



Housing

Shelter Crisis Declaration & Overnight Warming Locations (OWL)

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Chief of Staff to City Manager

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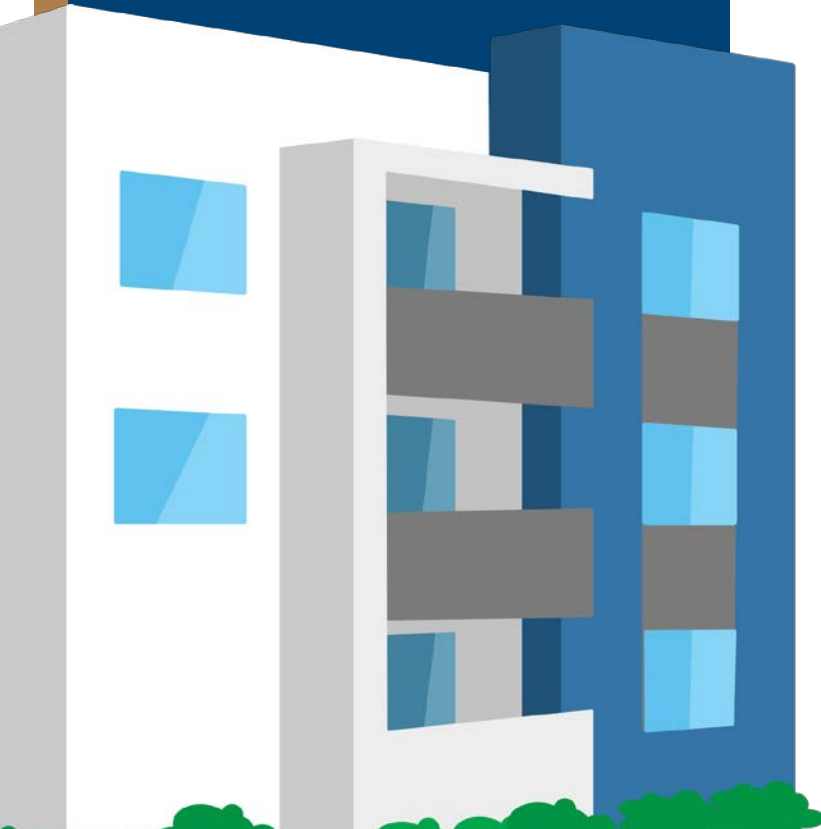
Jill Bourne
City Librarian, Public Library

Sarah Zarate
Assistant to the City Manager

City Council

October 29, 2019

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NATIONAL

Homelessness Is On The Rise Throughout California

June 4 2019 - 4:20 PM ET

The New York Times

As Homelessness Surges in California, So Does a Backlash

San Jose: 42 percent spike in homeless population

San Jose, like surrounding cities, has seen a steep increase in the number of people s



SOUTH BAY

THE LATEST NEWS FROM AROUND THE SOUTH BAY

EAST BAY | NORTH BAY | PENINSULA | SAN FRANCISCO | SOUTH BAY

2019 Census Shows Dramatic Increase in Homeless Population Across Bay Area

Santa Clara County's Community Plan to End Homelessness

Pillar I: Increasing the capacity and effectiveness of housing programs

Pillar II: Addressing the root causes of homelessness through system and policy change

Pillar III: Improving quality of life for unsheltered individuals and creating healthy neighborhoods for all



Designing a Path Forward



Shelter Crisis

- 🏠 5,117 unsheltered homeless individuals
- 🏠 849 shelter beds
- 🏠 Shelter Crisis Declaration (*Nov & Dec 2018*)



OWL Overview

🏠 Two City-owned locations:

Council District	Site	Address
6	Bascom Community Center & Library	1000 S. Bascom Avenue
3	Roosevelt Community Center	901 E. Santa Clara Street

🏠 60 additional shelter beds

🏠 Hours of Operation: 9pm – 8am

🏠 Operator: HomeFirst



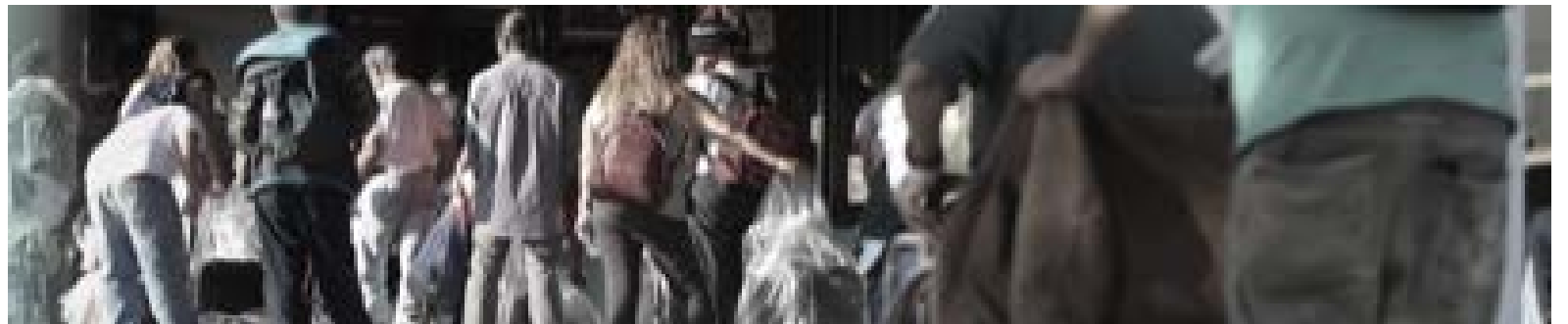
OWL Changes for 2019-20 Winter

- 🏠 **Nightly operation at 2 locations from Nov. 1, 2019 – April 30, 2020**
- 🏠 **Referral System**
- 🏠 **Increased services for OWL guests**
- 🏠 **Interdepartmental coordination**
- 🏠 **Enhanced service level for facilities & neighborhood**



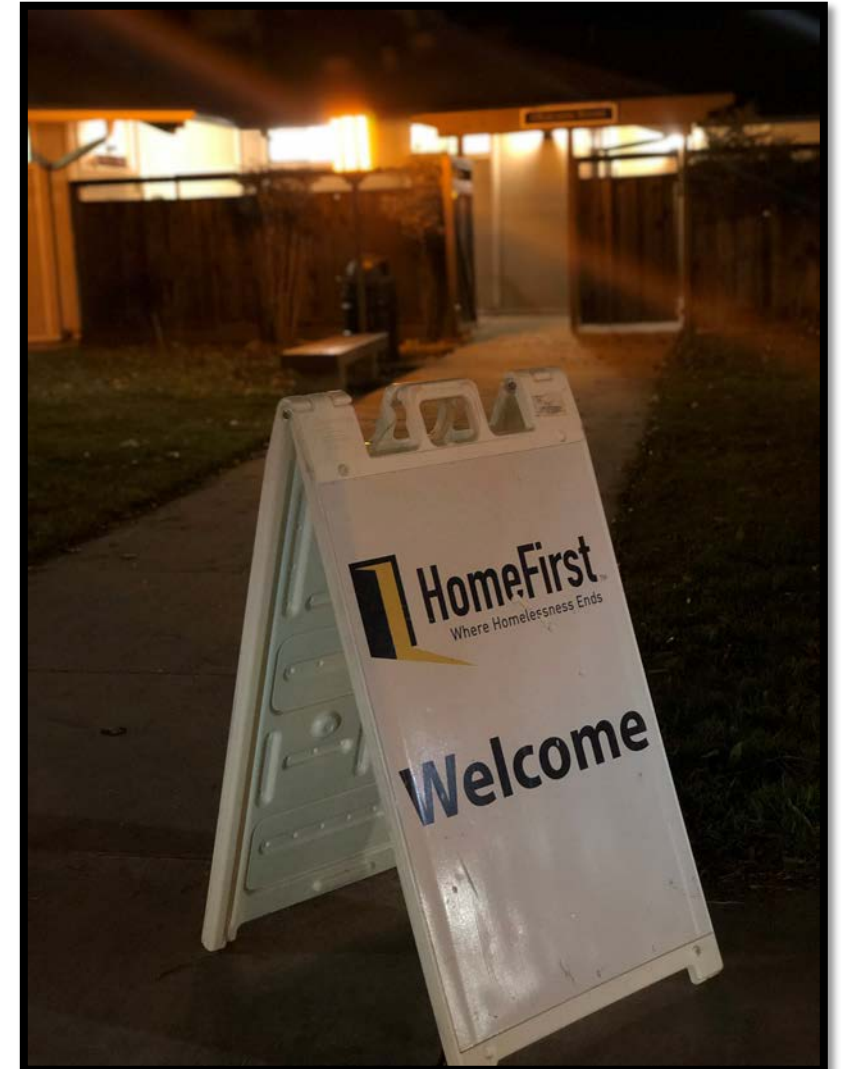
Referral System

- 🏠 National best practice
- 🏠 Aligns with County Cold Weather Shelter Program
- 🏠 Reduces loitering
- 🏠 Allows for better planning & proper staff levels
- 🏠 Guarantees bed; decreases anxiety
- 🏠 Consistent with City Council to prioritize surrounding Community

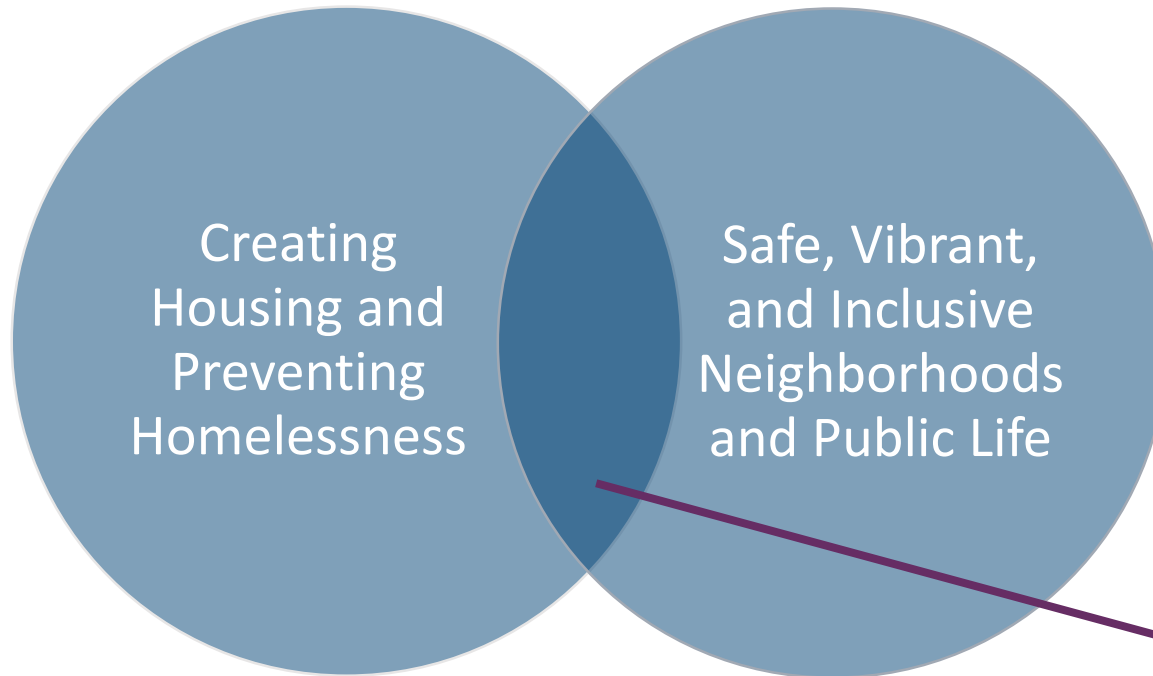


Listening to Participants & Partners

- 🏠 Case Management
- 🏠 Shower Program
- 🏠 Meals
- 🏠 24 Hour Security
- 🏠 Lost and Found
- 🏠 Transportation
- 🏠 **Overflow**



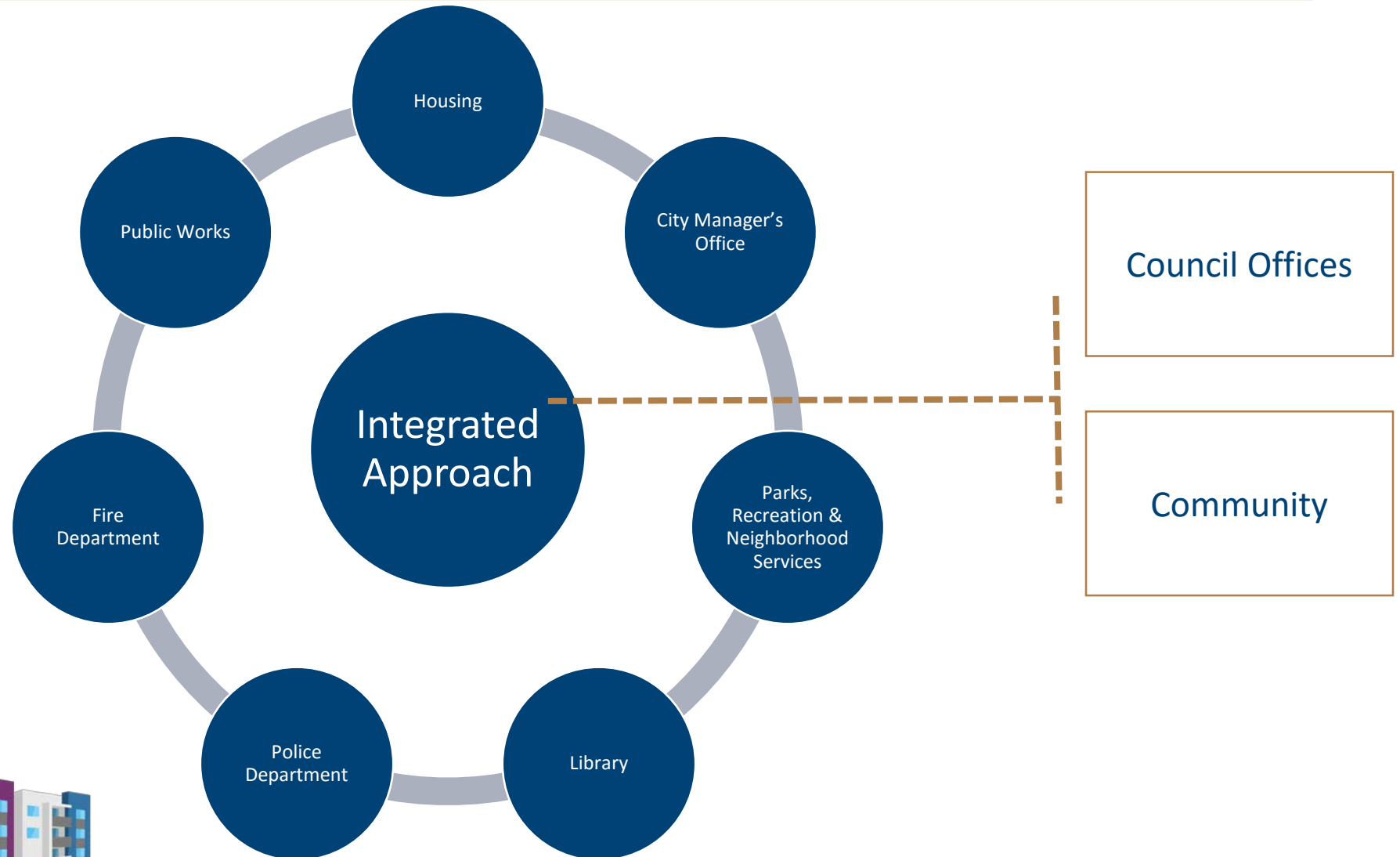
Bridging Internal Work



- Listening to Department Perspectives
- Gathering and Analyzing Data
- Improving Our Operations
- Centralizing Response at CSA Level



Coordination and Collaboration



GATHERING AND ANALYZING DATA

ENHANCED SERVICES

PEOPLE/ PROGRAM

Services as described in program description, including:

- 30 Bed capacity per site (Referral Based)
- Daily case management available on site
- Security on site during program operation, with enhanced service area patrolling
- Daily onsite showers available with daily janitorial services
- Packaged meals for all participants
- Lost and found storage on sight

An important new component to interim housing or emergency services will be to include a mechanism for conflict resolution (an early warning system) between departments, neighborhoods, and outside entities. This will take the form of regularly scheduled meetings with all parties.

PROGRAM METRICS

PEOPLE/ PROGRAM

BASELINE

MONTH

MONTH

MONTH

▲ Prev Mo

- HomeFirst- Bed Utilization Rate
- HomeFirst- % Of Clients from Neighborhood
- HomeFirst- Avg. Length of Stay (Days)
- HomeFirst- Case Management (Service Transactions for OWL participants and non-OWL participants)
- HomeFirst- # Of People on Waitlist
- HomeFirst- Participant Satisfaction
- HomeFirst- # Of Incidents Recorded
- HomeFirst- # Of Referrals Revoked
- HomeFirst- # Of People Turned Away

NEIGHBORHOOD

Examples of enhanced program services include:

- Trash reduction/ litter pick up around surrounding neighborhood
- Illegal dumping sweeps
- Trash reduction for RVs as needed
- Increased security in the surrounding neighborhood
- Regularly scheduled abatements/posting
- Outreach to occupied vehicles
- Address lighting issues

NEIGHBORHOOD

BASELINE

MONTH

MONTH

MONTH

▲ Prev Mo

- DOT- Vehicle Abatement Service Requests
- ESD- Illegal Dumping Service Requests
- Housing- # Of Abatement Requests
- Housing- Community Satisfaction Survey
- Fire- Calls for Service
- Police- Calls for Service (Enhanced Service Area)
- Police- Calls for Service (Neighborhood)
- Police- Self Initiated Activity (Enhanced Service Area)
- Police- Self Initiated Activity (Neighborhood)
- Police- Calls for service at each community center

FACILITY

Examples of enhanced program services include:

- Increased trash bins/dumpster in the exterior (& trash collection)
- Increased litter pick up
- Power washing exterior (sidewalks/parking lot) monthly
- Reservation of capital dollars for increased work orders
- Increased maintenance
- Increased security during non-program hours for full 24 hr. facility coverage

FACILITY

BASELINE

MONTH

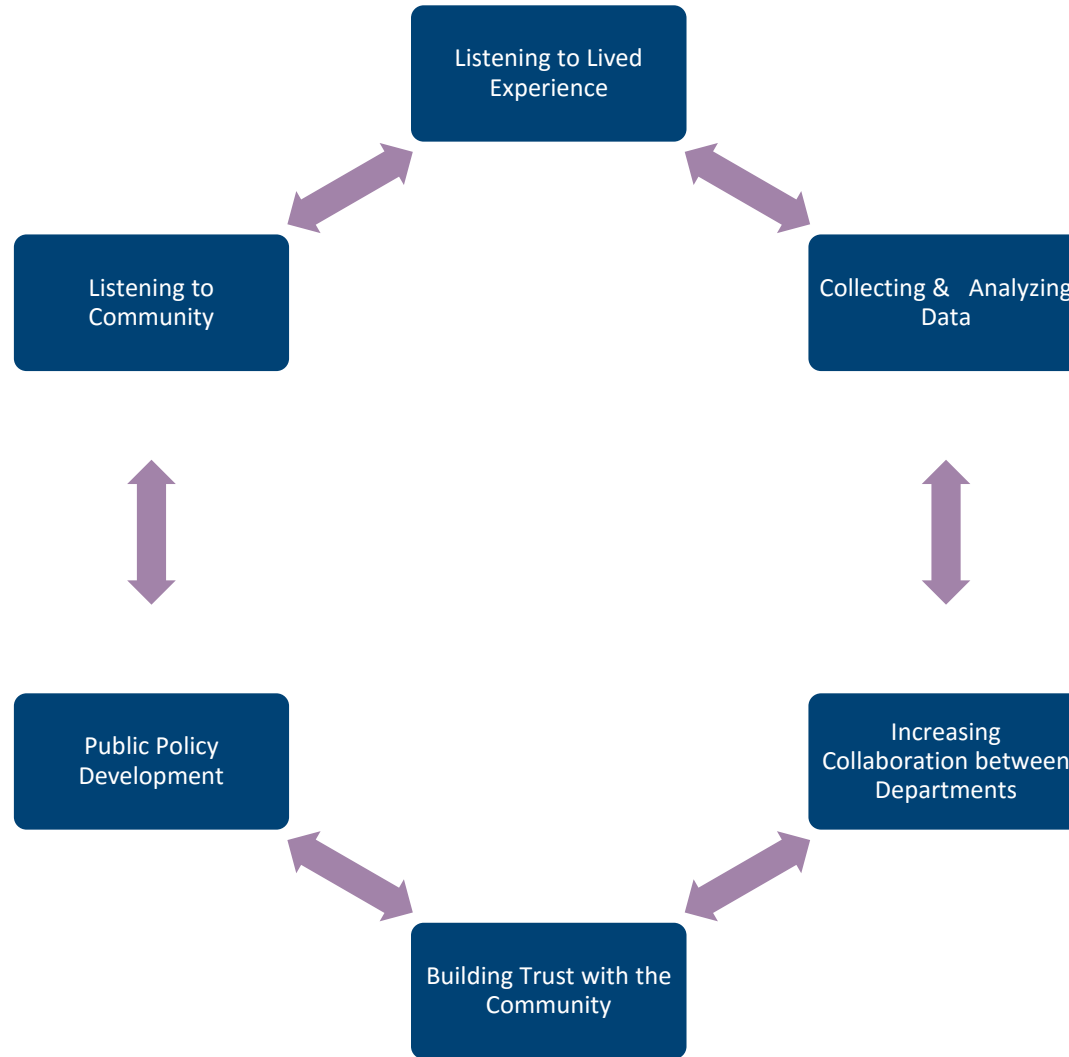
MONTH

MONTH

▲ Prev Mo

- DPW- # Of Work Orders
- PRNS- Revenue Target
- PRNS- # of Reservation Cancellations
- PRNS- # of Incidents
- Library- # of Incidents

Improving Our Operations





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