

# Safe Parking Pilot Program for Families

## PROGRAM OPERATIONAL GUIDELINES

2018



**Program Description:** The Safe Parking Pilot Program for Families is a temporary, interim sheltering option for homeless families living in their vehicles. LifeMoves will support families to actively engage children in school and afterschool activities, assist adults to seek employment opportunities, address financial issues, and navigate the search for housing. LifeMoves programs are designed to meet the specific needs of homeless families and to assist program participants to increase self-sufficiency and return to stable housing. LifeMoves collaborates with each individual family to support their goals moving forward throughout the program. Each case plan is flexible as specific needs impact each family differently. To help participants meet their goals, LifeMoves programs include safe sheltering, case management, children's services, workshops, community activities, and security overnight. In the following paragraphs, the term "program" encompasses all of these services and "program site" refers to The Overflow Lot at Seven Trees Community Center and Library located at 3590 Cas Drive in San Jose.

**Program Partners:** The Program Director will make frequent and regular contact with the City of San Jose's Housing Department Homelessness Response Team, the staff at Seven Trees Community Center and Library, and the Seven Trees Community Center Leadership Group to execute a safe and successful program. LifeMoves welcomes new partnerships with various community members, resources, and other agencies as the program develops to ensure best practices and a successful program. LifeMoves will foster these new and existing partnerships as an opportunity for program growth and development. LifeMoves is committed to being a responsive partners and address concerns from all stakeholders.

**Community Outreach:** The Program Director will make outreach to the community a priority. There will be regularly scheduled informational meetings to keep the community up to date of activities involving the program and program site. LifeMoves is very accessible in terms of providing information and resources to the community as needed.

**Program Eligibility:** Families living in vehicles with any minor children (under the age of 18) are eligible for the Safe Parking Pilot Program for Families. Priority is given to families with children under 5 years old. Other prioritization factors are physical health status, veteran status and length of time homeless. Program participants will be required to show proof of a recent (within the past 6 months) negative TB-PPD test. Participants are referred to TB testing providers and have up to one week to provide proof of a recent negative TB-PPD test to LifeMoves staff. This is a necessary health precaution that is a standard LifeMoves protocol. It is free of charge and available at many local health centers, including mobile health vans. This will not limit enrollment. Vehicle owners should have valid driver's license if operating the vehicle, and the vehicle must be registered and insured. LifeMoves can enroll families on a probationary status who may not meet these eligibility factors with the expectation that families will work with LifeMoves support in obtaining this documentation.

**Program Referrals:** LifeMoves will manage the program intakes and waitlist. LifeMoves will primarily collaborate with Family of Supportive Housing, other LifeMoves shelters, the City of San Jose's Housing Department Outreach Team, and the local School District to screen, assess, and enroll program participants on an ongoing basis. Other community partners may refer families to the program through these avenues and/or directly to the Program Director as space becomes available.

**Program Site Hours:** 7pm-7am, 7 days a week. Program participants are responsible for respecting program site hours every day of the week. LifeMoves will assist the families to think of other creative solutions based on each family's individual needs and schedule if the lot hours are difficult to adhere to. The lot specific hours should not negatively impact a family's progress in the program and LifeMoves will support the families' feedback in regards to lot hours.



# Safe Parking Pilot Program for Families PROGRAM OPERATIONAL GUIDELINES

2018



**Utilization:** Families should be present 7 nights a week and utilize their allotted parking permit for sleeping. Depending on the level of need for families on the waitlist, families may be asked to forfeit their parking permit if they are consistently finding other locations to stay overnight. Overnight passes may be approved on a case-by-case basis for the purpose of obtaining housing or employment goals. This program is designated for families (and identified members) who have been assessed and approved to participate in the program. There may be up to 17 vehicles parked at the program site on any given night. LifeMoves will begin with permitting 5 vehicles on the lot to start and increasing the number of vehicles as soon as decided safe to do so. The program is flexible in terms of its timeline to serve as many families as safely and securely as possible without exceeding 17 families.

**Staff:** LifeMoves staff will be present in the program site and/or in the Seven Trees Community Center or Library Monday through Friday. LifeMoves staff will arrive by 6am Monday through Friday to ensure families are vacating the program site by the appropriate time. From 9am-7pm Monday through Friday on-site staff coverage will be intermittent. LifeMoves staff will work closely with Seven Trees Community Center and Library staff to reserve LifeMoves work spaces. LifeMoves staff will also be present from 7pm-12am (midnight) Monday through Friday to ensure access control and ensure program safety in the evening hours. LifeMoves staff will communicate and collaborate on a regular basis with the staff at Seven Trees Community Center and Library to ensure safe program operation on the program site at the property. The evening LifeMoves staff person will attend to the basic needs of all the adults and their children. The Program Director and Case Manager are flexible with their working hours based on the needs of the program and families. The Case Manager will not only focus on the needs and goals of each adult in the household, but also the developmental needs and care for each child. LifeMoves staff can work together to adapt the needs of the families into additional programming activities suitable for the physical and developmental needs of the families during this difficult and stressful time of living in their vehicles. The Program Director is on call 24/7 for any program related concerns and/or emergencies.

**Emergency Procedures:** In case of an on-site emergency, LifeMoves staff or contracted security company will contact 9-1-1 if any situation warrants emergency assistance. Participants will be encouraged to contact 9-1-1 if they feel is necessary. The contracted security company will collaborate with the Director of Security at the Library and also the Captain Police Officer of 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 SJFD to develop an emergency evacuation plan.

**Incident Reports:** Incident reports are written by any LifeMoves staff regarding any of the following incidents: police/emergency services intervention, accident/injury to anyone on site property, violence or threats of violence, stolen or damaged personal or agency property, neighborhood grievances, child abuse and reports to Child Family Services, and unusual incidents not covered by the above. LifeMoves staff or on-site security will immediately contact the Program Director to report any incidents described above. All incident reports are sent to LifeMoves Senior Management for review and follow-up support to ensure a safe program.

**Security:** There is overnight full-time contracted security coverage from 12am-6am Monday-Friday and additional coverage from 7pm-7am on Saturday and Sunday. Security is responsible for safety of the participants and areas adjacent to the parking lot. Security will monitor the program site, including a patrol of the parking lots at the Seven Trees Community Center and Library, to ensure that there are only authorized vehicle dwellers on the program site in the evening hours. Security will provide daily reports to the Program Director. The Program Director will regularly communicate with the security team Seven Trees Community Center and Library staff and SJPD to discuss areas of concern.



# Safe Parking Pilot Program for Families

## PROGRAM OPERATIONAL GUIDELINES

2018



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

**Sober and Clean Environment:** LifeMoves supports an alcohol/drug-use-free environment. Residents are expected to abide by any laws regarding alcohol and drug use while on program property. Any severe behavioral issues related to alcohol or drugs will be immediately addressed by the LifeMoves team.

**Dress code:** When participants are going to and from the Seven Trees Community Center and Library and/or the restrooms they are expected to be dressed appropriately.

**Site Cleanliness:** Program participants are expected to maintain a clean and safe environment by picking up/cleaning up after themselves. Program participants must complete daily maintenance activities as assigned by LifeMoves staff. These activities include: general sweep of the restrooms, the physical lot, shared spaces, site trash removal, etc. Site cleanliness (NO DUMPING OF FOOD/BEVERAGE/WASTE), is strictly enforced. It is ultimately LifeMoves' responsibility to ensure that the site is kept clean.

**Personal Space:** Families are welcome to utilize Community Center lobby and Library during business hours. Additionally, families are welcome to use any open public space as long as families abide by Seven Trees Community Center and Library regulations. Families should be inside their cars by or before 10pm. Residents may not be in each other's vehicles. They are welcome to use open public spaces near the program site to socialize if needed. Residents are expected to keep their individual vehicles and vehicle spaces neat and clean. All personal items must be properly stored inside the vehicle. All electronic devices must be on low or on vibrate mode at all times. When using any electronic devices, speaker mode is not allowed. All residents must use headphones when sound is necessary for usage. Proper hygiene must be attended to in the restrooms. Program participants may not conduct vehicle maintenance on the property.

**Personal Belongings:** Families may utilize Community Center lobby and/or outside picnic area near Solari Park any time (as long as it is within Community Centers permitted hours) before quiet hours. Chairs, tables, umbrellas, tents, or any items are prohibited outside of the vehicles at ANY time. LifeMoves is not 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 upon discharge. 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.

**Inspections:** LifeMoves will respect the privacy of the participants' vehicles. However, in the event that a health or safety concern is brought to the attention of LifeMoves it will be discussed with the participants involved to correct the activities that may be causing or leading to these concerns. LifeMoves will work closely with the families to conduct interventions to mitigate any health or safety issues.

**Signing In and Out:** For the safety of the site, it is required for all program participants to sign out when leaving the premises and sign in on return at any time during operation. LifeMoves will use the sign-in sheet for roll call in case of an emergency. All program participants will receive a parking permit (good for 30 days) at program enrollment. These



# Safe Parking Pilot Program for Families PROGRAM OPERATIONAL GUIDELINES

2018



laminated parking permits must be displayed prominently upon entry into the program site. Permits will be renewed every 30 days. The Case Manager will work closely with each family to evaluate their progress in the program and assist the families to renew their parking permits.

**Children:** LifeMoves is committed serving families and even more so ensuring that all children in every family of the program has the same opportunity to participate in children activities. LifeMoves will collaborate regularly with the Public Library at Seven Trees, other agencies, and program volunteers to nourish the needs of the children in the program. Ultimately, program participants are responsible for the supervision of their children and for their children's behaviors. No child may be on the program site or in the family's car unless the parent is also present. Children 14 years old and younger must be within the line of sight of their parent. LifeMoves staff are mandated reporters of child abuse. Program participants are expected to discipline their children within the boundaries of state and federal laws. Any suspicion or reported child neglect, endangerment, or abuse is reported to Santa Clara County Child Protective Services.

**Laundry:** Upon intake, participants will receive a backpack, towels and toiletry kits as available. It is the participant's responsibility to keep these linens clean. LifeMoves will assist in providing laundry detergent and coins to a limited extent for program participants for laundry purposes using flex funds. Program participants may not wash and/or hang their laundry anywhere on the site, inside of the community center restrooms, or outside of vehicles.

**Illness/Contagious Infection:** To protect the safety of all program participants anyone with a contagious illness such as active TB, chicken pox, pink eye, lice, scabies etc., are immediately discharged from the facility to prevent the spread of communicable, contagious disease. Participants discharged in this manner will be placed on "automatic return" status. Once the participant has provided the Program Director with a medical release signed by a physician indicating that the participant is no longer contagious and a bed becomes available, the participant can immediately return. Participants with latent Tuberculosis must be under INH regimen to stay in the program.

**Visitors: For safety reasons**-personal visitors on the program lot 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. No other family members or friends who are not enrolled in the program may sleep on-site at any time. Confidentiality rules require that staff never confirm nor deny if an individual is a participant in the program. LifeMoves understands that some individuals have periodic visits from probation officers, social workers, and other service providers; so participants should notify the Case Manager if they need a private space to meet. Upon arrival to the program site, service providers should sign in with LifeMoves staff and provide a copy of an ID.

**Access Control:** The program site will be marked with appropriate permit signage and access is controlled with traffic cones by 7pm.

- If participants arrive earlier than 7pm, participants must park in the main parking lot and be actively engaging in case management services inside of the Community Center and/or Library upon arrival at the site.
- Starting at 7pm, program participants may begin to move their vehicles to the program site.
- All families should arrive by **10pm, unless they are working or have other responsibilities/emergencies to attend.** **Quiet hours are from 10pm-6am.** Participants can request late night passes.

**Restroom and Shower Facilities:** from 7pm-9pm, program participants may utilize the Seven Trees Community Center facilities to shower and use the restroom. Showers will be open ONLY to Safe Parking Pilot Program for Families



# Safe Parking Pilot Program for Families PROGRAM OPERATIONAL GUIDELINES

2018



participants from 8pm – 9pm; LifeMoves will maintain a sign in sheet available each day to reserve families' time for the showers. Participants must vacate the community center promptly by 9pm. Families will have access to a restroom when community center fitness room restrooms are unavailable. Restroom facilities should be no more than 200 feet from the parking area. If the facility restrooms are situated further away, then porta-potties should be provided within 200 feet of the parking area, and located at the furthest point from neighboring residences. The restroom will remain locked at all times and families will be provided with an access code and/or key to enter the restroom. The restroom will be regularly cleaned and serviced AT LEAST 1x per week and be fully equipped with a handwashing station.

**Food:** LifeMoves will provide non-perishable food items to families depending on availability. LifeMoves will request and reserve the Community Center classrooms for any community supported meals.

**Trash:** LifeMoves will provide trashcans on-site at the program site. Families and LifeMoves staff will be responsible for dumping the trash into the larger community center dump bin both in the morning and in evening hours. Trashcans will be stored in the dumpster area during the daytime hours when the program is not operating.

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

## Programming Expectations:

- **Case Management-** Case management is a participant-centered approach which coordinates the provisions of service within a community to affect more positive and sustainable outcomes. Case management solicits active participation from the participant in all aspects of identifying and meeting participant/family needs and accountability from the participant. Through advocacy, case managers address both the health and social aspects of homelessness. Program participants must complete a VI-SPDAT assessment shortly after enrollment and meet with their Case Manager at least 1x per week for at least 1 hour to work on individualized case plan goals. The Case Manager will assist with referrals to partnering agencies and community resources when appropriate. The Case Manager and the participant will TOGETHER review the following goals and accomplishments:
- **Housing search** – to include regular housing search logs, viewing and applying for housing, creating a tenant portfolio and acquiring a credit report.
- **Financial planning** - to include referral to financial benefits (as appropriate), referral to financial counseling, assistance in budgeting, assistance with building credit.
- **Savings-** Families are encouraged to save 30-50% of their income in the LifeMoves savings program. The case manager will work with the family to create a household budget and determine a reasonable amount to save. Budget items that can be supported either by the program or other community avenues will help the family to manage other costs in order to save as much as possible. Each family's savings plan is unique to their expenses. Participants are encouraged to make a deposit within your first 60 days in the program by submitting a money order to "LifeMoves". Savings are returned to participants upon program completion.
- **Improving self-sufficiency and skills** – to include working on/learning self-care, parenting skills, coping skills, vocational skills, general life skills, etc.
- **Physical and Mental Health-** to including working on/learning hygiene maintenance, medication management, physical and dental exams, bullying, etc. Special attention is made to any participant or child who expresses intent to harm themselves or others.



# Safe Parking Pilot Program for Families PROGRAM OPERATIONAL GUIDELINES

2018



- **Life Skills-** Program participants are encouraged to participate in life skills workshops provided by LifeMoves and/or other partner agencies as scheduled. LifeMoves staff will work with the Community Center and Library to make appropriate room reservations for these workshops.

Program participants will promptly contact their Case Manager when any of the following occur:

- They require reasonable accommodation to program rules.
- Their sources of income changes.
- Loss of job, or change of employment, training or educational programs.
- They are having problems achieving personal and program goals.
- They are having problems with other program participants or staff.
- They are unable to save the required 50% of their income.
- They are unable to attend mandatory case management meetings, classes, or workshops.

**Length of Stay:** Families can initially participate in the program for 90 days. Families will be permitted to submit extension requests (in 30 day increments) after the 90 days to stay in the program for up to 120 days (or more on a case-by-case basis) based on program compliance. LifeMoves will not discharge any families from the program who are making progress to their housing goals and abiding by program guidelines.

**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. The Program Director is informed when a program participant receives a written warning. Falsifying information to the Case Manager can result in a written warning or possible discharge from the program. Failure to actively follow a case management plan and/or failure to comply with the above-listed guidelines will result in consequences to be determined by the facility staff, which may include a warning or discharge from the program.

**Program Termination:** Please remember 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 resident may be terminated from the program. Participants are asked to leave the program due to any non-compliance of program guidelines and expectations. By participating in the program, LifeMoves and the program participant do not maintain a landlord-tenant relationship. Participants are actively engaging in programming that results in shelter stay. Any acts or threats of violence, sexual activities, abuse, or vandalism to program staff, the physical lot, or Seven Tress community 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 to your appeal as soon as possible. During the appeal process you may remain on the premises even if it goes beyond your termination date unless your remaining represents a threat to anyone's safety (i.e., violent conduct, disorderly conduct). If the appeal decision is that the termination is upheld, you are expected to comply with that decision and the termination date given on the written response.