

# HOMELESSNESS AND NUISANCE BEHAVIOR IN INDIO, CALIFORNIA: THE COMMUNITY OUTREACH RESOURCE PROGRAM (CORP)

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Cody Telep, Arizona State University

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# Presentation Plan

2

- Scanning and analysis
  - ▣ Richard Twiss: What is the Community Outreach Resource Program (CORP) and how and why did it develop?
  
- Response
  - ▣ Jose Ibarra: What role do quality of life officers play in reducing disorder and homelessness through CORP?
  - ▣ Tom Cox: What role do service providers play in CORP?
  
- Assessment
  - ▣ Cody Telep: What is the impact of CORP on clients?

# Homelessness in India

3

- Homelessness a longstanding problem in India, but some evidence of recent improvements
  - ▣ 2013: 256 unsheltered (17% with a mental illness)
  - ▣ 2015: 92 unsheltered (19% with a mental illness)
- Increase in disorder calls in areas where homelessness is concentrated between 2012 and 2015
- Community Outreach Resource Program (CORP) is a two-pronged approach to helping reintegrate the chronic homeless and address disorder problems

# CORP Components

4

## □ **Client-based**

- Clients identified by social service providers or Indio PD
- Operates similarly to homelessness court
- Eligible clients must complete at least 90 days of an individualized treatment program
  - Can include education, job training, drug treatment, mental health services
- Graduating clients have fines/fees dismissed by the courts

## □ **Place-based**

- Two full-time Indio PD quality of life officers target disorder hot spots minimizing use of arrest as a tool

# Multiple Stakeholders

5

## □ **Criminal Justice**

- Indio Police
- Superior Court
- District Attorney's Office
- Probation Department
- Public Defender's Office

## □ **County Services**

- Department of Public Social Services
- Behavioral Health
- Workforce Development Center

## □ **Non-profits**

- 5 service providers work directly with clients
- Multiple organizations working on homelessness outreach



# Assessment Plans

6

## □ **Client-based**

### □ **Client views through entrance, exit, and follow-up interviews**

- Entrance interviews completed at acceptance to CORP
- Exit interviews completed just prior to graduation ceremony
- Re-arrest/recidivism rates relative to “comparison” group
- Program completion/services utilized

## □ **Place-based**

- Calls for service in areas targeted by quality of life officers relative to comparison sites

# CORP Clients to Date

7

- 81 participants
  - ▣ 62 graduates at 3 graduations
  - ▣ Next graduation in early 2017
  
- 27 misdemeanors/infractions dismissed
  
- \$211,202.28 in fines and fees dismissed
  - ▣ Mean of \$2,607.44 per client (but some clients far above the mean)

# Interviews to Date: Quality of Life

8

On a scale of 1 to 10 how would you rate your quality of life at the following times?

Time	Entrance Interview Mean (Std. Dev.) n = 42	Exit Interview Mean (Std. Dev.) n = 24
One Year Ago	1.92 (1.88)	2.80 (2.34)
Entrance to CORP	6.74 (2.39)	4.85 (2.00)
Graduation from CORP	N/A	7.98 (1.52)
One Year from Now	8.78 (2.51)	9.10 (1.97)



# Views of Indio Police

9

1-4 scale with 1 = strongly disagree and 4 = strongly agree

Time	Entrance Interview Mean (Std. Dev.) n = 42	Exit Interview Mean (Std. Dev.) n = 24
The police treated me with respect	3.30 (1.06)	3.48 (.90)
The police were fair	3.31 (.85)	3.43 (.90)
The police were concerned about me	2.96 (1.07)	3.52 (.93)
I trust the police	3.00 (1.02)	3.42 (.88)
The police helped me improve my life*	2.92 (1.09)	3.57 (.90)

\*pre-post t-test  $p < .05$

# Views of Public Defender's Office

10

1-4 scale with 1 = strongly disagree and 4 = strongly agree

Time	Entrance Interview Mean (Std. Dev.) n = 36	Exit Interview Mean (Std. Dev.) n = 22
The attorneys and staff treated me with respect	3.43 (.70)	3.60 (.75)
The attorneys and staff were fair	3.42 (.69)	3.60 (.75)
The attorneys and staff were concerned about me	3.31 (.75)	3.65 (.75)
I trust the attorneys and staff	3.29 (.79)	3.62 (.74)
The attorneys and staff helped me improve my life	3.23 (.94)	3.68 (.72)

# Views of Probation

1-4 scale with 1 = strongly disagree and 4 = strongly agree

Time	Entrance Interview Mean (Std. Dev.) n = 27	Exit Interview Mean (Std. Dev.) n = 20
The officers and staff treated me with respect	3.37 (.74)	3.56 (.78)
The officers and staff were fair	3.41 (.75)	3.47 (.77)
The officers and staff were concerned about me	3.54 (.76)	3.44 (.78)
I trust the officers and staff	3.41 (.80)	3.45 (.76)
The officers and staff helped me improve my life	3.50 (.76)	3.55 (.76)

# Views of Service Providers

12

1-4 scale with 1 = strongly disagree and 4 = strongly agree

Time	Entrance Interview Mean (Std. Dev.) n = 39	Exit Interview Mean (Std. Dev.) n = 26
The service provider staff treated me with respect	3.82 (.56)	3.72 (.68)
The service provider staff were fair	3.74 (.60)	3.68 (.69)
The service provider staff were concerned about me	3.72 (.69)	3.68 (.69)
I trust the service provider staff	3.77 (.58)	3.65 (.69)
The service provider staff helped me improve my life	3.72 (.60)	3.73 (.68)

# Agency Ratings

13

On a scale of 1 to 10 how would you rate your interactions with the following agencies and groups?

Agency	Entrance Interview Mean (Std. Dev.) n = 42	Exit Interview Mean (Std. Dev.) n = 26
Indio Police Department*	6.16 (3.27)	8.55 (2.70)
Public Defender's Office*	7.50 (2.25)	8.97 (1.83)
Riverside Co. Probation	7.59 (2.18)	8.98 (2.22)
Service Provider	9.30 (1.33)	9.66 (.73)
CORP Overall	N/A	9.40 (1.35)

\*pre-post t-test  $p < .05$

# Employment and Housing

14

Describe your current employment status and describe your current living situation

Agency	Entrance Interview n = 41	Exit Interview n = 26
Employed full-time	7.5%	26.9%
Unemployed but actively seeking work	50%	38.5%
Current living situation is homeless	26.8%	0%
Living in non-shelter housing	12.1%	30.7%

# Client Perspectives on CORP

15

- How (if at all) has CORP changed your life?
  - ▣ “They gave me hope and a future and cleared a large part of the wreckage of my past.”
  - ▣ “Now I can use that money [that would have gone to fines and fees] for a deposit on an apartment.”
  - ▣ “It changed my life. There is more opportunity for me to get a better job since I got my driver’s license back.”



# Assessment to Date

16

- 81 clients have completed services and had more than \$211,000 in fines and fees dismissed
- Clients perceive a better quality of life at graduation and expect that to only improve in the future
- Clients have improved views of the Indio Police and the Public Defender's Office post-CORP
- Qualitative data suggest substantial impacts of CORP



# Moving Forward with the Assessment

17

- Continue current efforts to assess the program with surveys/interviews, and data from police, courts, and service providers
  - ▣ June 2015 CORP graduates (n = 12): 67% had no police contacts in the 9 months post-commencement, and only 1 client was re-arrested
  
- Secure funding for program implementation and expansion of evaluation efforts
  - ▣ In-depth client and staff interviews
  - ▣ Quality of life officer ride-alongs

# Thank You

18



# INDIO POLICE

[www.indiopd.org/CORP.asp](http://www.indiopd.org/CORP.asp)

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