



Memorandum

TO: HONORABLE MAYOR
AND CITY COUNCIL

FROM: Jacky Morales-Ferrand

SUBJECT: SEE BELOW

DATE: October 16, 2020

Approved

Date

10/16/2020

COUNCIL DISTRICTS: 3, 6, 9

**SUBJECT: ACTION RELATED TO TEMPORARY EMERGENCY SHELTER
OPERATIONS FOR COVID-19 EMERGENCY RESPONSE**

RECOMMENDATION

Adopt a resolution authorizing the City Manager or his designee to negotiate and execute a Third Amendment to the Overnight Warming Location grant agreement with HomeFirst Services of Santa Clara County to increase hours and the maximum amount of compensation by \$4,715,945 for a total of \$9,050,985 to continue operating COVID-19 emergency shelters at the following City facilities, retroactive to July 1, 2020 through December 30, 2020:

- (1) Parkside Hall, 180 Park Avenue;
- (2) South Hall, 435 S Market Street;
- (3) Bascom Community Center and Library, 1000 S. Bascom Avenue; and
- (4) Camden Community Center, 3369 Union Avenue.

OUTCOME

The previous agreement with HomeFirst for temporary sheltering operations expired on June 30, 2020. Council approval will provide funding for the agency to continue operating multiple temporary shelters needed to serve vulnerable persons experiencing homelessness during the COVID-19 emergency. Though Parkside Hall and Bascom Community Center shelters have demobilized as of this date, the approval will provide funding retroactively for operations from July through August for these two shelter facilities.

BACKGROUND

On February 10, 2020, Santa Clara County announced a local health emergency due to the spread of the novel coronavirus, COVID-19. With continued spread across the state, Governor Gavin Newsom issued a Proclamation of State of Emergency in California on March 4, 2020 to make additional resources available, formalize emergency actions already underway across multiple state agencies and departments, and help the state prepare for broader spread of COVID-19. Days later, on March 11, 2020, the World Health Organization declared the coronavirus outbreak a pandemic and on March 13, 2020, the President of the United States issued a Proclamation on Declaring a National Emergency Concerning COVID-19, beginning March 1, 2020. That declaration remains in place.

The U.S. Department of Housing and Urban Development (HUD) and Centers for Disease Control and Prevention (CDC) provided guidance that called for additional space separation for shelter beds¹, which reduced the number of individuals in existing shelter facilities. To respond to the increased need for more shelter beds and to combat the spread of COVID-19, and address the needs of the most vulnerable individuals in the community, the City led efforts to stand up more homeless shelters. On April 21, 2020, the City Council approved enhancing services to and/or adding four temporary emergency shelters to serve homeless individuals and families. The agreement with HomeFirst was made retroactive to March 1, 2020 to provide the support needed to prepare for the increased operations, including hiring staff. The agreement approved by Council on April 21, 2020 expired on June 30, 2020

ANALYSIS

HomeFirst is the largest provider of homeless services in San José. The agency was selected via competitive process in 2018 as the City's primary emergency shelter operator. The Administration is requesting that the City Council approve a Third Amendment to the Overnight Warming Location grant agreement with HomeFirst for continued shelter operations. The contract will fund South Hall operations retroactively from July through December 2020, Parkside Hall and Bascom Community Center operations retroactively from July through August 2020 and Camden Community Center retroactively from July through October 2020.

Shelter Management April to June

HomeFirst provided the following during the first three months of operations at the four temporary emergency shelters, as indicated in the Second Amendment to the Overnight Warming Location (OWL) grant agreement, which expired on June 30, 2020:

1. Assigned a Site Manager and a Shelter Supervisor per shift at each site;
2. Served as the main point of contact at each shelter;

¹ <https://www.cdc.gov/coronavirus/2019-ncov/community/homeless-shelters/plan-prepare-respond.html>

3. Supervised and trained redeployed City employees who served as shelter support staff;
4. Ensured basic needs of all clients were met;
5. Managed client intake and surveyed participants to ensure high quality services and customer satisfaction were achieved at each site; and
6. Ensured that all Centers for Disease Control and Prevention (CDC) and public health protocols were followed to ensure safety for shelter guests and employees.

The table below provides data on the four temporary emergency shelters from April 1, 2020 through June 30, 2020. During that timeframe, the shelters maintained near to full capacity each night.

Shelter	Opening Date	Population Served	Nightly Bed Capacity	Total Actual Individuals Served
Parkside Hall	April 1	Individuals	75	154
South Hall	April 15	Individuals	200	354
Bascom Community Center	April 17*	Individuals	30	54
Camden Community Center	April 20	Adults and Children in Families	40	56

*Date Bascom extended hours of operation from 12 to 24 hours.

The initial implementation and ongoing operations of the temporary shelters was a collaborative effort from multiple City departments and across branches in the Emergency Operations Center (EOC). This collaboration was imperative to the success of shelter set up and operations. Additionally, the Housing Department assigned a staff person to each shelter to provide on-site supervision, increased communication, and coordination between HomeFirst and the following departments on their various supporting roles:

- Office of Economic Development: site identification;
- Human Resources: staff recruitment and scheduling;
- Transportation: shelter support, inventory management, and 213RR submittals and monitoring;
- Parks Recreation and Neighborhood Services: shelter support, staff recruitment and scheduling, meal coordination;
- Animal Control: pet food, veterinarian coordination, pet crates for each site;
- Public Works: building maintenance and repairs, janitorial and security oversight
- Information Technology: IT needs and supplies;
- Planning, Building, and Code Enforcement: safety inspections and;
- Environmental Services: safety inspections, safety protocol management.

Shelter Transitions

While the Third Amendment to the HomeFirst OWL grant contract includes all four locations, the agreement is retroactive and the Housing Department already demobilized the Parkside and Bascom shelters on August 30, 2020 and transitioned the clients two weeks prior. Demobilization of Parkside Hall was necessary because it is part of the Museum Place development, slated for demolition, and the site was no longer available after August 30, 2020. In addition, a commitment was made to the neighborhood surrounding Bascom Community Center that clients would transition to other shelter or housing options in August 2020. The transition provided alternative accommodations for clients staying in those shelters. By August 15, 2020, 100% of the Parkside Hall and Bascom clients transitioned to other housing and shelter options. Specifically, of the 53 individuals who transitioned from Parkside Hall, 45 went to South Hall, one to Sunnyvale Shelter, and seven to the Plaza Hotel. Of the 24 individuals who transitioned from Bascom, 20 went to South Hall, one went to the Boccardo Reception Center, one to the Plaza Hotel, and two used Housing Problem Solving resources to secure housing in the community. The remaining two weeks in August served to remove equipment, transition supplies, disinfect the facilities, and conduct necessary repairs. The contract amendment before Council will retroactively fund the operations for Parkside and Bascom from July through August.

Camden Community Center will remain in operation until the construction is complete on the Emergency Interim Housing (EIH) family site on Evans Lane. It is anticipated that most of the families at Camden Community Center will transition to the EIH program by November 1, 2020. The contract amendment will fund operations for Camden shelter from July through October.

Temporary shelter is still a needed component of the City's COVID-19 response as the Shelter in Place Order remains effective. South Hall will remain in operation as a temporary shelter through December 30, 2020. The capacity was expanded from 200 to 285 beds to replace some of the lost capacity when the other two shelters were closed. Referrals will continue to come from the County centralized referral hotline. To-date, no one has been turned away who has accepted a shelter placement.

Beginning on September 1, 2020, HomeFirst assumed full responsibility of the day-to-day operations at both South Hall and Camden Community Center as City staff went back to their original Department assignments. This included staffing, safety inspections, inventory management, and the management of janitorial and security agreements. The City continues to fund and manage ongoing building maintenance and repairs, meal preparation and distribution, and inventory stocking of basic needs supplies and personal protective equipment.

The estimated costs, per month, for HomeFirst to provide operations services at the locations from July through December is as follows:

Shelter	July	August	September	October	November	December	Total
South Hall	\$360,100	\$360,100	\$615,100	\$615,100	\$615,100	\$615,100	\$3,180,600
Camden	\$173,345	\$173,345	\$173,345	\$173,345			\$693,380
Parkside	\$247,637	\$247,637					\$495,274
Bascom	\$173,345	\$173,346					\$346,691
			Total cost for 6 months of operations				\$4,715,945

Total cost of 6 months of operations is \$4,715,945. Site operational budgets were structured by HomeFirst, depending on client capacity, with the exception that janitorial and security were managed by HomeFirst at Bascom Community Center and Camden Community Center. The City used existing contracts to oversee janitorial and security services at South Hall and Parkside Hall. For all four shelters, the City provided essential services, such as meals, maintenance, cots, restrooms, showers, laundry, storage, personal protective equipment, and supplies such as bedding, towels, tables, chairs, and entertainment.

Finally, the Housing Department is working with Office of Economic Development and Team San José to explore continued operations of South Hall shelter through spring 2021. In order to be compliant with federal funding sources, staff is currently working on a Request for Proposals for Emergency Shelter Operations. Staff expects to contract with the selected agency by December 31, 2020.

CONCLUSION

The City’s homeless residents tend to have more underlying health conditions than the general public. As such, the population is highly vulnerable to developing more severe illness or complications from COVID-19. Unsheltered individuals and families requiring shelter need additional options to avoid contracting COVID-19 and risk further spread of the virus. The actions recommended in this memorandum will continue expanded temporary shelter options for the City’s most vulnerable residents as the Shelter in Place Order remains in place.

EVALUATION AND FOLLOW-UP

During the COVID-19 crisis, the Administration will provide periodic verbal updates to the City Council temporary shelter capacity and use.

CLIMATE SMART SAN JOSE

The recommendation in this memo has no effect on Climate Smart San José energy, water, or mobility goals.

PUBLIC OUTREACH

This item has been posted on the City's website for approval by the City Council on October 20, 2020.

COORDINATION

This memorandum has been coordinated with the City Attorney's Office and the City Manager's Budget Office.

COMMISSION RECOMMENDATION/INPUT

In response to the Stage 5 Pandemic Management Plan related to COVID-19, the Housing and Community Development Commission (Commission) meetings were cancelled March through July. The Housing Department updated the Commission on homeless responses during COVID at a special meeting on August 13, 2020.

COST IMPLICATION SUMMARY

On May 12, 2020, the City Council took various budgetary actions to establish a new special fund referred to as the Coronavirus Relief Fund to recognize \$178.3 million of CARES Act Coronavirus Relief Fund moneys to the City of San José to address the economic crisis created by the COVID-19 pandemic. Funds, to be expended by December 30, 2020, were appropriated to the Housing Department to use for homeless sheltering. The Housing Department entered into a \$4,715,945 amendment to an agreement with HomeFirst for emergency shelter operations at Parkside Hall, South Hall, Bascom Community Center, and Camden Community Center.

BUDGET REFERENCE

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

Fund #	Appn #	Appn. Name	Total Appn.	Amt. For Contract	2020-2021 Proposed Operating Budget Page	Last Budget Action (Date, Ord. No.)
401	210S	Homeless Sheltering and Support	\$21,400,000	\$4,715,945	N/A	09/22/2020 Ord. No. 30482

CEQA

Statutorily Exempt, File No. ER20-081 CEQA Guidelines Section 15269, Emergency Projects, Section (c) Specific actions necessary to prevent or mitigate an emergency.

/s/

JACKY MORALES-FERRAND
Director, Housing Department

For questions, please contact Ragan Henninger, Deputy Director, at (408) 535-3854.