

ATTACHMENT A CRISIS RESPONSE INTERVENTIONS OVERVIEW

Outreach and Case Management

Outreach teams served to operate as the first responders to San José's unsheltered homeless population. The overall goal of outreach, consistent throughout the local Continuum of Care, was to build trust, meet basic needs, refer people to emergency shelter, and conduct VI-SPDAT assessments to populate the Homeless Management Information System so that unsheltered persons had access to housing programs and options. Outreach teams usually made the first contact with the most vulnerable people living outside, completed and entered the assessments into the system. The City's two street-based outreach and case management programs had the most impact in reaching the unsheltered population in San José. The programs provided a coordinated response to homeless persons living on the streets and in encampments throughout San José. To support these efforts, the Housing Department contributed \$150,000 from the federal Emergency Solutions Grant to the County of Santa Clara to fund Homeless Management Information System user training, data quality monitoring, maintenance, and reporting.

Using federal Emergency Solutions Grant funds, the City partnered with People Assisting the Homeless (PATH) to operate the Outreach and Case Management Program in targeted areas across San José, including the Downtown, libraries and the project areas identified through the City's Direct Discharge Program. In Fiscal Year 2018 – 19, PATH served 597 unduplicated individuals. They made 2,704 outreach contacts, provided 1,958 case management sessions, and conducted 416 VI-SPDAT assessments. PATH exceeded their proposed goal that 35 percent of participants contacted via outreach would move from the street to temporary destinations and institutional destinations; the goal was exceeded with an outcome of 37 percent, or 117 individuals, accepting shelter. PATH also assisted 38 households contacted via street, encampment, or library outreach in moving to permanent housing destinations.

Using federal Community Development Block Grant funds, the City partnered with HomeFirst to operate a City-wide Outreach and Engagement Program. In FY 2018 – 19, HomeFirst served 879 unduplicated individuals. They made 2,981 outreach contacts, 1,125 case management sessions, and conducted 545 VI-SPDAT assessments. HomeFirst consistently exceeded its goal of placing 15 percent of participants in permanent housing or temporary destinations. The program had a centralized Homeless Helpline (408-510-7600) and email address (outreach@homefirstscc.org), which offered individualized services and resources to those seeking assistance. HomeFirst managed the Helpline and received 3,223 calls for assistance.

Emergency Shelter

Emergency shelters provide a temporary place to stay with access to basic needs for approximately 1,000 people across the county each night. However, the Housing Department recognized that there was opportunity to increase emergency beds.

Overnight Warming Locations

On November 27, 2018, the City Council declared a state of emergency due to a shelter crisis, pursuant California Government Code Section 8698. This marked the City's fourth annual shelter crisis. The Housing Department, in partnership with the Department of Parks, Recreation

and Neighborhood Services and the San José Public Library, selected the Roosevelt Community Center, Bascom Community Center, Leininger Community Center, and Alum Rock Library as overnight warming facilities.

During Fiscal Year 2018 – 19, 417 unduplicated individuals (1,683 duplicated individuals or shelter nights) stayed in one of the four Overnight Warming Locations operated by HomeFirst over forty-one nights of activation. Contributing \$350,000 from the Housing Trust Fund to HomeFirst, the City coordinated with the County to continue using the following conditions that would trigger inclement weather activation:

- Forecasted overnight low of 40 degrees or lower with a probability of rain less than fifty percent (50%);
- Forecasted overnight low of 45 degrees or lower with a probability of rain of fifty percent (50%) or greater; or
- Persistent rainfall forecasted for two or more days.

Temporary and Incidental Shelter Program

On August 22, 2017, the City Council adopted a permanent ordinance (Ordinance No. 29976) amending Title 20 of the San José Municipal Code to revise land use provisions for temporary and incidental shelter of homeless people. The ordinance specified that the shelter use would be incidental to the primary assembly use on the site and occupied less than 50 percent of the usable square footage of the building primarily used for assembly use on the parcel. The maximum occupancy was identified as 50 persons or as set forth by the Fire Code, whichever was more restrictive. An incidental shelter had to register with the Housing Department, which provided guidance to operators to assess the facility's conformance to applicable Municipal Code regulations and the Housing Department's registration process.

The Housing Department, in partnership with the San Jose Fire Department, provided technical assistance on safe and effective shelter management plans, as well as training and safety inspections. In FY 2018 – 19, 11 faith-based organizations and one non-profit organization registered providing overnight shelter to approximately 50 unduplicated individuals.

Safe Parking

The Safe Parking Pilot Program was implemented in Fiscal Year 2018 – 19 providing families with a safe place to park in the parking lot of the City-owned Seven Trees Community Center and Library. The City partnered with LifeMoves to serve 223 individuals, which included 98 children under the age of 18, in its first year of operation with 94 percent moving into shelter or permanent housing.

On November 27, 2018, the City Council approved expanding the Safe Parking Pilot Program contract with LifeMoves to operate at two additional City-owned sites, using HEAP funding. Operating at Southside Community Center and Roosevelt Community Center, the two sites increased capacity by 50 vehicles on any given night. With a total of 67 spots available each evening, the overall goal was to provide safe locations for households living in their vehicles to sleep and receive individualized services, including housing search and placement. Since the inception of safe parking at the two new sites in May 2019, the majority of the participants have accepted supportive services. LifeMoves has assisted four individuals with shelter and two with permanent housing placement.

Mobile Hygiene

The Mobile Hygiene Program provided unsheltered persons throughout San José with access to mobile shower and laundry facilities. The City partnered with Project WeHOPE to deploy its Dignity On Wheels mobile shower and laundry trailer to six strategic sites throughout the city. The sites were selected in coordination with several partners, including the County and providers within the Crisis Response Interventions programs with the intent to leverage and enhance each other's services. In FY 2018 – 19, Dignity On Wheels assisted 1,303 unduplicated homeless individuals who received 5,602 showers and 1,643 laundry loads.

Homeless Concerns Hotline

When the Housing Department receives a call through the Homeless Concerns Hotline (408-975-1440) or email (homelessconcerns@sanjoseca.gov), a team of outreach workers and/or case managers are deployed to the site to connect the homeless individuals to housing, and offer emergency shelter, transportation, and other comprehensive supportive services. Every visit is recorded in a database which helps the Housing Department understand how many encampments are in San José and which ones get most complaints. The database is also used to determine which encampments get cleaned through the Encampment Abatement Program. The hotline received 6,498 calls and emails in Fiscal Year 2018 – 19.