



*Your business resource
and reference guide to*

Homelessness

in Vista

Overview

North County San Diego, like all of California, is experiencing a housing crisis. The City of Vista is aware that this issue prompts many questions and concerns, and we are working to move unsheltered persons into safer, healthier places, including permanent housing. We are making progress by deploying resources in coordination with local and regional partners.

This guide was designed to help the business community know what to do and who to contact to help people currently experiencing homelessness in the City of Vista.

The City's Impact on Homelessness

Since 2018, the City has invested significant financial and staff resources into the community by balancing the need for safe, clean neighborhoods with the need for comprehensive assistance for the unsheltered population.

As we identify solutions to homelessness in Vista, we want to ensure they are:

- Oriented toward finding housing for the unsheltered.
- Responsive to the concerns and impacts that homelessness has on the greater community.
- Inclusive of an approach that relies on a variety of partners in order to make a substantial impact.

Quick Access

Mobile Crisis Response Team	888.724.7240
Sheriff's Non-Emergency	858.565.5200
Code Enforcement	760.639.6141
Graffiti & Vandalism	760.639.6177
Economic Development	760.726.1340
Housing Division	760.639.6191



Tips & Resources for Businesses

- Keep areas near your business clean, well-maintained and well lit to prevent unwanted loitering.
- Do not encourage illegal camping, loitering, or storing belongings on or near your business.
- Remove access to water spigots. Keep trash dumpsters locked when not in use. Secure outside storage or containers. Lock or turn off exterior power outlets. Lock gates after hours.
- Trim landscaping to promote clear sight lines. Canopies of mature trees should be maintained eight feet above the ground and bushes trimmed to under three feet.
- Create natural barriers for blank walls and prevent vandalism by planting vines and bushes along buildings.
- Add art or murals to blank walls and use graffiti resistant paint or anti-graffiti coatings on building sides and on design features. Report graffiti and vandalism. Clean up promptly after the deputies have taken photos of the scene.
- If you feel a person is experiencing a mental health crisis and needs a social worker intervention, call the Mobile Crisis Response Team at 888.724.7240. Please call 9-1-1 if the person becomes disruptive or a danger to themselves or others.
- Private property owners can file a Trespassing Arrest Authorization Form with the Sheriff's Department and post No Trespassing signs to allow deputies to enforce trespassing violations on their property. Contact the Sheriff's Non-Emergency line to execute trespassing orders.

City Resources

Public Works assists with shopping carts or trash left in the right-of-way or on the sidewalk in front of a business. Shopping carts: 800.252.4613. Trash: 760.639.6177.

Vista COPPS Unit provides assistance with unsheltered people and works with the Homeless Outreach Team to connect individuals with services. To request assistance or provide information about an unsheltered person, call the Sheriff's non-emergency line: 760.940.4551.

Social Worker provides direct outreach to the unsheltered during weekdays, from 9 am to 5 pm. The City contracts with Exodus Recovery for social worker services to provide outreach resources and to conduct regular outreach in and around downtown and across the community. To request social worker assistance: Housing Division, 760.639.6191.

Code Enforcement responds to Vista Municipal Code violations, ensures compliance is maintained and educates the public on City standards. Contact Code, 760.639.6141 if you think a property owner is violating the City code or report an encampment online at CityofVista.com/ReportaProblem.

Stormwater inspects businesses for compliance with pollution prevention, and the detection, response and enforcement of illegal discharges. To report stormwater pollution, 760.643.2804 or report it online at CityofVista.com/ReportaProblem.

FAQs

What should I do if an individual who appears to be experiencing homelessness is outside of my business?

Outreach and support services are available for people who live unsheltered. You can request that a City of Vista Homeless Outreach Team (HOT) visit the individual(s) to encourage them to accept services. The trained and experienced outreach team consists of the County Health Services, a social worker who makes contact with the unsheltered, Vista Sheriff's Community Policing & Problem Solving Unit (COPPS), the City's Public Works, Code Enforcement and Housing Division. To reach out to the homeless outreach team, call the Housing division at 760.639.6191.

How does the HOT team engage someone in need of assistance?

This outreach is part of our citywide effort to identify and engage individuals to encourage them to accept services, and ultimately, help them transition into shelter. With no one-size-fits-all approach to ending homelessness, outreach teams effectively engage each individual on a case by case, person by person basis. These teams evaluate the immediate and root causes contributing to individuals' homelessness, working to develop a combination of services that will enable them to transition into housing. Outreach teams build trust and relationships, which ultimately encourage individuals to accept services.

What happens if someone declines help from the outreach team?

Accepting outreach efforts, including services that will help people transition indoors from the streets, is voluntary, and it can take months of persistent and compassionate engagement to successfully connect individuals with services. We remain determined in our efforts to engage the unsheltered, proactively offering assistance and services, until we make the connection that will help them transition into shelter.

How can I help a person who is experiencing homelessness?

Providing short-term resources such as food or money to people on the streets prevents them from seeking services they need. Instead, donate time, money, and resources Emergency Shelter service providers directly. If you'd like to give directly to an unsheltered individual, consider asking if they need connection to supportive services and contact 2-1-1, the Homeless Outreach Team or the Sheriff's non-emergency line.



Need Help?

If you know someone who is homeless and needs help finding shelter, medical, and meal services, contact the following providers to find assistance.

Emergency Shelters

- Haven House 760.489.6380, x 274
- La Posada 760.929.2322
- Operation Hope 760.536.3880

Social/Case Worker

- Exodus: 760.758.1650

Mobile Crisis Response Team

- 888.724.7240

Sheriff's COPPS Unit

- 760.806.5352 (Moon Rd location)

2-1-1 San Diego

- Resource information hub for community homeless and health services



Scan this code for more resource information.



200 Civic Center Drive
Vista, CA 92084
CityofVista.com