

# Sacramento County Sheriff's Department



## Homeless Outreach Team

HOT Program Overview

# Contents

Contents .....	1
Introduction .....	2
How Do We Make A Difference? .....	3
HOT Staffing .....	4
Strategies In Policing Innovation Grant .....	5
Innovative Solutions Utilizing Technology ....	6
HOT Partnerships .....	7
Visible Results .....	8
Helping The Homeless .....	9
Success Stories .....	10
Contact Us .....	11
Anonymous Submit A Tip .....	12



# Introduction

The Sacramento County Sheriff's Department Homeless Outreach Team (HOT) operates under the service based policing model which focuses on engaging homeless individuals with resources, along with enforcement when necessary, to bring about a positive change.

## Service Oriented Policing

The Mission of the HOT program is to move away from a strict enforcement and displacement model to a more **service & community-based approach** with homeless individuals. This is accomplished through an emphasis on improving the community response to homelessness and connecting homeless individuals to support services.

The HOT program has been designed with seven day a week schedules to allow for creative solutions, active engagement, and follow-through with families and individuals experiencing homelessness. The immediacy of support and follow-through helps build trust with individuals and a belief in a system that works.

## A Proven Strategy

Deployment of the Homeless Outreach Team is guided by the **Intelligence-Led Policing (ILP)** model. ILP assembles data from patrol units, public reporting, digital records, and "Hot Spot" areas (specific areas with higher than average homeless-related calls for service as defined by statistical analysis) to provide officers with accurate, up-to-date information. HOT officers use the information provided to focus their attention on specific areas to generate the largest impact. The HOT program was purposefully designed as a model that could easily be replicated.

**California State University, Sacramento (CSUS)** analyzed the data collected by the Sheriff's Department and determined the HOT program decreased homeless-related calls for service in "hot spot" deployment areas by 14.6% when compared to the same time frame for the previous year. CSUS additionally determined the results were not due to displacement, as all adjacent areas to the "hot spot" deployment displayed a 10.4% decline in homeless-related calls for service.

## Growing Social Issue

California has the largest homeless population in the United States.

- Between 2013-2017, the number of individuals in Sacramento County experiencing homelessness on a nightly basis increased by an estimated 45%.
- Approximately 80%-85% of individuals who experience homelessness throughout the year are straddling between episodic periods of homelessness and general housing instability.
- As housing prices increase in the area, it is anticipated that individuals experiencing housing instability and homelessness will continue to rise.



# How Do We Make A Difference?

The **goal** of the HOT program is to reduce homelessness and homeless-related calls for service by:

- Ongoing personal contact between the HOT officers and homeless individuals to increase trust and make referrals to service providers.
- Development of multi-agency partnerships to increase collaboration between law enforcement and service providers in order to assist the homeless in becoming self-sufficient.
- Working closely with local outreach organizations to coordinate medical and mental health services, housing, and employment for homeless individuals.
- Enforcement of law violations (i.e. trespassing, illegal camping, public intoxication, aggressive or prohibited panhandling, etc.).

In order to accomplish their mission, HOT officers will focus on **“The Three E’s”**

- **E**ducation of homeless individuals on what services are available through the local Continuum of Care.
- Building of rapport and providing **E**ncouragement to homeless individuals upon every contact to accept services to make a change in their situation.
- Taking **E**nforcement action when education and encouragement have failed or if the situation dictates immediate action.



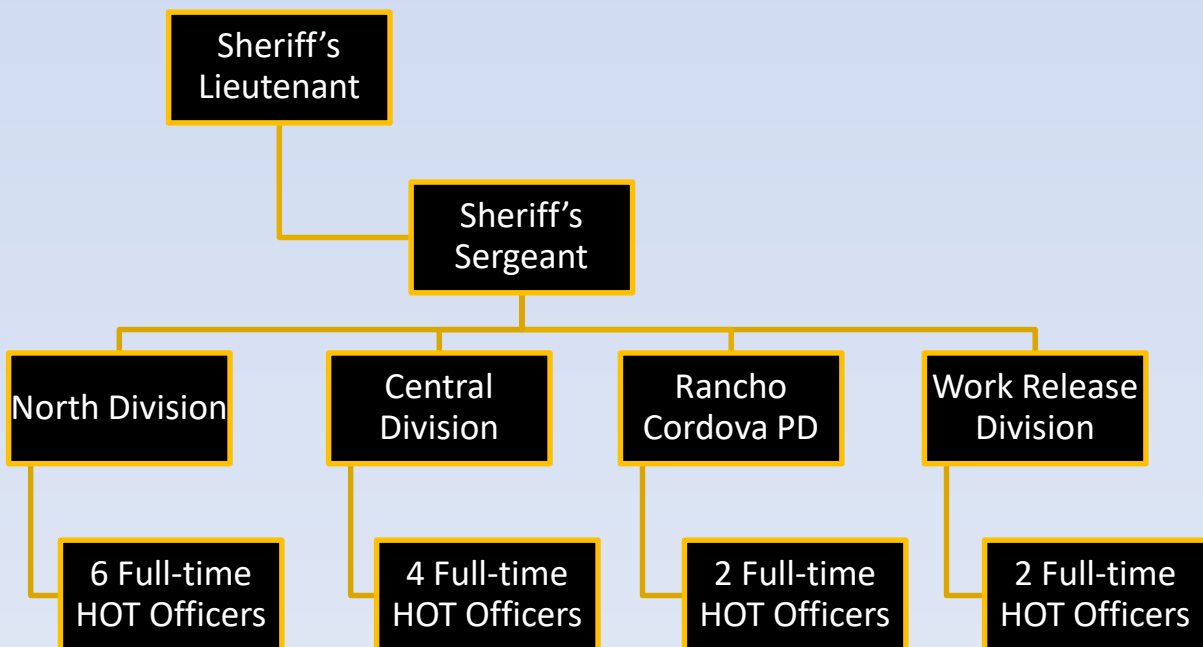
# HOT Staffing

Fourteen (14) Deputy Sheriffs assigned to the Homeless Outreach Team which allows for 7 days a week coverage countywide.

- Six (6) officers assigned to North Division
- Four (4) officers assigned to Central Division
- Two (2) officers assigned to the Rancho Cordova Police Department.
- Two (2) officers assigned to Work Release Division.

One (1) Sheriff's Sergeant assigned as the countywide program supervisor and coordinator.

One (1) Sheriff's Lieutenant as an additional duty while assigned as the Assistant Commander of North Division.



# Strategies In Policing Innovation Grant



In addition to the countywide HOT program, North Division also fields a **Strategies in Policing Innovations (SPI)** grant funded HOT program.

- Funded in 2016, this team is proving a concept of innovative partnerships between law enforcement, academic research, and social service providers in a defined “Hot Spot” (specific areas with higher than average homeless-related calls for service as defined by statistical analysis) of homeless activity.
- The SPI grant HOT program consists of:
  - **Three On-Call Deputy Sheriffs** (part-time retired annuitants)
  - **Researchers from California State University Sacramento** Institute of Social Research
  - **A social services “Navigator”** from Sacramento Steps Forward (SSF)
    - SSF Navigator provides service connection along with case management



# Innovative Solutions Utilizing Technology

The Sacramento County Sheriff's Department HOT program utilizes a cellular phone application designed by **TerraGo**. This application allows HOT officers to conduct in-depth surveys in the field, take photographs of the interviewed individuals, and geocodes the location of the contact. The information is transferred into a program where it can be shared with our partners. Additionally, the field contact locations and photographs from the surveys will be integrated with our web-based records system which can be viewed or utilized by 88 different agencies.

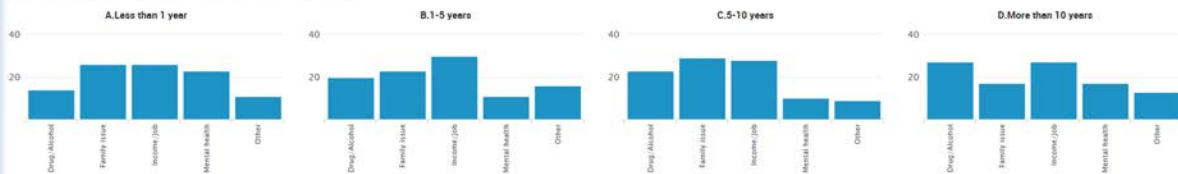
Data from the surveys is analyzed by California State University, Sacramento researchers and questions are set up to give HOT officers an idea of how they can tailor the services provided to meet the needs of the individual.

In March 2018, the Sacramento County Sheriff's Department and TerraGo were recognized for their innovative and influential work on mobile data sharing with the 2018 Smart 50 Award.

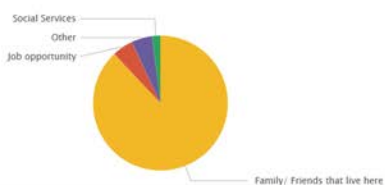


SSD Homeless Outreach Team

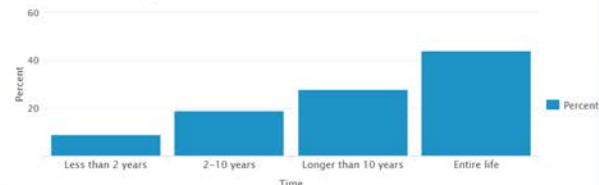
Cause of Homelessness Varied by Length of Homelessness



Reason for Coming to Sacramento



Time in Sacramento Region



# HOT Partnerships

HOT has formed and fostered partnerships with numerous governmental, faith-based, and private sector agencies to provide assistance to homeless individuals and families.

**Sacramento County Department of Human Assistance**

**Sacramento County Department of Health Services**

**Sacramento Self Help Housing**

**Elica Health Centers**

**Volunteers of America**

**U.S. Department of Veterans Affairs**

**Deseret Industries (LDS Church)**

**Neighborhood Homeless Assistance Resource Teams (HART)**

**Sacramento Steps Forward**



SSD Homeless Outreach Team





# Visible Results

Two full-time HOT officers are assigned to the Work Release Division where they supervise work crews from the Sheriff's Work Release Program. These work crews help remove refuse and debris from illegal campsites.

## Before



## After



# Helping the Homeless

HOT officers have coordinated with numerous agencies, social service providers, mental health professionals, and community stakeholders in order to create a streamlined process which allows homeless individuals to succeed:

- Simplified the process at DMV for homeless individuals to obtain ID's, which are crucial to start obtaining services.
- Developed partnerships with a local employment agency in order to help homeless individuals secure part time and full-time employment.
- Coordinated with local beauty college to provide free haircuts for individuals seeking jobs.
- Work with potential candidates on resumes and also mentoring on basic job interviewing skills.
- Transport and enroll individuals in residential substance abuse treatment facilities for those who are willing to put an end to their addiction.
- Created a partnership with the local Department of Veterans Affairs to determine an individual's eligibility for VA benefits and to provide their services to all qualifying candidates.



# Success Stories

The HOT officers have many success stories, both big and small, that show their hard work and effort are making life-changing differences in people's lives.

- A homeless female had been living on and off the streets for months before she was contacted by HOT officers. She stated was ready to take steps towards permanently getting off the streets, but would need the help of her mother, whom she had left on bad terms the last time they had spoken (7 months prior). HOT officers served as an intermediary and contacted the female's mother to arrange a meeting. The female, her mother, and HOT officers met at a local coffee shop where they reconciled their differences. Both were happy for the reunion as they missed each other, but were afraid to make the first contact. HOT officers assisted the family in drafting a plan on how to keep the daughter off the streets permanently.
- HOT officers responded to a call for service where a private security officer had contacted a mother, father, and three juvenile children living out of their vehicle. The family said their vehicle had broken down, they did not have any housing or source of income, and were unable to find any resources to help. The HOT officers contacted our partners at the Department of Human Assistance, who were able to provide the family with temporary housing while they worked to find permanent housing and financial stability for the family. HOT officers coordinated a donation of school supplies and basic necessities for the family from the Sheriff's Department Toy Project.
- HOT officers encountered a homeless individual that had been homeless for a year and had a substance abuse problem. By talking with the man, HOT officers were able to find out that the root cause of his homelessness was his addiction issues. HOT was able to transport him to a recovery program in order to help end his addiction. The HOT officers also contacted our partners at the Department of Human Assistance and were able to get the individual placed into a transitional shelter. By working with HOT and our partners, the man was able to successfully recover from his addiction issues and move into a stable job and place to live.



# Contact Us

If you have homeless issues in your neighborhood or would like homeless related resources, contact the Sacramento County Sheriff's Department Homeless Outreach Team (HOT). If you do not know which HOT division covers your neighborhood or area of concern, please feel free to **contact any HOT division for assistance.**

## Sacramento County Sheriff's Department

711 G Street, Sacramento, CA 95814

[www.sacsheriff.com](http://www.sacsheriff.com)

Emergency: **911** or (916) 874-5111

Non-Emergency: (916) 874-5115

TDD Non-Emergency: (916) 874-7128

### North Division HOT

Serving: Arden-Arcade, Carmichael, Fair Oaks, Orangevale, North Highlands, Antelope, Elverta, Rio Linda, and un-incorporated areas of Natomas.

Phone: (916) 874-1025

Email: [NorthHOT@sacsheriff.com](mailto:NorthHOT@sacsheriff.com)

### Central Division HOT

Serving: Parkway-South Sacramento, Florin, and Vineyard

Phone: (916) 874-4468

Email: [CentralHOT@sacsheriff.com](mailto:CentralHOT@sacsheriff.com)

### Rancho Cordova Police Department HOT

Serving: Rancho Cordova

Phone: (916) 875-9600

Email: [RCPDHOT@sacsheriff.com](mailto:RCPDHOT@sacsheriff.com)

### East Division HOT

Serving: Gold River, La Riviera, Rosemont, Mather, Walsh Station, and un-incorporated areas of Nimbus, Alder Creek, and Tokay Meadows.

Phone: (916) 874-1025

Email: [EastHOT@sacsheriff.com](mailto:EastHOT@sacsheriff.com)

SSD Homeless Outreach Team



# 100% anonymous SHERIFF'S TIP LINE

help your community,  
be a silent witness

1  
visit  
[sacsheriff.com](http://sacsheriff.com)  
give a tip  
anonymously  
online

2  
use our  
smartphone  
app



3  
call  
916.874.TIPS  
remain 100%  
anonymous



give  
tips 3 ways



Do not use this tipping system to report crimes in progress.  
If you want to report a crime in progress, please call 911.

## How it works

The Sheriff's Department uses a third party company called TipSoft to collect tips and provide follow-up messages through their servers located in Canada. TipSoft does not track information on tipsters which makes this service completely anonymous. If you would like a detective to contact you back directly, you can provide your name and phone number. After submitting a tip, you can click [here](#) to follow-up on an existing tip. To report a crime in progress, call **911**, do not use any of these features to reports crimes in progress.

### 1. Online Tip Form

You can use our secure [online tip form](#) to submit your tip anonymously online. The [online tip form](#) allows you to provide tip information and attach a photo. When submitting a tip online, you have the option of selecting a password to retrieve secure and anonymous 2-way messages from investigators and to follow-up on the status of your tip. Using your password, you can also login and provide additional information and photos for investigators. Click [here](#) to follow-up on an existing tip. If you would like a detective to contact you back directly, you can provide your name and phone number.

### 2. Smartphone Apps

If you have an iPhone or Android smartphone, you can download the free **P3 Tips** phone app from the [iTunes Store](#) or the [Android Marketplace](#). The smartphone apps allow you to submit a tip, attach photos and video clips stored on your phone, track the status of your tip and receive secure and anonymous 2-way messages from investigators. The smartphone app can also be password protected for your security. Download the app here: [iPhone App](#) or [Android App](#).



### 3. Tip Line - 916 • 874 • TIPS (8477)

Our trained call takers are available to take your tips 24 hours a day, 365 days a year via our telephone tip line. You can remain 100% anonymous when providing your tips for our investigators.

