Intervention & Resolution Workflows

Intervention

City of Napa

Respond to complaints from City of Napa residents

Respond to calls for service/ emergencies within City jurisdiction, coordinate with Sheriff's Department as needed/warranted.

Respond to issues at Cityowned properties and private property owners.

Lead encampment response and resolution within City jurisdiction

Prevention/Diversion

City of Napa

Quickly resolve homelessness to eliminate need for shelter stays

Utilize resources to support family re-unification, eviction barrier removal, conflict resolution leading to housing insecurity.

Jail release planning

Outreach

Abode Services

Provide mobile/field-based services and support

Engage unsheltered residents with Shelter, Health and Case Management and Social Safety Net Services

Provide transport as needed for services, shelter access and appointments

Refer for additional services: Mental Health, Drug and Alcohol, employment services, etc.

Shelter

Abode Services & Catholic Charities

Conduct intakes and assessments

Provide access to emergency shelter beds, basic hygiene services, meals, laundry, mail services and health/clinic services

Operate drop-in service program (DayCenter) for laundry, meals, showers and clinic services.

Housing

Abode Services

Engage with landlords to develop units for CES placements

Assist clients into housing using all available resources, prioritizing most vulnerable clients for limited rental assistance subsidy and placements using VISPDAT

Provide assistance with document collection and lease-up navigation

Assist clients, as warranted, with enrolling in Tenancy Sustaining Services for housing stability.

Tenancy Sustaining

Abode Services & Community Partners

Services to stabilize newly housed individual and/or family in residence.

Short and long term case management to support housing stability, including landlord and tenant conflict resolution, financial planning and income stabilization supports.

Refer for additional services: Mental Health, Drug and Alcohol, employment services, etc.



"COUNTY"