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

Chief Richard Twiss (retired), Indio Police Department
Tom Cox, Coachella Valley Rescue Mission
Officer Jose Ibarra, Indio Police Department
Cody Telep, Arizona State University

Problem-Oriented Policing Conference
October 24-25, 2016
Presentation Plan

- 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?
Assessment Plans

- **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

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

<table>
<thead>
<tr>
<th>Time</th>
<th>Entrance Interview Mean (Std. Dev.) n = 42</th>
<th>Exit Interview Mean (Std. Dev.) n = 24</th>
</tr>
</thead>
<tbody>
<tr>
<td>One Year Ago</td>
<td>1.92 (1.88)</td>
<td>2.80 (2.34)</td>
</tr>
<tr>
<td>Entrance to CORP</td>
<td>6.74 (2.39)</td>
<td>4.85 (2.00)</td>
</tr>
<tr>
<td>Graduation from CORP</td>
<td>N/A</td>
<td>7.98 (1.52)</td>
</tr>
<tr>
<td>One Year from Now</td>
<td>8.78 (2.51)</td>
<td>9.10 (1.97)</td>
</tr>
</tbody>
</table>
Views of Indio Police

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

<table>
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<tr>
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</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Mean (Std. Dev.) n</td>
<td>Mean (Std. Dev.) n</td>
</tr>
<tr>
<td></td>
<td>42</td>
<td>24</td>
</tr>
<tr>
<td>The police treated me with respect</td>
<td>3.30 (1.06)</td>
<td>3.48 (.90)</td>
</tr>
<tr>
<td>The police were fair</td>
<td>3.31 (.85)</td>
<td>3.43 (.90)</td>
</tr>
<tr>
<td>The police were concerned about me</td>
<td>2.96 (1.07)</td>
<td>3.52 (.93)</td>
</tr>
<tr>
<td>I trust the police</td>
<td>3.00 (1.02)</td>
<td>3.42 (.88)</td>
</tr>
<tr>
<td>The police helped me improve my life*</td>
<td>2.92 (1.09)</td>
<td>3.57 (.90)</td>
</tr>
</tbody>
</table>

*pre-post t-test p < .05
Agency Ratings

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

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

*pre-post t-test p < .05
Employment and Housing

Describe your current employment status and describe your current living situation

<table>
<thead>
<tr>
<th>Agency</th>
<th>Entrance Interview</th>
<th>Exit Interview</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employed full-time</td>
<td>7.5%</td>
<td>26.9%</td>
</tr>
<tr>
<td>Unemployed but actively seeking work</td>
<td>50%</td>
<td>38.5%</td>
</tr>
<tr>
<td>Current living situation is homeless</td>
<td>26.8%</td>
<td>0%</td>
</tr>
<tr>
<td>Living in non-shelter housing</td>
<td>12.1%</td>
<td>30.7%</td>
</tr>
</tbody>
</table>
Client Perspectives on CORP

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

- 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

- 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

www.indiopd.org/CORP.asp

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