in Quarter ■ Continuing Clients



Instances of
Service*

517



Calls for
Service

681

of Calls LMPD Officers
requested HOME assistance

HOME Team Assistance: 23



of Calls the HOME team
requested:

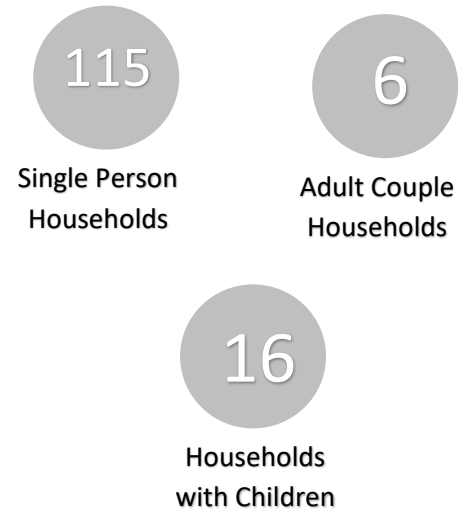
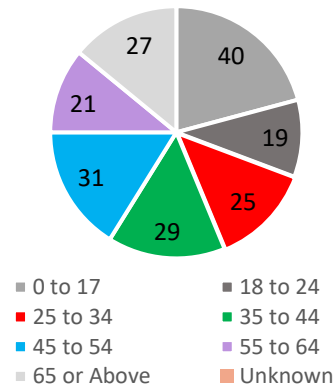
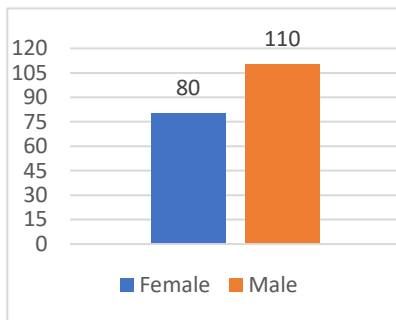
Officer Assistance: 7

PERT Assistance: 0

*Instances of service are included in the total calls for service. This number represent interactions with clients that are enrolled in the county's case management system. More than one client may be present during a single call for service.

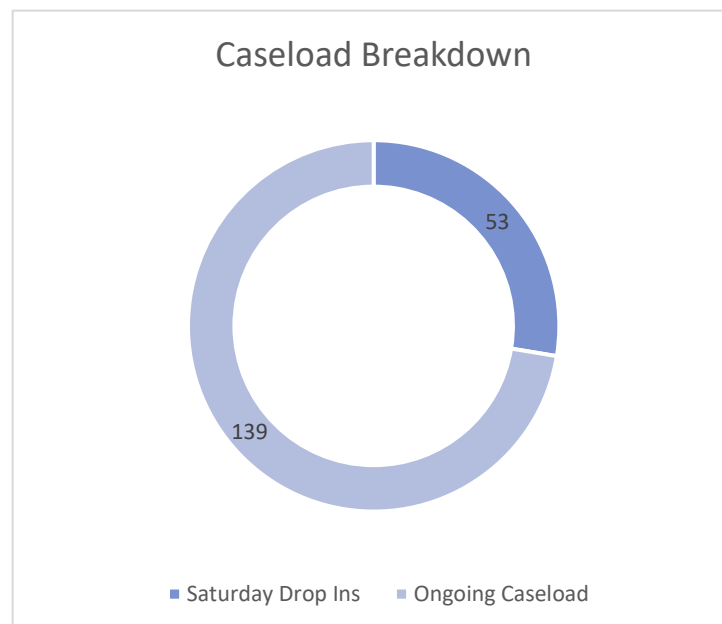
Client Demographics and Household Composition

Total Clients Served Demographics



Chronically
Homeless

60%



Housing Outcomes

	34 households (62 people) exited the HOME program to a shelter, temporary placement, institutional setting or permanent placement during the quarter.
	5 households (10 persons) exited to Emergency shelter , including hotel or motel paid for with emergency shelter voucher, Host Home shelter, and traditional emergency shelter.
	4 households (5 persons) exited to temporary living situation including transitional housing or staying with friends and/ or family.
	2 households (2 persons) exited to an institutional setting including detox/ substance use rehabilitation program, jail/ prison, or a long-term care facility/ nursing home.
	23 households (45 people) exited to permanent housing , defined as a leased unit meeting United States Department of Housing and Urban Development (HUD) occupancy standards with or without supportive services, such as mental health counseling.
	16 housing matches were provided through the Coordinated Entry System

Housing Matches

Housing matches provided through the Coordinated Entry System (CES) are an essential part of people attempting to access permanent housing. In short, a housing match is when a person is connected to a housing provider for assistance in the form of a subsidized room or ongoing rental assistance. Once a person has been matched through CES, the HOME Team does their best to help a client connect with the housing provider to complete the housing process. During this quarter, the HOME Team clients received 16 housing matches.

Client Services

The HOME Team continues to excel in helping clients navigate and connect with a variety of existing services within the community. Some of these services include ongoing nutritional, medical, and financial support through programs such as Cal-Fresh, Medical, and General Relief. The HOME Team was able to connect multiple people with these services by transporting and supporting these clients in navigating these services at the Family Resource Centers located in Lemon Grove and El Cajon.

The HOME Team continues to provide housing navigation throughout this quarter. Housing Navigation aids individuals who have an income, housing voucher, or rental assistance subsidies that could support a rental unit on an ongoing basis. The HOME Team Housing Navigator works with these clients to identify suitable units, pay for application fees, advocate to landlords, and provide financial assistance to cover the move-in costs related to the rental unit.

The HOME Team also continues to assist with acquiring identifying documentation. Almost all of the clients who successfully exited the program during this quarter worked with the HOME Team to acquire both State Identification cards and/or Social Security Cards; attaining these documents was a necessity for their housing placements.

The HOME Team continues to work closely with a non-profit: 2nd Chance. This non-profit provides a Job Readiness Training (JRT) course for clients who struggle with connecting to employment due to their homelessness status and/or involvement with the justice system. As part of the JRT, the participants are provided with professional interview attire. During the last week of JRT, the participants take part in a round of interviews with potential employers including but not limited to Western Towing, ACE Parking, and Sycuan Casino.

Having consistent access to a van continues to be an important resource for clients. During the quarter, the HOME Team utilized the van to view units for rent in El Cajon, Downtown San Diego, and San Diego County. Being able to go to units quickly and with little notice has resulted in clients being able to successfully exit our program into rental assistance programs. The HOME Team has also utilized this van to clear encampments by taking clients and their belongings to storage, housing opportunities, or alternative camping locations. Most importantly, this van is accessible to people that have disabilities or are experiencing mobility issues.

During this quarter, the HOME Team provided some form of financial and/or basic-needs assistance to all enrolled clients with the dual objectives of moving them toward a housing outcome and keeping them safe during the COVID-19 pandemic. These objectives have not changed throughout this quarter.



All clients received COVID-19-related services, including updates related to local public-health guidelines, vaccine information, hygiene supplies, and personal protective equipment (PPE), such as face masks and hand sanitizer.



All clients received food, water, or other nutrition services, with approximately 60 prioritized for on-going meal support.

	0 people were connected to ongoing family nutrition assistance
	HOME program staff distributed \$65,907.39 in direct financial assistance, including vehicle repair, and funds used to secure new rental units.
	1 household received accommodation in a motel, designed to provide short-term bridge shelter for those with a concrete housing plan.
	HOME program staff arranged 81 rides to apartment viewings, shelter stays, program intake interviews, and other critical appointments via ridesharing service.
	7 Clients were connected to ongoing physical, mental, and/or behavioral healthcare.
	14 Instances of clients connected to CA ID, Birth Certificate, and/ or Social Security Card.
	15 Instances of clients connected to Cal Fresh and/ or Medi-Cal.
	2 Clients connected to Serving Seniors.
	4 Instances of people enrolled into employment training and support
	8 Clients contacted by HOME became homeless for the first time this quarter.
	2 Clients were connected to legal support services.
	6 Clients connected to Mail services

Ongoing Care

Throughout the life of the program, HOME has noticed that many calls related to someone experiencing homelessness were generated because of another community member's concern for a person's mental, physical, or behavioral health. Because of this, the HOME Team has prioritized connecting people to ongoing healthcare through organizations such as Family Health Centers, East County Behavioral Health, Jane Westin, Alvarado Parkway Institute, McAlister, Peoples Advocacy Voices & Education, and Volunteers in Medicine. All these organizations provide low to no-cost services to people experiencing homelessness. Connecting people to ongoing and preventative care such as what is being offered at these organizations is essential to addressing issues that invariably result in emergent health situations for people experiencing homelessness. These situations result in overburdened emergency rooms, ambulances, and other emergency services. Additionally, due to the limited nature of HOME services provided to a person after they are housed, having connections to ongoing community support is an important part of someone maintaining housing stability.

Mail Services

The HOME Program was able to connect and partner with Think Dignity during the 2nd Quarter of 2026. Think Dignity is a non-profit based in San Diego that provides various services to clients including providing an address to clients where they can receive important mail including Identification documents, social security paperwork, and banking cards. This service is an essential part of the housing process due to many clients losing their identifying documents when first starting to experience homelessness. Think Dignity also acts as an ID bank for clients to store their identifying documents that will be needed for housing. The HOME Team is excited about this partnership and looks forward to continuing to connect clients to this service.

Community Events

In 2025, the HOME team strengthened its partnership with local churches in La Mesa that have long served individuals experiencing homelessness and housing instability since before the formation of the HOME Team in 2020. First United Methodist Church, Vista La Mesa Church, and La Mesa Village Church host rotating Saturday community events that provide meals, shower access, hygiene support, community connection, and access to local and county resources.

These events have grown significantly over the years. First United Methodist Church's Fresh Start program began as a smaller church-led effort and has since developed into one of the largest homeless-serving community events in the County of San Diego. While the program previously served an average of about 35 individuals per event, attendance has increased greatly, with recent events serving more than 230 guests.

The HOME team began attending these Saturday events in response to the growing number of individuals seeking additional support, housing resources, and case management connections. During these events, the HOME team helps provide a "one-stop" quick-access point where individuals can ask questions, receive resource navigation, learn about housing supports, discuss Coordinated Entry System needs, and connect with a service provider if they are not already working with one. The events offer a stable, safe, familiar, and nonjudgmental setting where individuals can begin building trust with outreach staff.

While Saturdays are an important opportunity for initial engagement and immediate resource connection, they are not intended to replace ongoing case management. Clients who come to these events can get referrals to outreach staff that work in the area they regularly stay in from these events. Enrollments at these events are completed for tracking and updating purposes, and while these are included in the clients served section of this report, many of these people are only being enrolled until they can be referred to more appropriate services.

The HOME team's attendance at these events demonstrates the importance of meeting individuals where they are. By partnering with local churches and community volunteers, the HOME team helps bridge the gap between immediate basic needs and long-term housing support. These events show that addressing homelessness is a shared community effort built on consistency, trust, compassion, and connection.

Calls for Service

The HOME Team responded to 681 calls for service during the quarter. This number includes service calls routed through LMPD dispatch, HOME hotline or city email, and follow-ups to previous contacts. Of these calls for service, 61 calls were new requests for assistance related to homelessness in the City. Historically, these calls would have been addressed by city emergency response services and law enforcement.

Of these calls, 53 were direct responses to calls to the HOME hotline and email requests made by community members regarding someone experiencing homelessness.

Additionally, 250 calls were service-driven appointments with clients or proactive rapport-building contacts, in support of the HOME Team's mission.

During the entirety of this quarter, the HOME Team was connected to the La Mesa Police Department's dispatch center via police radio. Starting the 4th quarter of 2021, the HOME Team has been able to realize the benefits of the technology and partnerships with call-takers through decreased response times to current calls for service, improved support to police officers, enhanced understanding of the program workload and service provision through data tracking, and improved safety of the HOME Team members and the community.

Hotel Utilization

The HOME Team provided bridge housing in the form of a motel stay to 1 household during the quarter. One of the households consisted of a single woman who is a Transition Age Youth and was living in their vehicle with their significant other. This person was connected to HOME after the client was involved in a domestic violence incident that required LMPD intervention. After meeting with LMPD, HOME was called to come on site and meet with the client. This client utilized a HOME Team member cell phone to reconnect with a family member in Torrance area of Los Angeles, but the family member was not available until the next day. HOME was able to put this person in a hotel for the night until their family member was available to meet. This service is a crucial benefit for people that have a scheduled move-in or intake date. This bridge housing assists in allowing the client to keep their phones charged, meet regularly with HOME & HOME Housing Navigator, and present at lease signing/ final walkthrough as clean, showered, and presentable.

Client success stories

In April 2026, the HOME Team met a U.S. Navy veteran during one of the Saturday outreach events hosted by La Mesa Village Church. The veteran had been experiencing homelessness since losing their apartment in 2022 and was unaware of the services and benefits potentially available to them, including housing assistance, VA disability benefits, and ongoing case management.

The HOME Team contacted the U.S. Department of Veterans Affairs (VA) to verify the individual's veteran status and assisted with obtaining a copy of their DD214. The HOME Team then scheduled an appointment for the veteran to apply for VA disability benefits and provided transportation, assistance with paperwork, and support in understanding and navigating the application process.

The HOME Team also enrolled the veteran in the Coordinated Entry System, which quickly resulted in a match to a newly opened Permanent Supportive Housing unit in National City, California. The HOME Team supported the veteran throughout the entire housing process, including coordinating with VA personnel and the property management company, attending multiple meetings, assisting with required documentation, and helping navigate the steps necessary to secure the unit.

Because the housing process required ongoing coordination, multiple appointments, and frequent communication with the VA and property management staff, the HOME Team met with the veteran several times per week throughout their enrollment in the program. The HOME Team remained actively involved through the move-in process and connected the veteran with a VA case manager to ensure continued access to services and ongoing support. On June 11, 2026, after experiencing homelessness for approximately four years, the veteran successfully moved into their new home.

Another client who was housed this quarter had been experiencing homelessness in La Mesa since 2010, often sleeping in her car with her dog by her side. For more than a decade, her dog remained her constant companion and source of comfort as she worked to meet her basic needs, stay safe, and search for stability.

Although this client had been in the homeless services system for many years, she experienced long periods without consistent connection to services. As a result, she had not been successfully connected to the coordinated system that could link her to housing voucher opportunities. She had also attempted to rent in other areas, but due to her physical disabilities and the challenges of finding housing that could meet her needs, she was unable to maintain those housing options and had to leave.

In November 2025, this client began engaging more consistently with the HOME team. While she was not always sleeping in La Mesa and had support from individuals in other areas of San Diego, she frequently returned to a fast-food location in La Mesa, where she initially met and continued to meet with the HOME team. Through continued outreach, relationship-building, and patient support, staff were able to build trust and better understand her goals, needs, and the barriers she had faced for so many years.

On March 9, 2026, this client was matched to Permanent Supportive Housing. The HOME team began assisting her with completing the necessary paperwork and gathering documentation to move forward in the housing process. However, her housing match was initially denied because the match was designated for the City of San Diego, and her records primarily reflected a connection to La Mesa rather

than the City of San Diego. This client, with the assistance of the HOME Team, advocated for herself and appealed the decision, demonstrating her broader ties and need for housing despite this limitation. Through her own advocacy, determination, and continued support from the HOME team, this client was able to overcome this barrier. On April 26, 2026, after more than a decade of homelessness, this client successfully moved into housing with her dog.

This story highlights the importance of consistent outreach, patience, advocacy, and meeting clients where they are. Her journey was not simple or immediate, but her resilience and willingness to keep moving forward helped her achieve a life-changing step toward safety, stability, and hope.

Community Support Partnerships

- Journey Community Church continues to provide any and all food items to the HOME Program, allowing HOME staff to feed up to 60 people per week
- La Mesa Village Association
- La Mesa Thrift Shop
- La Mesa First United Methodist Church
- Empire Thrift Store of El Cajon
- Eagle Scouts

Community Resource Partnerships

- Home-Start, Inc.
- East County Behavioral Health
- Center Star ACT
- McAlister Inc.
- La Mesa – Spring Valley School District Social Workers
- East County Homeless Task Force
- San Diego County Mental Health
- HOME staff have developed a word-of-mouth network of donors and residents and regularly interface with anyone interested in helping those facing hardship on the streets of La Mesa.
- Assisted Replacement Medication Therapy Medical Specialists
- The Lodge of La Mesa (Transition Age Youth)
- Borrego Health-Centro Medico El Cajon
- New Found Homes ILF
- Mission Academy
- 2nd Chance
- Alvarado Parkway Institute
- Bayview Crisis Stabilization Unit
- Think Dignity
- Volunteers in Medicine
- Serving Seniors

HOME Program Historical Statistics

Client Enrollment

Quarter	Total Clients Served	New Clients	Fresh Start Clients ₁	Continuing Clients
Q4 2020	56	---	---	---
Q1 2021	108	61	---	47
Q2 2021	75	44	---	31
Q3 2021	86	44	---	31
Q4 2021	25	10	---	15
Q1 2022	69	48	---	21
Q2 2022	96	62	---	34
Q3 2022	73	38	---	35
Q4 2022	108	65	---	43
Q1 2023	71	28	---	43
Q2 2023	72	53	---	19
Q3 2023	71	43	---	28
Q4 2023	56	27	---	29
Q1 2024	43	29	---	14
Q2 2024	40	21	---	19
Q3 2024	39	24	---	15
Q4 2024	57	40	---	17
Q1 2025	95	24	---	71
Q2 2025	174 ₁	120 ₁	---	54
Q3 2025	172 ₁	98 ₁	---	74
Q4 2025	137 ₁	78 ₁	---	59
Q1 2026	156 ₁	114 ₁	---	42
Q2 2026	192 ₁	129 ₁	53 ₁	63

During the 2nd Quarter of 2025, the HOME team began attending the Saturday Fresh Start program. Beginning in the 2nd Quarter of 2026, we began tracking and reporting the number of new clients from the Saturday Fresh Start program. Clients who come to these events get referrals to outreach programs in the area where the client regularly stays. Enrollment in the Coordinated Entry system during Fresh Start Saturdays enables follow-up from area-specific resources for the client. The majority of clients who are contacted during the Fresh Start program do not receive ongoing services from La Mesa's HOME Team as they do not regularly stay in La Mesa. Many of the clients enrolled in the Coordinated Entry system have no further contact from the HOME Team or outside resources. After 30 days without contact, they are disenrolled from the Coordinated Entry system by default. This results in numerous re-enrollments as "New Clients" within the system when they return to a Saturday Fresh Start event.

Calls for Service

Quarter	Instances of Service ₁	Calls for Service	Officers Requested HOME Assistance on Calls	HOME Requested Officer Assistance on Calls	HOME Requested PERT Assistance on Calls
Q4 2020	191	110	---	1	1
Q1 2021	397	187	---	0	1
Q2 2021	349	355	---	0	0
Q3 2021	393	134	---	0	0
Q4 2021	237	81	---	0	0
Q1 2022	373	617	24	10	0
Q2 2022	626	657	11	22	4
Q3 2022	584	549	26	5	1
Q4 2022	744	417	16	3	0
Q1 2023	633	435	19	7	0
Q2 2023	494	384	16	2	0
Q3 2023	173	447	12	3	0
Q4 2023	274	391	24	3	0
Q1 2024	273	443	19	2	0
Q2 2024	261	473	13	9	0
Q3 2024	244	463	23	12	0
Q4 2024	358	448	10	5	0
Q1 2025	476	465	11	5	1
Q2 2025	358	631	16	7	0
Q3 2025	381	680	43	5	0
Q4 2025	349	505	41	5	1
Q1 2026	386	638	28	8	0
Q2 2026	517	681	23	7	0
Totals	9071	10,191			

₁ Instances of service are included in the total calls for service. This number represents interactions with clients that are enrolled in the county's case management system. More than one client may be present during a single call for service.

Services and Housing

Quarter	HOME Rides	Direct Financial Assistance	Clients who Received Motel Vouchers	Clients Permanently Housed	Households Permanently Housed	Clients Temporarily Housed	Households Temporarily Housed
Q4 2020	18	\$3,357.00	7	5	---	3	0
Q1 2021	16	\$10,506.00	7	0	4	0	19
Q2 2021	7	\$4,967.00	9	8	7	0	5
Q3 2021	144	\$16,623.42	7	8	3	0	5
Q4 2021	84	\$1,071.40	0	12	11	0	4
Q1 2022	92	\$6,579.56	5	10	9	6	6
Q2 2022	96	\$3,727.96	2	16	11	5	3
Q3 2022	68	\$3,445.45	3	8	6	4	4
Q4 2022	69	\$3,411.55	3	15	6	2	2
Q1 2023	56	\$2,210.47	2	17	7	2	2
Q2 2023	59	\$2,581.44	0	4	2	5	5
Q3 2023	59	\$7,560.47	2	2	2	6	6
Q4 2023	91	\$1,344.96	1	10	8	1	1
Q1 2024	52	\$3,506.91	1	7	6	1	7
Q2 2024	86	\$8,428.53	0	9	4	5	5
Q3 2024	61	\$20,935.20	1	4	2	2	2
Q4 2024	56	\$8,895.15	1	7	7	2	2
Q1 2025	79	\$10,007.91	0	15	6	3	8
Q2 2025	138	\$8,895.15	0	7	7	9	9
Q3 2025	129	\$43,306.39 ₁	4	40	24	17	13
Q4 2025	69	\$32,338.40 ₁	0	32	20	13	8
Q1 2026	81	\$46,848.89 ₁	2	30	21	28	14
Q2 2026	81	\$65,907.39 ₁	1	45	23	15	9
Total	1691	\$284,118.20	58	311	196	129	139
				Total People Housed		440	

₁ Direct financial assistance has increased significantly over the past 4 quarters due to several factors. This financial assistance is grant funded and encompasses a variety of support including transportation costs for clients, application fees to various entities including DMV, Social Security, and housing, vehicle repairs for clients with vehicles, and rental deposits. The increased number of clients housed both permanently and temporarily over the past 4 quarters contributes significantly to expenditure amounts as rental deposits can exceed \$6,000 per unit. The HOME Team also secured a storage shed during the 2nd quarter to enable secure storage of the numerous donations and supplies needed for client services.