



# Memorandum

**TO:** HONORABLE MAYOR  
AND CITY COUNCIL

**FROM:** Jacky Morales-Ferrand  
Margaret McCahan

**SUBJECT:** SEE BELOW

**DATE:** March 12, 2019

Approved

Date

3/15/19

**COUNCIL DISTRICTS:** 2, 3

**SUBJECT: FUNDING AWARD TO LIFEMOVES TO EXPAND THE SAFE PARKING PILOT PROGRAM BY TWO CITY-OWNED SITES**

## RECOMMENDATION

- (a) Adopt a resolution authorizing the Director of Housing to negotiate and execute an amendment to the Agreement with LifeMoves funded by the Homeless Emergency Aid Program (HEAP) in the amount of \$400,000 to expand the Safe Parking Pilot Program to the following two city-owned sites through June 30, 2021:
- Southside Community Center, 5585 Cottle Road, San José, CA 95123 and
  - Roosevelt Community Center, 901 E. Santa Clara Street, San José, CA 95116
- (b) Adopt the following 2018-2019 Appropriation Ordinance and Funding Source Resolution Amendments in the Multi-Source Housing Fund:
- (1) Establish a Crisis Response Interventions appropriation to the Housing Department in the amount of \$400,000; and
  - (2) Increase the Revenue from the State of California estimate in the amount of \$400,000 to recognize Homeless Emergency Aid Program (HEAP) grant revenue.

## OUTCOME

The City Council's approval of this recommendation will expand the Safe Parking Pilot Program to two additional city-owned sites and create an additional 50 parking slots for vehicle dwellers to safely park in San José on any given night.

## **BACKGROUND**

The 2017 biennial homeless census counted 4,350 homeless persons in San José. Out of the total 4,350 individuals, 74% were unsheltered (living in vehicles, on the streets, in abandoned or storage structures, or in homeless encampments).

From January 2018 to December 2018, there were 423 calls to the City of San José's Homeless Concerns Hotline over concern about homeless persons residing in their vehicles (163 calls for inhabited cars and 260 calls for inhabited RVs). During the same timeframe, there were 272 reports about inhabited vehicles to the City of San José's Vehicle Abatement Program.

On October 16, 2018, the City Council approved funding in the amount of \$250,000 to LifeMoves to operate a Safe Parking Pilot Program (Pilot Program) for families at Seven Trees Community Center and Library. During the meeting, the City Council expressed concern about the costs and intensive service model. The Council directed the Housing Department to explore operating the Pilot Program at additional city-owned sites at a lower cost, with less services and available to more homeless subpopulations.

A recent one-time HEAP grant of \$11.4 million from the State provides an opportunity to fund homeless response strategies such as additional emergency shelter beds, rental subsidies, homeless prevention and essential services. On November 8, 2018, the Housing Department presented a HEAP preliminary expenditure plan to the Neighborhood Services and Education Committee (Committee). The Committee recommended the City prioritize HEAP spending on prevention, essential services and temporary shelter opportunities. Additionally, the Committee recommended prioritization of programs that could quickly accommodate the greatest number of participants. Based on the feedback, the Housing Department developed a proposed expenditure plan for the HEAP funds that was approved by the City Council on November 27, 2018. The expenditure plan proposed using \$400,000 in HEAP to expand the Safe Parking Pilot Program.

The Housing Department worked with staff from the Department of Parks, Recreation and Neighborhood Services (PRNS) and Council Districts and identified Roosevelt Community Center and Southside Community Center as the most viable sites in which to expand the Pilot Program.

## **ANALYSIS**

LifeMoves is an experienced homeless service provider, on any given night, they house over 700 people in San Clara and San Mateo Counties, about one-half of whom are children. LifeMoves implemented the Safe Parking Pilot Program for families at Seven Trees Community Center and Library on November 1, 2018. That services-rich program serves up to seventeen families. In partnership with the Parks, Recreation, and Neighborhood Services Department (PRNS), San José Police, and Council District 7, the Safe Parking Pilot Program operates on an overflow parking lot at the Center seven days per week. LifeMoves offers basic necessities, while also providing individualized intensive case management, employment development, and housing placement

services. As of March 14, 2019, the program at Seven Trees served 34 families, with 22 of those families moving on to either shelter or stable housing. Families in the program receive an array of support services, including childcare, counseling, legal services and financial assistance. They also receive connections to other service providers such as First5, HeadStart and Women, Infants and Children (WIC).

As Directed by Council, the Housing Department has identified existing programs that would accommodate the greatest number of participants and could utilize the HEAP funding to provide immediate emergency assistance to people experiencing homelessness as quickly as possible. The Safe Parking Program was identified as one of those programs. When the Request for Proposal was conducted most recently in March 2018 for the Safe Parking Program, LifeMoves was the highest scoring among five respondents and was selected to operate the current Safe Parking Pilot Program. To accommodate the expedited project timeline required by the nature of the HEAP funds as well as the prompt action requested by the City Council, the Housing Department chose to amend the agreement with LifeMoves, expanding the current Safe Parking Pilot Program through June 30, 2021, rather than conduct a new competitive process. This is consistent with the unique service/circumstance exception to the City's competitive process requirement due to the timing requirements of executing the agreement, timing requirements of expending funds, and an RFP for a like service was conducted less than a year prior."

#### Expanded Target Population

The two additional sites will provide an opportunity for up to 50 additional households and individuals to have a safe place to sleep in their vehicles each evening. As noted earlier, the first site was restricted to families, the two sites will be expanded to serve both families and individuals.

#### Reduced Services

Under the proposed Safe Parking Pilot Program expansion amendment, there will be a total three sites where vehicle dwellers in cars or RVs may be referred for overnight parking and supportive services. While the expanded sites at Roosevelt and Southside will offer individualized supportive case management, it will not be a requirement for participation in the Program as it is at Seven Trees. The Housing Department worked with PRNS to develop the operations plan that includes some level of monitoring who is parking on the lot along with basic trash and restroom service. Additionally, the Housing Department sought feedback from the Council Offices while developing the plan for the two expanded sites. The operations plan is included as **Attachment**

A. Key elements of the plan are:

- LifeMoves will manage the referral and eligibility screening process;
- To be eligible for the program, vehicle owners must have an operable vehicle and have in possession or be willing to apply for a driver's license, insurance, and registration;
- LifeMoves staff will be at both sites to offer services five days per week between the hours of 7 pm and 12 am;

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- Contracted security will be at both sites between 12 am and 8 am Monday through Friday and 7 pm and 7 am on Saturday and Sunday;
- LifeMoves will provide trash receptacles and portable restrooms;
- Participants will receive a 30-day parking permit and may be renewed every 30 days; and
- LifeMoves will maintain participant expectations that include keeping the grounds free of litter, respecting the quiet hours of 10 pm to 7 am, and being respectful of public property and neighbors.

### Lower Cost

Under the proposed Safe Parking Pilot Program expansion amendment, operations for each site will cost \$100,000 each year, which is less than half of the cost to operate the initial Pilot Program for families at Seven Trees. Per the directive from City Council in November 2018 to provide more access to safe parking without the requirement to participate in case management, the budget for the Pilot Program expansion is primarily for onsite security, rather than for onsite supportive services.

### **EVALUATION AND FOLLOW-UP**

A comprehensive update on the Safe Parking Pilot Program for families was heard at the City's Neighborhood Services and Education Committee on March 14, 2019 and will return again in June 2019.

The results of the program will be reported periodically in a report on HEAP activities to the City's Neighborhood Services and Education Committee, the first of which will occur in the fall of 2020. The report will include an evaluation between the service-rich and low barrier components of the Pilot Program as far as utilization and outcomes are concerned.

As a condition of receiving the State grant funds, the City is required to provide reports to the State regarding the number of families served and the types of services they received, until all funds have been expended by the June 30, 2021 deadline. These reports will be posted to the Department's website.

### **PUBLIC OUTREACH**

Housing Department coordinated with Council Districts 2 and 3 on public outreach.

The Housing Department facilitated two informational meetings in District 2:

1. Conducted a presentation for the Neighborhood Leadership Council on January 14, 2019 and

2. Facilitated a community meeting at Southside Community Center on January 31, 2019. Twenty-seven residents were present.

The Housing Department hosted one community meeting in Council District 3 at Roosevelt Community Center on Thursday, February 7, 2019. Seven residents attended.

For both community meetings, Housing Department staff canvassed within 1,000 ft of the neighborhoods with the meeting details.

This memorandum will be posted on the City's Council Agenda website for the March 26, 2019 City Council Meeting.

### **POLICY ALTERNATIVES**

In reaching the recommendation spelled out above, the following alternative was also considered:

**Alternative #1:** The City could choose not to award HEAP funding to expand the pilot safe parking program at two additional sites.

**Pros:** The City could provide the funds for alternative one-time homeless response uses.

**Cons:** The individuals and households inhabiting vehicles have limited options on safe places to park their vehicles.

**Reason for not recommending:** Providing 50 additional safe parking opportunities on any given night will serve a greater number of homeless people quickly, in alignment with prior Council direction.

### **COORDINATION**

The memorandum was coordinated with the Department of Parks, Recreation, and Neighborhood Services and the City Attorney's Office.

### **COMMISSION RECOMMENDATION/INPUT**

The Homeless Emergency Aid Program funding opportunity was presenting to the Housing and Community Development Commission on October 11, 2018. The Commission supported using the funds on the primary categories of 1) temporary and interim housing operations, 2) temporary and interim housing capital needs, 3) essential services and basic needs, and 4) prevention and shelter diversion.

**COST SUMMARY/IMPLICATIONS**

All costs described in this memorandum will be funded by a \$11.4 million HEAP block grant received from the State of California to enable local governments to respond to homelessness. By June 30, 2021, 100 percent of HEAP funds must be fully exhausted. This memorandum recognizes \$400,000 million of the \$11.4 million. A separate Destination: Home SV to Continue Implementing the Employment Initiative and Homelessness Prevention System memorandum recognizes the remaining \$11.0 million and is also scheduled to be heard by City Council on March 26, 2019.

**BUDGET REFERENCE**

The table below identifies fund and appropriation proposed to fund the actions recommended as part of this memorandum.

Fund #	Appn #	Appn. Name	Total Appn	Recom. Budget Action	2018-2019 Adopted Operating Budget Page	Last Budget Action (Date, Ord. No.)
448	R100	Revenue from the State of California	N/A	\$400,000	N/A	N/A
448	New	Crisis Response Interventions	N/A	\$400,000	N/A	N/A

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**CEQA**

Not a Project, File No. PP17-003, Agreements/Contracts (New or Amended) resulting in no physical changes to the environment; and PP17-004, Government Funding Mechanism or Fiscal Activity with no commitment to a specific project which may result in a potentially significant physical impact on the environment.

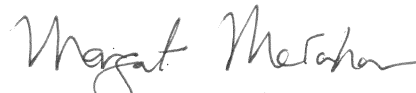
/s/

JACKY MORALES-FERRAND  
Director, Housing Department



MARGARET MCCAHAN  
Budget Director

I hereby certify that there will be available for appropriation in the Multi-Source Housing Fund in the Fiscal Year 2018-2019 moneys in excess of those heretofore appropriated there from, said excess being at least \$400,000.



MARGARET MCCAHAN  
Budget Director

For questions, please contact Kelly Hemphill, Homelessness Response Manager, at [kelly.hemphill@sanjoseca.gov](mailto:kelly.hemphill@sanjoseca.gov) or (408) 975-4483.

Attachments:

Attachment A – Safe Parking Operations Plan

# Safe Parking Pilot Program Expansion PROGRAM OPERATIONAL GUIDELINES

2019



**Program Description:** The Safe Parking Pilot Program is a temporary sheltering option for homeless persons living in their vehicles. The locations are Southside Community Center (5585 Cottle Road in San José) and Roosevelt Community Center (901 East Santa Clara Street in San José).

**Program Partners:** The Program Director will make frequent and regular contact with the City of San Jose's Housing Department Homelessness Response Team and the staff at both Southside Community Center and Roosevelt Community Center to execute the program. LifeMoves is committed to being a responsive partner and to address concerns from all stakeholders. The Program Director is on call 24 hours, 7 days a week for any program related concerns and/or emergencies.

**Community Outreach:** The Program Director will make outreach to the community a priority. LifeMoves will be accessible in terms of providing information and resources to the community (business and residential) as needed.

**Program Referrals:** LifeMoves will manage the program intakes. If necessary LifeMoves will also develop and maintain a waitlist. LifeMoves will primarily collaborate with the City of San Jose's Homelessness Response Team and its outreach team(s) to enroll program participants. Community partners will be informed about the referral process so they may refer participants to the program. The Program Director will conduct a phone screening of those referred; the screening will ask basic eligibility questions (driver's license, vehicle information, background of individuals participating in the program) to determine eligibility. LifeMoves staff will meet those approved for participation at the site to conduct the intake. LifeMoves will check the Megan's Law website for all participants before meeting with the participant to conduct an intake.

**Staff:** LifeMoves staff will be onsite at both sites Monday through Friday between the hours of 7pm and 12am. Additionally, there will be a case manager at each site on a regular basis. There will be "lite touch" Case Management available for participants. LifeMoves will work with each participant to have goals related to a plan to exit homelessness.

**Security:** There will be overnight full-time contracted security coverage from 12am to 8am Monday through Friday and additional coverage from 7pm to 7am on Saturday and Sunday at both sites. Security will be responsible for safety of the participants on the program sites and areas immediately adjacent. Security will monitor the program sites, including a patrol (2 to 3 times nightly) of the parking lots at the Community Centers to ensure that only authorized vehicle dwellers are on the program site during program operating hours. Security will provide daily reports to the Program Director. The Program Director will regularly communicate with the security team at the Community Centers and San José Police department (SJPD) to discuss areas of concern.

**Police Collaboration:** LifeMoves will communicate with SJPD on a quarterly (or as needed) basis to review the safety of the surrounding communities and collaborate on best practices for safety of the program sites and neighboring communities.

**Emergency Procedures:** In case of an on-site emergency, LifeMoves and/or the contracted security company will contact 9-1-1 if any situation warrants emergency assistance. When applicable, the City's Parks, Recreation, and Neighborhood Services Department/City-contracted Security Company will collaborate with the security contracted with LifeMoves and the SJPD to enhance communication between safety and security teams and adhere to proper protocol of contacting 9-1-1. LifeMoves will work with SJPD and San José Fire Department to develop emergency evacuation plans.



# Safe Parking Pilot Program Expansion PROGRAM OPERATIONAL GUIDELINES

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**Program Eligibility:** Vehicle owners should have a valid driver's license and the vehicle must be registered and insured. The vehicle must be in working condition to pull in and out of the parking lots every day.

**Program Site Hours:** 7pm to 7am Monday through Friday. 7pm to 9am Saturday and Sunday. Hours may change based on community center hours. Program participants are responsible for respecting program site hours every day of the week. Participants will be encouraged to utilize the community centers, but asked to refrain from remaining on the premises if not accessing services during the day.

**Length of Stay:** All program participants will receive a parking permit with the vehicles' license plate number (good for 30 days). These laminated parking permits must be displayed prominently upon entry into the program site. Permits will be renewed every 30 days. There will be a five-day grace period to renew permits. However, if a client does not renew, they will not be allowed to participate in the program. For clients who are on the lot for more than 120 days, they will be required to participate in a higher level of case management. Additional extension requests may be submitted at any time and will be provided extensions to clients based on need and availability. The monthly extension may (or may not) be granted at the Program Director and Case Manager's discretion.

**Access Control:** The program sites will be marked with appropriate permit signage and access will be controlled with traffic cones by 7pm. Starting at 7pm, program participants may begin to move their vehicles to the designated program site. All participants should arrive by 10pm. Quiet hours are from 10pm to 6am.

**Community Space:** Participants are welcome to use the Community Centers during business hours. Additionally, participants are welcome to use any open public spaces as long as they abide by Community Center regulations. Participants are welcome to use open public spaces near the program site to socialize if needed. Proper hygiene must be attended to in the restrooms. Program participants may not conduct vehicle maintenance on the property. No open fires, portable heaters or generators will be allowed.

**Personal Space:** Participants may not be in each other's vehicles. Participants will be informed to leave proper spacing between their vehicles when parking on the lot. Larger RVs may be assigned specific parking spaces to maximize parking area for all participants. Participants are expected to keep their vehicles and vehicle spaces neat and clean. All personal items must be properly stored inside the vehicle.

**Personal Belongings:** LifeMoves will not be responsible for lost, misplaced, or stolen belongings during the participant's stay. Participants are encouraged to safeguard their valuables and keep their vehicles locked at all times. Participants are required to take ALL belongings with them when leaving the sites each day and upon discharge. No camping, stationary campers, or storage units permitted. Residents are prohibited from stealing, gambling, trading, selling or buying personal belongings or services including, but not limited to, cigarettes, food, clothing, and errand running. Running a generator on the program site is not permitted at any time.

**Site Cleanliness:** Program participants are expected to maintain a clean and safe environment by picking up/cleaning up after themselves. Site cleanliness (no dumping of food/beverages/waste), is strictly enforced. Participants may be asked to help maintain some areas of the program lot clean in exchange for a gift-card incentive. All Community Centers

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prohibit smoking within 25 feet of the facilities; a smoking section will be identified and enforced at the sites. There will be a container for depositing cigarettes. Loitering during non-business hours is prohibited.

**Sober Environment:** Alcohol or drug consumption on the program site grounds will be highly discouraged. The program will not tolerate any inappropriate behaviors related to alcohol and/or drug use.

**Medication Management:** Participants must agree to adhere strictly to the medication and treatment as ordered by their physician(s). LifeMoves staff is not responsible for administering or dispensing medication. Participants will not be allowed to sell or share prescription or over-the-counter medications on the program sites.

**Trash:** LifeMoves will provide trashcans onsite at the program sites. LifeMoves staff will be responsible for dumping the trash into the larger community center dump bin. Trashcans will be stored in the dumpster area during the daytime hours when the program is not operating.

**Dress code:** When participants are going to and from the Community Centers and the restrooms they are expected to be dressed appropriately and wear shoes/sandals when outside.

**Inspections:** LifeMoves will respect the privacy of the participants' vehicles. In the event of a health or safety concern, security will work with the participants involved to correct the activities that may be causing or leading to the concerns. LifeMoves will conduct interventions to mitigate any health or safety issues.

**Attendance:** Participants are expected to be present most nights a week and to use their assigned parking permit to use the program sites for sleep, but exceptions may be made. Participants may request a late night pass for work or housing-related purposes. Appropriate reasons for a late night pass may include work or medical emergency. If residents are going to return to the lot after 10:00pm on any night, they will be asked to communicate with a staff person. Participants will be asked to check in with staff if they do not plan to use the lot on a particular evening.

**Signing In and Out:** For the safety of the site, all program participants will be encouraged to sign out when leaving the premises and sign in upon return at any time during operation. LifeMoves will use the sign-in sheet for roll call in case of an emergency.

**Visitors:** For safety reasons, personal visitors on the program site are not permitted. Program participants are encouraged to make arrangements to meet off-site or in other public spaces of the surrounding area with individuals they wish to visit.

**Restrooms:** Restroom facilities are required to be no more than 200 feet from the parking area. If the facility restrooms are situated further away, then porta-potties will be provided within 200 feet of the program sites, and located at the furthest point from neighboring residences. Porta-potties, if used for the parking program, will be cleaned based on volume. The restrooms will remain locked at all times during program operation and participants will be provided with an access code and/or key to enter the restrooms, if applicable.

**Pets:** Pets will be permitted in the participants' vehicles. For safety reasons, pets will be required to be on a leash when outside of the vehicles. Program participants will be required to pick up after their animals.

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**Confidentiality:** LifeMoves staff are required by law to protect participant confidentiality. For this reason, staff cannot confirm nor deny participant involvement in this program without a signed consent.

**Non-Compliance:** Participants must be able to conduct themselves and act appropriately in a community setting. Behaviors or actions that are disruptive, maladaptive, and abusive will warrant a warning write up from LifeMoves staff. Program guidelines are subject to change at any time. Participants will be notified if/when any changes are made. Program participants' length of stay is based on compliance of program guidelines.

**Program Termination:** Participants will be reminded that all federal, State, and local laws will be strictly enforced. Should participants, friends or associates be suspected of illegal activity or disturbing the staff or other participants, the participant may be terminated from the program. Participants will be asked to leave the program due to any non-compliance of program guidelines or community center rules. By participating in the program, LifeMoves and the program participant do not maintain a landlord-tenant relationship. Any acts or threats of violence, sexual activities, abuse, or vandalism will not be tolerated and will result in immediate removal from the program.

**Right to appeal decisions:** Participants who do not agree with a decision made by staff regarding denial into the program, termination, or consequences related to program violations may appeal. In order to do so, participants must submit the appeal in writing before the termination deadline. Whenever possible the Program Director will meet with the participant as a part of the appeal decision. Participants will receive a written response from the Program Director regarding the appeal as soon as possible. During the appeal process the participant may remain on the premises even if it goes beyond the termination date unless the participant remaining onsite presents a threat to anyone's safety (i.e., violent conduct, disorderly conduct). If the appeal decision is that the termination is upheld, the participant will be expected to comply with that decision, and the termination date given on the written response.