

County of Santa Clara

Office of Supportive Housing

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(408) 278-6400 Main



October 14, 2020

To: Unhoused Task Force

From: Office of Supportive Housing

Subject: Response to Unhoused Task Force Questions

This document provides a comprehensive response to questions ask by Unhoused Task Force its meetings on September 8, September 24, September 26, 2020, and September 30, 2020. The responses are organized into six categories:

- Development, Land Use, and Facilities
- Services and Needs
- System Capacity and Utilization
- System Coordination
- Fiscal
- Other

Development, Land Use, and Facilities

How should the Unhoused Task Force address land use?

The Task Force can recommend that Cities consider various zoning actions to encourage and facilitate interim housing solutions. Some examples include the City of Mountain View's Ordinance No. 16.19 approving a Zoning Text Amendment related to Safe Parking and Emergency Shelters, and the City of San Jose's Ordinance No. 30199 which added a new Chapter to the City of San Jose Municipal Code related to local standards for design, site development, and operation of Emergency Bridge Housing Communities.

What role does Homekey play in this?

The Homekey Program expands on the success of Project RoomKey and is a statewide effort to rapidly sustain and expand housing for persons experiencing homelessness and impacted by the COVID-19 pandemic. On July 16, 2020, HCD released a Notice of Funding Availability (NOFA) to announce the availability of approximately \$600 million of Homekey Program funding. Under the NOFA, people experiencing homelessness or who are at risk of experiencing homelessness are considered inherently

impacted by COVID-19 as they are most likely to have a lower life expectancy, be at a higher risk of infectious and chronic illness and suffer from substance abuse and poor health.

The following table summarizes the four active Homekey Applications:

Site	Lead Agency	Proposed Use	Proposed Units/Rooms
Extended Stay America, Milpitas	County Co-applicant with Jamboree Housing	Permanent Housing	132 plus two manager units
Casa De Novo, San Jose	County Co-Applicant with Allied Housing Inc.	Interim and Permanent Housing	56 interim units; xx permanent units
SureStay Best Western, San Jose	City of San Jose Sole Applicant	Interim and Permanent Housing.	7x interim units
2566 Leghorn Street, Mountain View	City of Mountain View Co-Applicant with LifeMoves	Interim Housing;	Xx interim units

Once in operation these units will increase system wide capacity and may be used as part of the County wide effort to rehouse individuals housed in congregate and non-congregate shelters operating in response to COVID-19.

Are there different ways that we can use the shelters that decreased capacity due to COVID-19?

Use of indoor space in shelters is severely limited due to COVID. The public health order strictly limits gatherings of people indoors. There may be some limited available outdoor space due to capacity decreases. For example, if a shelter’s capacity has been capped at 40% and they have a significant number of parking spaces for clients, there may be some unused space in a parking lot due to the decrease in clients staying at the shelter. Staff does not see this as an opportunity for the majority of shelters because most are limited in parking availability and the parking is largely reserved for staff. In general, staffing levels have not been reduced at shelters.

What can we do faster than 3-5 years?

There are several things that could be implemented faster than shelter in a conventional structure with new construction. With regard to sheltering, establishing a site using tiny homes or modular could be more quickly depending on the site’s infrastructure and land use requirements. Safe parking programs also can give people a safer place to sleep and can be established relatively quickly.

In addition to sheltering, much can be done quickly to support unhoused people. Hygiene and sanitation support, and connection to supportive services are among the activities that would help unhoused people have better quality of life.

Services and Needs

What behavioral health resources are available for unhoused people?

The Santa Clara County Behavioral Health Services Department (BHSD) supports county residents in resolving crises, overcoming mental illness, and recovering from substance use through an array of services and programs. On January 28, 2020 (Item No. 20) the BHSD and the Office of Supportive Housing (OSH), reported to the Board of Supervisors on supportive services available for people with mental illness. BHSD and OSH have initiated coordination of outreach services to people who are unhoused, as well as the provision of specialty mental health services to people enrolled in supportive housing programs. One of the strategies in the 2020 – 2025 Community Plan to End Homelessness includes increase mental health and substance use services.

In addition to providing program management and supportive services for the County's permanent supportive housing programs the following teams provide additional support:

- Homeless Engagement and Access Team (HEAT) – this team was previously referred to as the Homeless Mentally Ill Outreach and Treatment (HMIOT) Program - a multidisciplinary team, in partnership with Abode Services, which combines outreach workers and mental health professionals to engage individuals who are more challenging to reach with outreach services, connecting them with mental health services or medical services through the Valley Homeless Healthcare Program.
- Mobile Crisis Response Team (MCRT) - In the community, BHSD provides critical crisis response intervention through the Mobile Crisis Response Team, which launched in in 2018. The MCRT screen and assess crisis situations over the phone and intervene wherever the crisis is occurring. They provide an immediate response and deliver crisis intervention services at locations throughout the county. They work closely with law enforcement, crisis hotlines, the community, and family members. MCRT provide services in the community including crisis screening, intervention, de-escalation services, and connect or refer people to community resources. MCRT respond to situations that involve individuals in crisis that exhibit mental health symptoms, may be suicidal or at-risk and need an evaluation for psychiatric hospitalization. Teams are made of up licensed clinicians and therapists with training and expertise in crisis response. MCRT are available Monday-Friday from 8 am to 8 pm (1-800-704-0900 selecting option #2 to request a Mobile Crisis Response Team response). If a person is experiencing a mental health crisis outside those hours, they can call the same number. A clinician will assess the situation and connect the caller to appropriate services.
- In-Home Outreach Team (IHOT) - serves as an after-care program for individuals referred by law enforcement to the MCRT. The IHOT provides intensive outreach services by engaging the individual and linking them to on-going services. The IHOT also coordinates with Emergency Psychiatric Services (EPS), provides outreach and engagement services to individuals who do

not meet the criteria for inpatient hospitalization but require assistance in linkage to ongoing outpatient services, and serves in a care coordination role.

How many people experience physical or mental decline as a result of homelessness?

While we have not done notable analysis of local data to determine the number of people who experience a physical or mental health decline as a result of homelessness, there is a body of information supporting that the numbers are significant. The following documents provide some information about health care and homelessness:

- Fact Sheet by National Health Care for the Homeless Council entitled, "Homelessness & Health: What's the Connection?"
- Selected Resources by the Centers for Disease Control and Prevention on Homelessness as a Public Health Law Issue
- Policy Paper prepared for the National Leadership Initiative to End Elder Homelessness, "Ending Homelessness among Older Adults and Elders through Permanent Supportive Housing"

Is there a homeless court?

Yes, the Superior Court of California holds County of Santa Clara Community Outreach Court (Outreach Court) on the third Thursday of each month at the Reentry Resource Center. Outreach Court is collaborative court for assisting clients whose inability to pay court-related fines/fees (for certain offenses) is a demonstrated hindrance to their successful reintegration into the community. People can be referred for an appearance at Outreach Court by their case managers. Due to social distancing requirements, Outreach Court is currently held outdoors with a teleconference connection to the judge.

How is the system supporting people with transportation?

There are a few ways where people receive transportation support. First, the County and City of San Jose fund a program called UPLIFT, where we purchase discounted, quarterly passes from VTA. The passes are given to unhoused people who are connected to case management and who need access to transportation to find/maintain housing or employment. We purchase 2,500 UPLIFT passes from VTA per quarter, and all of the passes are distributed by the end of the quarter. In addition to UPLIFT, many community based organizations purchase passes or day tokens and distribute them to unhoused people. Finally, some case management and outreach providers will drive unhoused people to shelters or appointments on a case by case basis.

How are we serving undocumented immigrants, who have a fear of retaliation?

In our temporary housing programs, there is not requirement regarding immigration status. Certain HUD funded permanent housing programs require government grantees and their subcontractors to inquire about a household's immigration status and do not allow HUD funding to be used to support undocumented immigrants.

What happens to people who don't want to go inside?

For people who don't want a shelter bed, if they are engaged with an outreach worker, that outreach team will continue to engage with the person as needed. There are not system consequences for not using an offered shelter placement. The instances of people who are unhoused turning down a

permanent housing subsidy or placement are rare. If this happens, the person would remain on the Coordinated Assessment System queue, and referred for a housing placement at a future date.

What types of work spaces do shelters have for children who are in school remotely? How is McKinney-Vento supporting people during COVID?

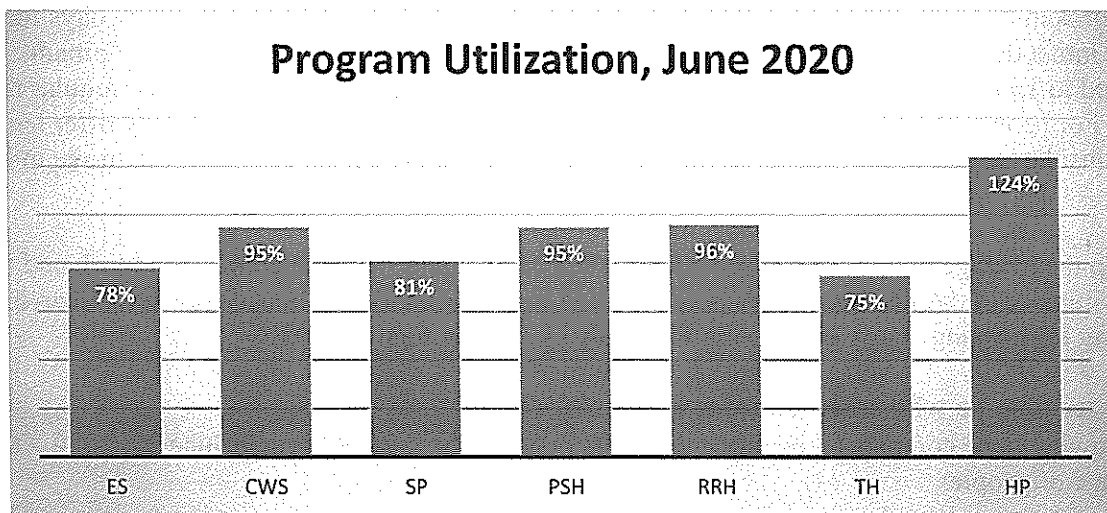
Shelters, just as many other places where children live, have had to get creative about creating safe spaces where children can go to school through distance learning. Shelters serving unhoused families have created space in meeting rooms, common areas, and areas previously used for after school programming. As the need for distance learning continues, congregate shelter providers serving families are considering the use of temporary structures to expand the space available.

Subtitle VII-B of The McKinney-Vento Homeless Assistance Act authorizes the federal Education for Homeless Children and Youth (EHCY) Program and is the primary piece of federal legislation related to the education of children and youth experiencing homelessness. It was reauthorized in December 2015 by Title IX, Part A, of the Every Student Succeeds Act (ESSA). Each school district has a McKinney-Vento liaison who helps homeless students access resources that support school attendance. Schools have worked to ensure that students have access to laptops and an internet connection. Some McKinney-Vento liaisons have offered to provide transportation assistance for children if studying in a library would be more conducive to their needs. While there are not notable additions to McKinney-Vento support because of COVID-19, the local liaisons seem to be doing an effective job when educators, parents, and service providers identify an unhoused student with education support needs.

System Capacity and Utilization

Can we provide information on bed utilization? How can we look at utilization when we look at models to recommend?

In June 2020, utilization by program type was as follows:



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County Executive: Jeffrey V. Smith

The Office of Supportive Housing also looked at data from the shelter placement hotline that was created shortly after the County's Public Health Officer first issued the order to shelter in place. Through the end of September, nearly 95% of people who called the hotline and were offered shelter at a motel accepted the placement compared to 46% of people who were offered and accepted a placement at a congregate shelter.

Who is being served at Non-congregate Shelters (hotels/motels) that were put into place for COVID-19 response? Specifically, what are the household types being served?

Hotel/motel eligibility criteria is determined by FEMA and is based on CDC guidelines identifying people who are at elevated risk of complications of COVID. Eligible populations for the hotel/motel programs include homeless individuals 65 years of age or older and individuals with underlying health conditions that put them at high risk of complications due to COVID, as identified by the CDC. Due to this criteria, the majority of households referred to the hotel/motel programs have been single adults and the program serves more older adults than other emergency shelters. The hotel/motel program serving vulnerable homeless households has served 944 households and 1,113 people through October 6, 2020. Of the total households served, 87% are single adults, 11% are multiple adult households with no children, and 2% served are families with children. Seventy-one percent (71%) have a head of household over the age of 55 years old.

Do people turn down housing options with County subsidies when offered housing outside of their home area?

People do occasionally turn down a housing opportunity that is offered outside of their home area. This includes supportive housing developments and the opportunity to use a housing subsidy in the rental market if they cannot find a unit to rent in their home area. The Office of Supportive Housing does not collect this data point, but staff overseeing housing placements estimate that five to ten percent of people turn down a housing opportunity for this reason. If someone does turn down a housing opportunity, they remain on the Coordinated Assessment System's Community Queue for referral at a future date.

How many people need interim housing? How long do they have to wait for housing to be ready?

From July 1, 2019 to June 30, 2020, once someone had been enrolled in a Permanent Supportive Housing (PSH) program, it was an average of 125 days to move into their housing unit. When the data is further broken down by subsidy type, the average days from enrollment to move in is 99 days for people moving into a dedicated unit with a project-based subsidy at a supportive housing development, compared to 150 days for people moving into a unit using a tenant-based subsidy in the regular rental market. For people enrolled in Rapid Rehousing (RRH) programs, which currently only offer tenant-based subsidies to use in the regular rental market, the average time from enrollment to move in is 90 days.

Based on the average number of households enrolled in PSH and RRH programs per month and the average number of days to housing by program time, approximately 451 households were searching for or waiting for housing at any given point from July 1, 2019 to June 30, 2020.

Can we see data on who is served from which cities?

The following table compares – by city and for the period July 1, 2019 through June 30, 2020 – the percentage of people:

- enumerated during the 2019 Point-in-Time count;
- who have been assessed for housing resources by the self-reported city where they spend most of their time; and,
- enrolled in a supportive housing program.

The table excludes the 2019 counts for the unincorporated areas of the county (most unhoused people would not say that they spend most of their time in an unincorporated area) and the undisclosed locations of shelters for people fleeing domestic violence.

City	Percentage of Coordinated Assessment System (CAS) Surveys	Percentage of Households Enrolled in Supportive Housing Program from the CAS
Campbell	0.83%	0.73%
Cupertino	0.53%	0.67%
Gilroy	6.36%	7.04%
Los Altos	0.07%	0.14%
Los Altos Hills	0.00%	0.00%
Los Gatos	0.33%	0.22%
Milpitas	0.95%	1.21%
Monte Sereno	0.00%	0.00%
Morgan Hill	1.54%	1.85%
Mountain View	3.28%	3.17%
Palo Alto	2.35%	3.17%
San Jose	77.80%	77.30%
Santa Clara	2.66%	2.69%
Saratoga	0.23%	0.06%
Sunnyvale	3.08%	1.74%

How do we address rapidly filling shelters and interim housing if we build them?

One of the system improvements the County has made since the pandemic started is to launch a centralized referral process for emergency shelter and interim housing placements. This centralized process has highlighted additional opportunities for system improvement, including the need to build in flexibility so that the inventory of temporary housing is nimble and able to respond to need. For example, if beds are restricted to interim housing for a certain population, they may sit empty while people who need those specific characteristics are located and accept the placement. As the centralized referral process for shelters and interim housing develops, there will be more lessons learned and opportunities to improve the system.

Do we have an inventory of temporary housing, including by city?

The attached off-agenda report to the Board of Supervisors, *Subject: Overview of Temporary Housing for Unhoused People*, provides an overview of temporary housing before COVID. The Office of Supportive Housing can update Appendix A before the Unhoused Task Force's October 15, 2020 meeting.

System Coordination

How are we coordinating with hospitals to discharge people?

One of the emergency shelter resources within the Supportive Housing System is the Medical Respite program. The Medical Respite program is a partnership between the County's Valley Homeless Healthcare Program (VHHP), the Hospital Council of Northern and Central California, and most of the hospitals within Santa Clara County. Unhoused people who are being discharged from inpatient hospitalizations and who meet certain acuity requirements may be referred to the Medical Respite program by the hospital's medical social workers. People staying in the Medical Respite program receive support from the VHHP staff. The Medical Respite program is not a skilled nursing facility, so people needing a high level of care would not be referred to the Medical Respite program. In addition, people being discharged from emergency department visits are not eligible for the Medical Respite program.

Since April 2020, the County has been operating a shelter referral hotline. If an unhoused patient does not qualify for the medical respite program, hospitals may call the shelter hotline to request a shelter bed for patients being discharged. Referral to a shelter bed is dependent on availability.

How can the County and cities develop shared communication protocols?

The County can work with the cities to develop shared communication protocols. The strategy would be consistent with various County initiatives related to improving a specific community's or a population's health or safety. The Office of Supportive Housing currently works in partnership with cities and Destination: Home by developing community engagement plans for permanent supportive housing sites and consistent messaging.

How does the Coordinated Assessment System work?

Please see the attached off-agenda report to the Board of Supervisors, *Subject: Overview of the Coordinated Assessment System*. The processes and components of Coordinated Assessment System in Santa Clara County remain generally the same. The Office of Supportive Housing can provide an update of the data if it would benefit the Unhoused Task Force.

Fiscal

At the California Transit Association annual meeting last November, a panelist talked about hundreds of millions of dollars in funding for mental health services that are going unclaimed by the counties. Are we utilizing all of this funding?

The funding referenced here is Mental Health Services Act (MHSA) funding. MHSA funding is generated from a one percent tax on personal income exceeding \$1 million. MHSA addresses a continuum of services, including prevention, early intervention, and service needs, as well as infrastructure, technology, and training. The State of California (State) distributes funding to counties,

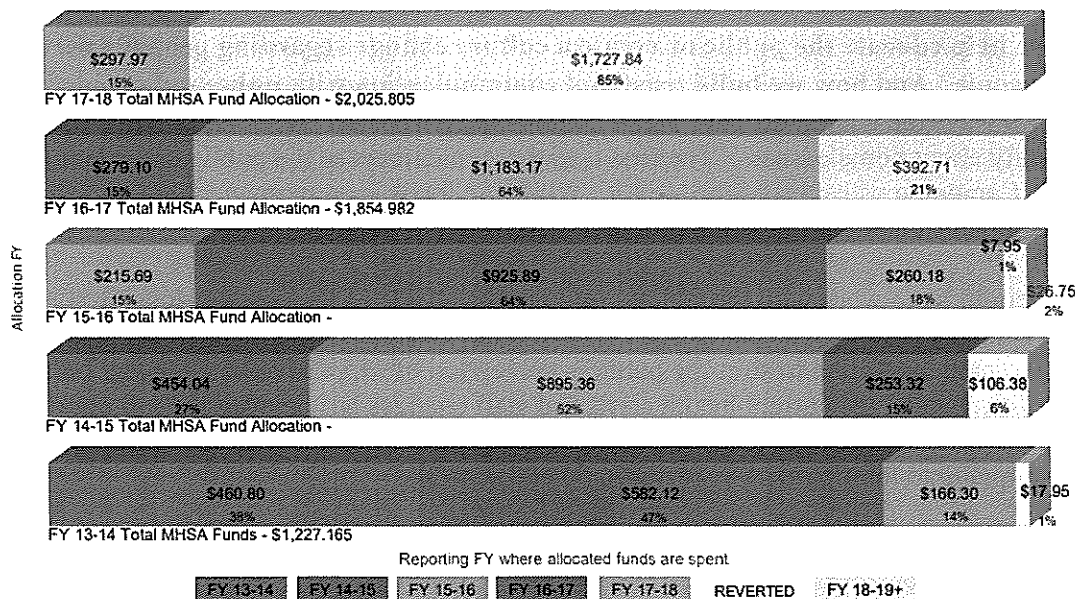
who in turn implement local expenditure plans. Counties with populations greater than 200,000 have three years to expend funds for services, prevention, and innovation programming, where counties with populations lower than 200,000 have five years. All counties have 10 years to spend infrastructure, technology and training funds.

In addition to the original uses for MHSA funds, per the [State's website](#), "On July 1, 2016, Governor Brown signed landmark legislation enacting the No Place Like Home program to dedicate up to \$2 billion in bond proceeds to invest in the development of permanent supportive housing for persons who are in need of mental health services and are experiencing homelessness, chronic homelessness, or who are at risk of chronic homelessness. The bonds are repaid by funding from the Mental Health Services Act (MHSA). In November 2018 voters approved Proposition 2, authorizing the sale of up to \$2 billion of revenue bonds and the use of a portion of Proposition 63 taxes for the NPLH program." Counties with at least five percent of the State's homeless population were given the option to become an Alternative Process (AP) County. These counties would receive and administer NPLH funds directly. In these counties, projects would be selected and underwritten by the county, and the county would hold the Notes and Deeds of Trust. The County of Santa Clara is one of four counties that have been approved and designated as an AP County. To the date through three rounds of funding, the County has been awarded \$71,699,673 in NPLH funds.

According to the [State's Mental Health Services Act Expenditure Report – Governor's Budget Fiscal Year 2020-21](#), about 80% of MHSA funds are spent in the first two years. The following chart from the State's report shows the lifespan of MHSA funds statewide.

Lifespan of MHSA funds, including reversion amounts (detailed description)

Lifespan of MHSA Funds: County Expenditures from FY 13-14 through FY 17-18
in Millions



Notes: Total MHSA Funds equals total funds distributed by the State Controller's Office to counties from July to June of each Fiscal Year plus interest, as reported on the MHSA Annual Revenue and Expenditure Report. Total MHSA expenditures are reported by counties on the MHSA Annual Revenue Expenditure Reports and accepted by DHCS. This amount equals the sum of CSS, PEI, and IRN expenditures funded with MHSA dollars. The Reporting FY is defined as the current fiscal year that is being reported. The Allocation FY is defined as the year the funding is received. The spending of allocated funds can occur over a span of Reporting FYs. Large counties have three years to spend funds. Small counties have five years to spend funds.

Board of Supervisors: Mike Wasserman, Cindy Chavez, Dave Cortese, Susan Ellenberg, S. Joseph Simitian,
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The County of Santa Clara has not reverted MHSA funds to the State, and programming to serve unhoused people is prominent in its expenditure plan. More details can be found in the County's Fiscal Year 2021 through Fiscal Year 2023 Mental Health Services Act (MHSA) Three-Year Program & Expenditure Plan, including a funding summary on page 102.

Please explain the 20-year cost in the Framework Matrix. How many people would this serve?

The 20-year cost in the Framework Matrix provides the estimated cost per household unit for developing a program of that type and operating it for 20 years. For example, in a congregate shelter, it would be the cost of one bed. Based on the current average length of stay of approximately 120 days, that bed and 20-year cost would serve approximately 60 households. Since the best local data available for these types of structures is based on the emergency shelter system, one could assume that each of the temporary housing programs would serve approximately 60 households over 20 years.

By contrast, the 20-year cost to house and support someone with a long-term disabling condition in Permanent Supportive Housing is a one household service cost. In Rapid Rehousing and Transitional Housing, which allow a 2 year stay, would serve at least 10 households. The 20-year cost of Homelessness Prevention would serve approximately 20 households.

Other

What were the results of the recommendations from the previous Housing Task Force?

Please see the attached document entitled, "Status of 2015 Housing Task Force Recommendations."

How can we help educate the public or create a culture change regarding people's perceptions of unhoused people? And how we build trust and communication with unhoused people?

There are two ways the Unhoused Task Force could help educate the public and change the narrative in the community about homelessness. The first is to direct members of the public to the Housing Ready Community Campaign website and the toolkit. While the focus is on permanent housing, the toolkit includes documents that help frame the problem.

The second could be to work with the County through the Office of Supportive Housing (OSH) as it prepares to launch a multifaceted campaign that will build awareness and increase support through mass media and targeted marketing to shift the public's perception of supportive housing and homelessness in general. Unfortunately, the current health crisis and staff changes has delayed the roll out of the campaign by a year. OSH is working with a consultant now to revisit the timeline and present the proposed campaign to the Board of Supervisors in early 2021.

The campaign is focused on the following four (4) strategies:

- Inform and Educate – increase awareness of the issues and what the County and its partners are doing.

- Influence Feelings & Attitudes – this includes efforts to humanize the issues and increase empathy and compassion.
- Activate Support for Projects and Measures – Organize support for specific new projects, program and for countywide effort and future initiatives. This strategy involves leveraging the Housing Ready Communities Campaign managed by Destination: Home
- Sustain and Enhance Support – Ensure that existing neighborhoods and stakeholders remain partners and become validators or advocates.

Building trust and communication with the unhoused population takes time. Additional ideas on communicating and building trust with the unhoused community could come from the Lived Experience Advisory Board.

How are unhoused people counted in the US Census?

(Response provided by Nicholas Kuwada, Manager, County's Office of the Census)

Unlike other residents who are compelled to respond via the Census Bureau's website, phone line or paper form, individuals experiencing homelessness are counted in what is called, "Service-Based Enumeration" (SBE). SBE occurred from September 22 to September 24 where Bureau staff was deployed to service locations such as shelters, soup kitchens, and mobile food van stops at pre-established appointment times. In support of this effort, the County census team help connect these service locations to the Bureau to schedule an advanced notice appointment. Service locations were given a variety of different ways to count individuals that they serve. For instance, a service location could submit an electronic file from pre-existing lists to the Bureau or even schedule a time when Bureau employees could drop off paper questionnaires, depending on what worked best for that agency.

In addition, individuals living at Temporary Non-Sheltered Outdoor Locations were enumerated during TNSOL that took place on September 23 to September 24th. During TNSOL, Bureau staff were again deployed to visit encampments and other pre-identified outdoor locations during the night to count individuals and collect as much information reflected on the census forms as possible. In support, the County census team submitted several "ad templates" noting the different locations we had identified through partnership with city leadership and service providers. To ensure that the Bureau was conducting a thorough count, the County census team has also organized, trained, equipped and deployed several canvassing teams to enumerate encampments in the county. These canvassing teams were funded through generous grants made by the Silicon Valley Community Foundation. The City of San Jose provided PPE for the teams and 200 care kits as incentives to individuals encountered. The County team has also provided iPads with secure connections to help enumerate individuals interested in completing the form.

Can the Census 2020 people continue counting unhoused people?

According to Nicholas Kuwada, Manager, County's Office of the Census, the Supreme Court decision on October 13, 2020 calls for a winding down of census activity by October 15, 2020 in order to meet the December 5, 2020 deadline. However, Mr. Kuwada did encourage Task Force Members to reach out to him via email for additional input.

County of Santa Clara

Office of Supportive Housing

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March 6, 2020

TO: Honorable Members of the Board of Supervisors
Jeffrey V. Smith, County Executive

FROM: Ky Le, Director, Office of Supportive Housing DS
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SUBJECT: Overview of Temporary Housing for Unhoused People

Under advisement from March 19, 2019 (Item No. 8), this memo provides an overview of the temporary housing system in Santa Clara County including the various types of temporary housing, the County's investment in temporary housing, capacity and utilization, the relative cost per shelter bed night, and system performance.

Temporary Housing System Overview

According to the 2019 Santa Clara County Homeless Census and Survey, 9,706 people were homeless at the time of the census, and 18% of those people were sheltered. Santa Clara County's supportive housing system includes several types of temporary housing.¹

Emergency Shelters

Emergency shelters provide temporary residences for homeless people, typically in a commercial building with sleeping accommodations in large dorm-style rooms. Some emergency shelter programs use houses, motels, or apartments. Most emergency shelter stays are time-limited. Some, but not all, emergency shelters require participants to leave the facility during the day. Access to emergency shelters depends on the shelter; some shelters allow walk-ups and others maintain a waiting list, but the majority are based on referrals from other service providers.

In Santa Clara County, most shelters target one or two particular subpopulations, though many shelters will admit other people, as well. Subpopulations served in local shelters include:

¹ Transitional Housing programs are also temporary in nature but are not included in this report on temporary housing as their role in the supportive housing system is as a permanent housing-level intervention. TH are best for people seeking a more structured and supportive environment (e.g., people in addiction recovery, those fleeing domestic violence, young adults) before moving to independent permanent housing.

- Individual adults, usually with sleeping areas separated by gender
- Families with minor children
- Unaccompanied minors
- Young adults
- Individuals or families fleeing domestic violence²
- Adults being discharged from inpatient hospitalizations
- Adults being discharged from mental health hospitalizations
- Adults with criminal justice involvement
- Veterans
- Adults who identify as LGBTQ+

The level of supportive services ranges, with some shelters only providing assistance with meeting basic needs like a safe place to sleep, food, and hygiene, while other shelters provide workshops, a high level of case management, and other services. All share a common goal of helping people get permanently housed.

Interim Housing

Interim housing is intended for people who are enrolled in a supportive housing program³ and who need a short-term place to stay while they are looking for housing or waiting for their housing unit to be ready. Interim housing has many forms, including beds in emergency shelter facilities or motel rooms. The City of San José recently opened a Bridge Housing Community, offering interim housing in tiny houses. Placement in an interim housing program is based on referrals through the Coordinated Assessment System, and people can generally stay in an interim housing program until they move into their permanent housing. If there are no supportive housing program participants who will utilize an interim housing bed that is an emergency shelter, the shelter will typically place an emergency shelter participant in that bed.

Because people using interim housing have case managers through their PSH and RRH programs, the focus of supportive services offered for interim housing participants may be different than for emergency shelter participants. Services often focus on areas that will contribute to a participant's housing stability, such as understanding the rights and responsibilities of tenancy or establishing connections to community resources.

Cold Weather Shelters

Cold weather shelters are emergency shelters that operate seasonally. The season of operation depends on what the facility allows or can accommodate. The cold weather shelter season begins in October and ends in April, with some cold weather shelters opening later or closing sooner. Cold weather shelters close during the day, except under special circumstances like holidays or inclement weather. People access cold weather shelters through referrals from another service provider.

² Shelters for people fleeing domestic violence are typically in a confidential location.

³ Permanent Supportive Housing (PSH) or Rapid Rehousing (RRH)

Inclement Weather Beds

Inclement weather beds are extra spots offered at emergency shelters or cold weather shelters during periods of inclement weather, also known as an Inclement Weather Episode (IWE). These extra spots are not regularly available in shelter facilities for various reasons, including space and facility functionality. A list of shelters that offer extra beds during an IWE is published on the Office of Supportive Housing's website, and shelters offering inclement weather beds accept walk-ins when space is available during an IWE.

The current forecast⁴ triggers for an IWE are:

- Overnight low of 40° F or lower with a probability of rain of at least 5%
- Overnight low of 45° F or lower with a 50% or higher probability of rain
- Persistent rainfall expected for two or more days that would create life-threatening conditions for those living in or along affected areas
- Overnight low of 35° F or lower for two or more days that would endanger the lives of people living in places not meant for human habitation

When an IWE is declared, shelters that have previously agreed to offer inclement weather beds are notified, as are outreach workers, drop-in centers, and other homeless services providers. In addition, an alert is texted through AlertSCC to anyone who has signed up to receive them.

Residential Recovery Beds

Residential recovery beds operate similarly to emergency shelters, targeted for people who are receiving outpatient treatment services for addiction. With some rare exceptions, the people who use County-funded residential recovery beds are unhoused. Some residential recovery beds are in emergency shelters, and others are in residential facilities like single family homes or boarding houses. Beyond assistance meeting basic needs, most of the supportive services offered to people in residential recovery beds are through their outpatient treatment programs. Participants are referred to residential recovery beds through outpatient treatment programs.

Safe Parking

Safe Parking programs provide unhoused people who sleep in their vehicles with a designated place to park while they sleep. The goal of safe parking programs is to help participants improve their safety and stability, remain compliant with local laws, have access to basic restroom facilities, and get support to resolve their immediate housing crisis. To access safe parking, people would call a safe parking provider to schedule an eligibility screening appointment.

County Investments

The County is a significant contributor to the network of temporary housing options offered countywide. Office of Supportive Housing (OSH) staff coordinate with the community-based

⁴ Office of Supportive Housing staff monitor National Weather Service forecasts daily during cold weather months and will work with the Office of Emergency Management and other stakeholders when the triggers are forecasted.

organizations that offer temporary housing, including making referrals to programs and facilitating a monthly meeting focused on quality improvement in temporary housing.

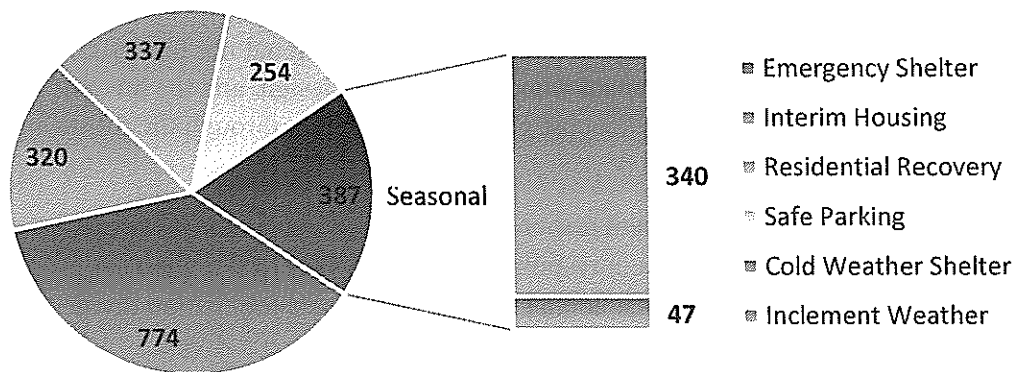
In addition to the coordination role that the County plays, the County is the largest single funder of temporary housing in the county. Through OSH, the County has approximately \$14,000,000 in contracts for the various types of temporary housing interventions described above. The Behavioral Health Services Department has more than \$5,900,000 in contracts for residential recovery beds.

In addition to funding services, the County has started to acquire shelter facilities. Originally a warehouse, the County acquired the Sunnyvale Shelter site in 2015 for \$6,500,000 and has since invested approximately \$5,000,000 into two phases of renovation to make it suitable for use as a year-round temporary housing site. The ongoing utilities and maintenance costs for the Sunnyvale Shelter are approximately \$100,000 annually.

Capacity and Utilization

The current countywide inventory of temporary housing, identified in *Chart 1 – Temporary Housing Capacity by Type*, can serve up to 2,072 people⁵ nightly. Of those, the 340 cold weather shelter beds, 16% of the total inventory, are only open for three to six months of the year and 47 beds, or 2%, are only available during an IWE. The year-round inventory serves up to 1,685 people nightly.

Chart 1 - Temporary Housing Capacity by Type



⁵ Some reports produced by OSH speak of capacity by the number of household units versus the number of individual beds. One unit in a family shelter would have multiple beds. One unit in a single adults program would equal one bed. The number of “beds” for safe parking programs reflects an estimated number of people who could be served in a safe parking program based on the average household size of prior safe parking households, using a multiplier of 1.56 for every safe parking spot. Residential recovery beds are not yet included in the monthly Supportive Housing Dashboard report to the Housing, Land Use, Environment, and Transportation Committee.

*Appendix A – Temporary Housing List*⁶ provides a list of temporary housing programs, including the operating agency, city, type, target population, and nightly bed capacity of each.

Average utilization in 2019 was 80% for emergency shelters, 58% for interim housing, 66% for cold weather shelters, and 77% for safe parking. Utilization rates were similar in January 2020. OSH collects feedback from homeless people, outreach workers, and temporary housing providers about barriers to accessing shelter and other reasons that may contribute to lower than desired utilization. These reasons include, but are not limited to:

- Some shelters do not allow pets.
- Operating hours at some shelters make utilization unappealing.
- Couples do not want to be separated into gender-specific sleeping areas.
- Shelters do not offer enough storage space for people’s belongings.
- Referral processes needed development and clarification.
- People referred to shelter beds occasionally do not show up to use the bed.

In March 2019, the Santa Clara County Continuum of Care (CoC) began working with technical assistance providers representing the U.S. Department of Housing and Urban Development on addressing unsheltered homelessness. Included in the goals of the technical assistance engagement is to reduce barriers to shelter utilization. In partnership with OSH staff and temporary housing providers, the CoC has added guidance and support for providers who want to write policies that allow pets in temporary housing programs. Since November 2019, OSH also staffs a new work group that meets monthly to focus on addressing and reducing barriers to shelter utilization.

Cost per Person per Night

Temporary housing costs are impacted by several factors, including but not limited to the level of supportive services provided, facility capacity and size, facility design, and the level of services offered. OSH obtained data to estimate the cost per person per night through the following sources:

- Proposed bed night rate in a recent response to a County request for proposals
- Proposed bed night rate in a recent response to a City of San José request for proposals
- In an active County contract, total annual maximum financial obligation divided by number of bed nights that would be provided annually
- In an active City of San José contract, total annual maximum financial obligation divided by number of bed nights that would be provided annually
- For safe parking programs without an active County or City of San José contract, the operator’s self-reported budget divided by the estimated number of people that would be served annually

⁶ The individual residential recovery beds programs are not included in Appendix A.

Chart 2 – *Cost per Bed per Night* provides the average⁷ nightly bed cost for operating and supportive services by the type of temporary housing.

Chart 2 - Cost per Bed per Night



Of note regarding nightly cost:

- The nightly bed cost for emergency shelter, residential recovery, and cold weather shelter is similar.
- Interim housing programs have a wider range per bed night, with an average of \$48.68 for beds in dorm-style emergency shelter facilities and an average of \$92.30 for programs where participants have their own room or share a room with just one other person.
- Safe parking programs do not incur the expenses associated with operating and maintaining a building, which is reflected in a lower nightly bed cost. In addition, programs with paid case managers and other staff have a higher nightly average cost per person (\$13.55) than programs that are entirely volunteer run (\$1.39).

Appendix B – Cost per Bed Night shows the nightly cost per person by program for temporary housing programs under contract with the County or City of San José and all safe parking.

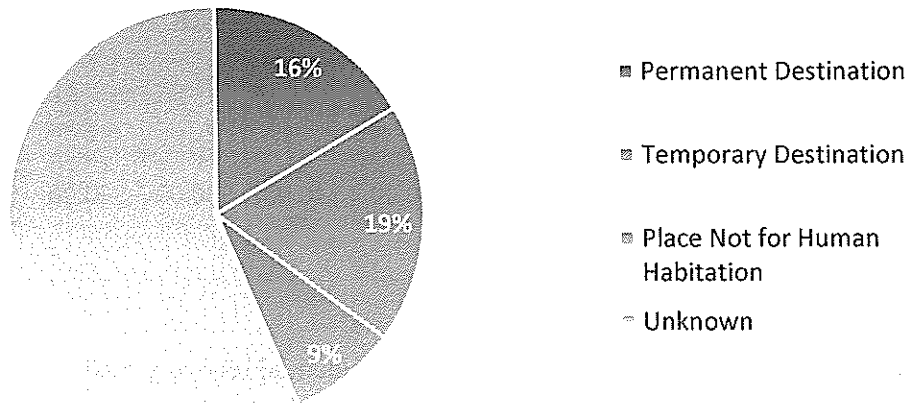
⁷ One emergency shelter program, with a nightly cost of \$246.58 per bed was excluded from the emergency shelter average. The 10-bed program serves unaccompanied minors, requiring higher staffing ratios and limiting the ability to realize economy of scale, factors that contribute to its high nightly cost.

System Performance

While analyzing cost is important in understanding temporary housing options, the goal of temporary housing programs is to first provide a safe place to sleep and, secondly, assist participants to obtain permanent housing.

In 2019, 16% of households and 22% of people exiting emergency shelter, interim housing, cold weather shelter, or safe parking moved to permanent housing. The majority of people exiting temporary housing do not leave to permanent housing. *Chart 3 – Temporary Housing Exit Destinations* shows the type of exit destination as a percentage of exits⁸ from temporary housing.

Chart 3 - Temporary Housing Exit Destinations



Since many households come in and out of temporary housing and stay for short periods, it can be difficult to gather accurate data on the destination of people leaving shelters. More than half of households exit temporary housing without providing information about their destination.

⁸ Outcomes data does not include domestic violence shelters, residential recovery homes, or other temporary housing programs that do not enter data into the Homeless Management Information System (HMIS).

Chart 4 – Temporary Housing Exit Destinations by Program Type shows that unknown exits are more common in emergency shelter and cold weather shelter programs.

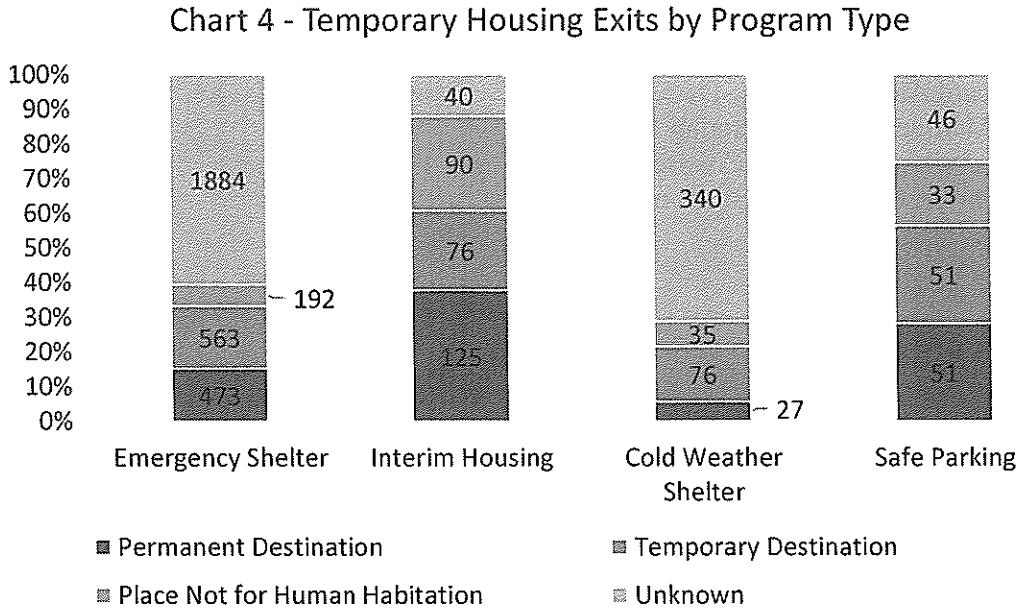
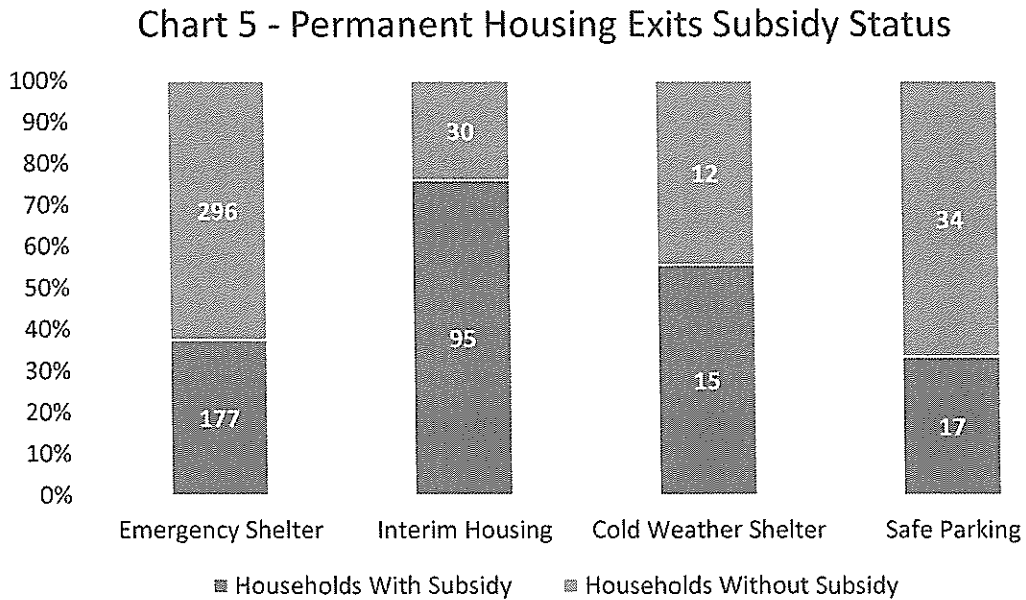


Chart 5 – Permanent Housing Exits Subsidy Status shows the number and percentage of households by program type that exited with or without a subsidy.



In order to improve the quality and effectiveness of the supportive housing system, OSH will continue to analyze both relative cost per bed night and how well temporary housing programs meet the goals of providing unhoused people with support in meeting basic needs and pathways to permanent housing.

cc: Chief Board Aides
Miguel Márquez, Chief Operating Officer
James R. Williams, County Counsel
Megan Doyle, Clerk of the Board of Supervisors

Appendix A – Temporary Housing List

Emergency Shelter

Site or Program	Agency	City	Target Population	Nightly Beds
Asian Women's Home	AACI	San Jose	People fleeing DV	10
Boccardo Reception Center (BRC)	HomeFirst	San Jose	Adults	210
Drop-in Center Shelter	Bill Wilson Center	San Jose	Young Adults	10
Emmanuel House	Salvation Army	San Jose	Adult Males	22
Georgia Travis House	LifeMoves	San Jose	Adults Women and Families with children	38
Healthcare for Homeless Veterans	HVEHF	San Jose	Veterans	15
Host Homes	Bill Wilson Center	San Jose	Young Adults	6
Hotel de Zink	LifeMoves	North County	Adults	20
Julian Street Inn	LifeMoves	San Jose	Adults	21
La Isla Pacifica	Community Solutions	North County	People fleeing DV	18
Montgomery Street Inn	LifeMoves	San Jose	Adults	32
New Haven Inn	LifeMoves	San Jose	Adults identifying as LGBTQ+	20
Next Door Solutions	Next Door Solutions	San Jose	People fleeing DV	19
Project WeHope	Project WeHope	East Palo Alto	Adults	5
Rescue Mission	City Team	San Jose	Adults	50
Safety Net Shelter	Bill Wilson Center	San Jose	Unaccompanied Minors	10
San Jose Family Shelter	Family Supportive Housing	San Jose	Families with children	105
Sunnyvale Shelter	HomeFirst	Sunnyvale	Adults and Families with children	75
Villa	LifeMoves	San Jose	Adults Women and Families with children	60
Youth Shelter - North	Bill Wilson Center	Mountain View	Young Adults	8
Youth Shelter - South	Bill Wilson Center	San Jose	Young Adults	4
YWCA	YWCA	San Jose	People fleeing DV	16
Total Emergency Shelter				774

Appendix A – Temporary Housing List

Interim Housing

Site or Program	Agency	City	Target Population	Nightly Beds
8th Street	Bill Wilson Center	San Jose	Adults	10
BRC Interim Shelter	HomeFirst	San Jose	Adults	20
Sunnyvale Shelter	HomeFirst	Sunnyvale	Adults and Families with children	100
Bridge Housing	HVEHF	San Jose	Veterans	25
Julian Street Inn	LifeMoves	San Jose	Adults	66
Montgomery Street inn	LifeMoves	San Jose	Adults	43
Georgia Travis House	LifeMoves	San Jose	Adults Women and Families with children	10
The Plaza	The Health Trust	San Jose	Adults and Families with children	46
Total Interim Housing				320

Safe Parking

Site or Program	Agency	City	Target Population	Nightly Beds
Posada Safe Parking Program	Amigos De Guadalupe	San Jose & Santa Clara	Adults and Families with children	60
Focus Safe Parking Program	Gilroy Compassion Center	Morgan Hill	Adults and Families with children	12
LifeMoves Safe Parking	LifeMoves	San Jose	Adults and Families with children	72
Lots of Love	Move Mt. View	Mountain View	Adults and Families with children	57
Rotating Safe Car Park	n/a - volunteer run	Cupertino & Saratoga	Adults and Families with children	30
Silicon Valley Safe Parking	n/a - volunteer run	Campbell & San Jose	Adults and Families with children	23
Total Safe Parking				254

Appendix A – Temporary Housing List

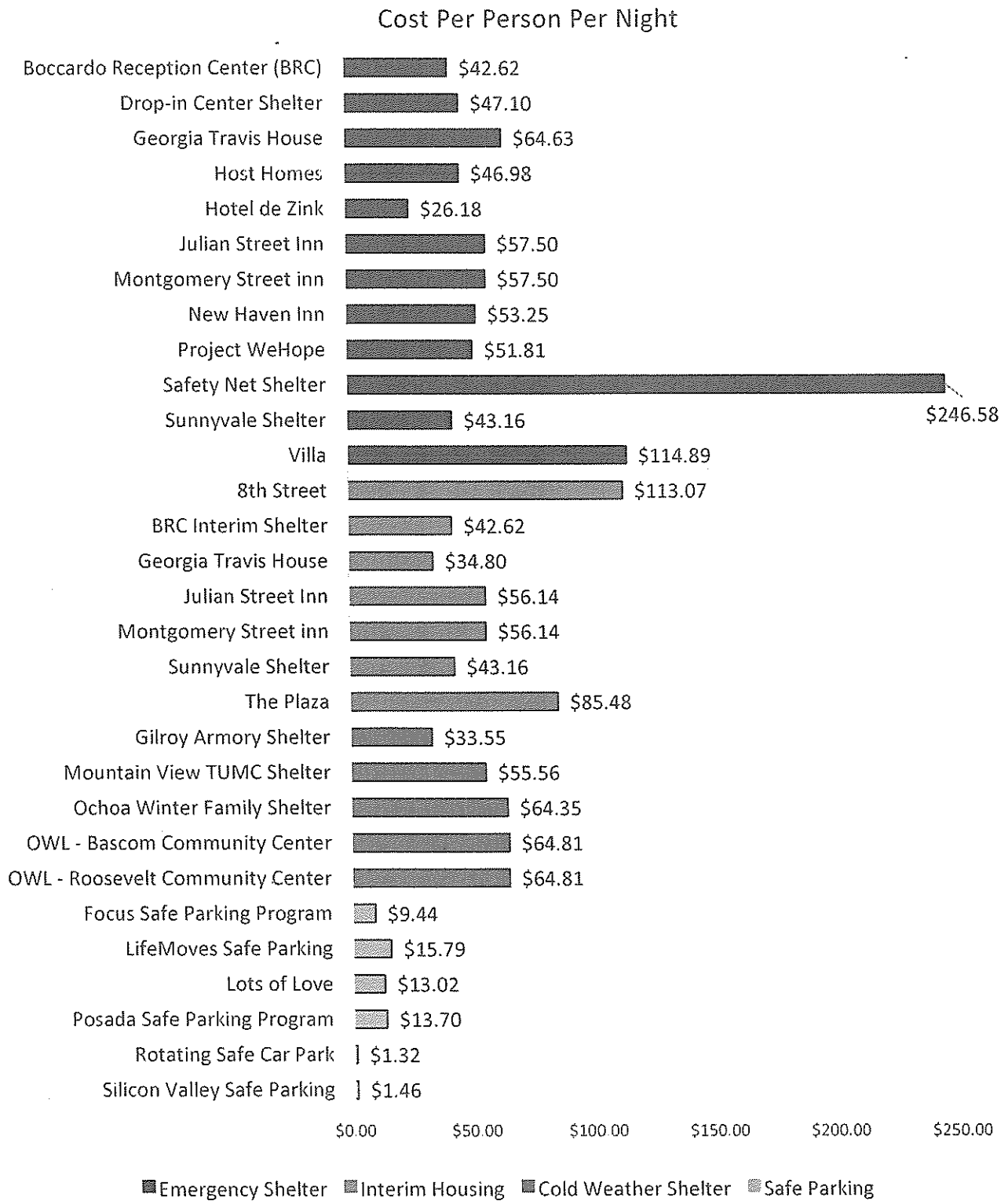
Cold Weather Shelter

Site or Program	Agency	City	Target Population	Nightly Beds
OWL - Bascom Community Center	HomeFirst	San Jose	Adults	30
OWL - Roosevelt Community Center	HomeFirst	San Jose	Adults	30
Gilroy Armory Shelter	HomeFirst	Gilroy	Adults and Families with children	125
Mountain View TUMC Shelter	HomeFirst	Mountain View	Adults and Families with children	50
Ochoa Winter Family Shelter	St. Joseph's Family Center	Gilroy	Families with children	105
Total Cold Weather Shelter				340

Inclement Weather

Site or Program	Agency	City	Target Population	Nightly Beds
Drop-in Center Shelter	Bill Wilson Center	San Jose	Young Adults	10
Rescue Mission	City Team	San Jose	Adults	6
Montgomery Street inn	LifeMoves	San Jose	Adults	9
Georgia Travis House	LifeMoves	San Jose	Adults	2
Project WeHope	Project WeHope	East Palo Alto	Adults	5
Emmanuel House	Salvation Army	San Jose	Adult Males	15
Total Cold Weather Shelter				340

Appendix B – Cost Per Bed Night



County of Santa Clara


Office of Supportive Housing

3180 Newberry Dr. Suite 150
San Jose, CA 95118
(408) 793-0550 Main
(408) 266-0124 Fax



DATE: December 6, 2017

TO: Honorable Members of the Board of Supervisors
Jeffrey V. Smith, County Executive

FROM: Ky Le, Director, Office of Supportive Housing 

SUBJECT: Overview of the Coordinated Assessment System

Upon advisement from the May 26, 2017 Jail Diversion and Behavioral Health Subcommittee of the Re-entry Network (Item No. 7), the Office of Supportive Housing has prepared this report to the Board of Supervisors to explain how the Coordinated Assessment System for housing programs for the homeless is implemented.

BACKGROUND

A Coordinated Assessment System (CAS) is a centralized system to coordinate intake, assessment, prioritization, and referral processes for individuals and families seeking housing and/services. Santa Clara County launched its CAS in November 2015 with the purpose of matching people experiencing homelessness to community resources that are the best fit for their situation, prioritizing the most vulnerable households, and reducing barriers to housing.

On May 31, 2017, Santa Clara County Continuum of Care (CoC) issued updated CAS Policies and Procedures, including the following Community Vision:

Our community vision for coordinated assessment is that we have a fully engaged coordinated assessment system with standardized assessment and all emergency shelter, transitional housing, permanent supportive housing, and rapid rehousing placements made through the system. Coordinated assessment will encompass all populations and subpopulations within the CoC's geographic area and prioritize and place people effectively and efficiently, quickly matching people to the housing type and services that are most likely to get them permanently housed.

The Santa Clara County CoC, under the leadership of the Office of Supportive Housing (OSH), is in the process of expanding the scope of the CAS to accomplish this vision. The CAS has been placing households in rapid rehousing and permanent supportive housing programs since

November 2015, and continues to expand the number of participating programs. Transitional housing, including for youth, will begin receiving referrals through the CAS by January 2018.

SANTA CLARA COUNTY'S COORDINATED ASSESSMENT SYSTEM

The CAS provides a consistent, community-wide process for people experiencing homelessness to access resources regardless of where in Santa Clara County they first interact with the service system. (See Fig. 1)

There are four steps in the CAS process.

1. First, households may access the CAS at any of the more than 50 access points in Santa Clara County.
2. Second, the individual or household will complete a standard assessment to determine their level of need.
3. Third, the results of the assessment will determine the priority list for housing assistance, known as the community queue.
4. Finally, households may be matched to available housing resources and referred to programs.

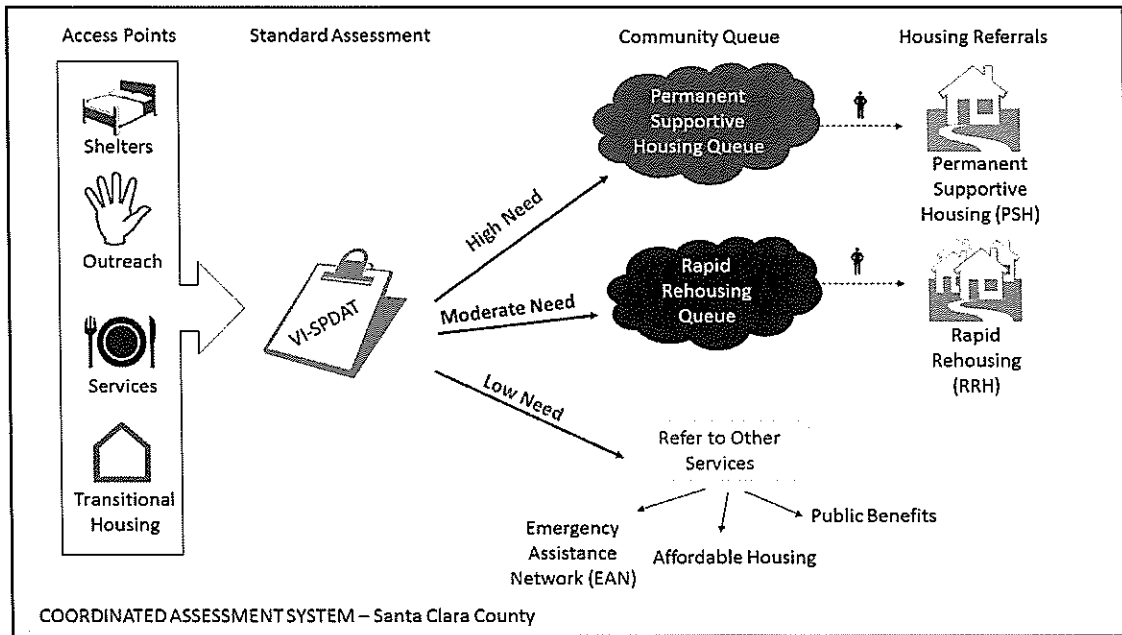


Figure 1

The CAS is part of the Homeless Management Information System, a centralized database providing the CoC with information about the current needs of homeless individuals and families

in the County. The data gathered from the system assists the CoC and the OSH to more effectively serve the homeless population.

Step 1: Access Points

Access points are the places where an individual or family in need of assistance can access the CAS. Service Providers conduct a standardized assessment, the Vulnerability Index Service Prioritization Decision Assistance Tool 2.0 (VI-SPDAT)¹.

Santa Clara County currently has over 50 access points conducting VI-SPDAT assessments, including community-based organizations, shelters, transitional housing programs, domestic violence service providers, government benefits offices, schools, and other designated locations that frequently encounter persons experiencing homelessness. Street outreach teams and mobile medical services, such as Valley Homeless Healthcare Program’s Medical Mobile Unit, also act as mobile access points, connecting with people out in the community. .

Beginning in July, 2017, the CAS integrated the Homeless Prevention VI-SPDAT. While referrals for homeless prevention assistance are not made through the community queue, the assessment is used by agencies participating in the Emergency Assistance Network (EAN) to determine a family or individual’s need and eligibility for prevention programs. Additionally, the CoC is currently working with various discharging institutions, such as hospitals and jails to expand access to persons exiting institutional settings. The CAS is currently integrating a recently-released Justice Discharge VI-SPDAT for households coming out of jail through Custody Health and Rehabilitation Officers.

Step 2: Standardized Assessment

The standard HMIS intake process includes completion of the VI-SPDAT assessment by all individuals and families who are homeless or fleeing domestic violence. As part of the CoC’s commitment to a Housing First approach and reducing barriers for accessing housing and services, persons are not screened out of the assessment process due to perceived or actual barriers to housing or services, such as having no income or a criminal record.

The assessment survey produces a score, which indicates the household’s level of need or “acuity.” Once the survey has been completed and entered into HMIS, the household is included on the community queue. The assessor also provides information about resources that can meet immediate needs, such as shelter, food and health care.

¹ The VI-SPDAT was created by OrgCode Consulting and Community Solutions and contains approximately 45 mostly yes/no questions to assess the household’s vulnerability and need. In addition to the VI-SPDAT for single adults, Santa Clara County access points may provide a VI-SPDAT tailored for families with at least one child under 18, or for youth between 18-24 years old.

As of October 31, 2017, CAS Access Points have conducted a total of 13,848 assessments of 11,134 unduplicated households. (See Fig. 2)

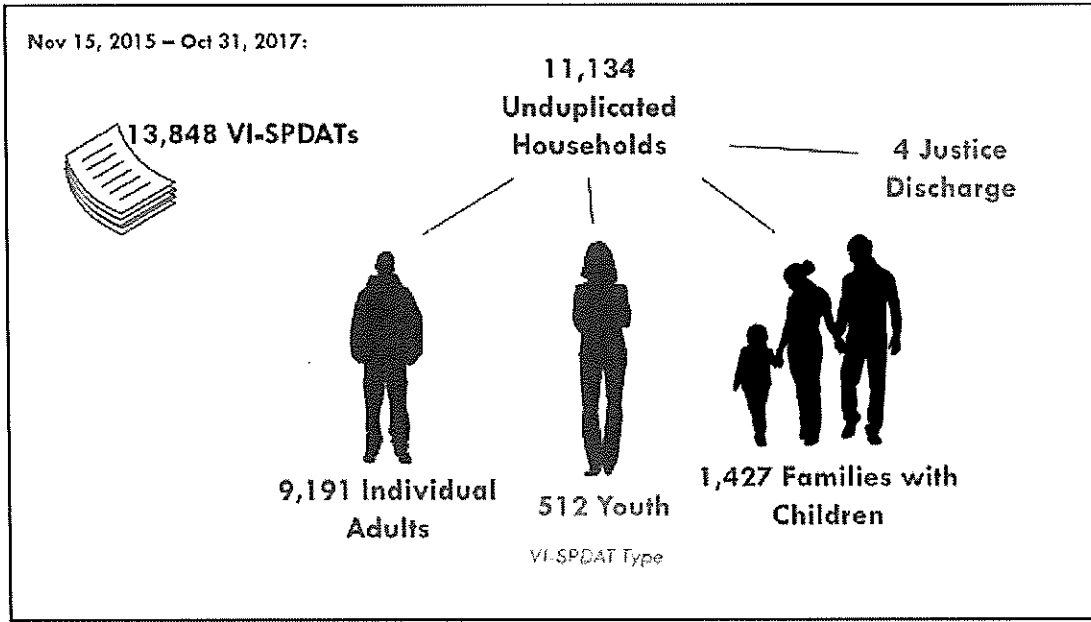


Figure 2

Step 3: Placement in the Community Queue

Households are eligible for permanent housing resources according to their assessment score. The VI-SPDAT score is based on four factors: the household’s history of housing and homelessness, risks, socialization and daily function, and wellness. The type of assistance to which the household is matched is dependent on the total score:

- Households scoring in the high need range are eligible for permanent supportive housing (PSH);
- Households scoring in the moderate need range are eligible for rapid rehousing (RRH); and
- Households scoring in the low need range are not eligible for referral to a program with a mid- or long-term housing subsidy, and instead are referred to other services that might assist them, such public benefits, affordable housing programs, or an Emergency Assistance Network (EAN) provider.

If the permanent housing resource for which the household scored is not available, the household is placed in the community queue until the resource becomes available and the household is matched. Due to the shortage of available housing resources in Santa Clara County, the wait for PSH and RRH may take many months or even years.

As of June 30, 2017, 34% of assessed households were in the PSH range, 46% in the RRH range, and 20% had scores that did not qualify them for a housing intervention. There were 7,169 households in the PSH or RRH range on community queue.

Step 4: Matching and Referrals

Matches are facilitated by two OSH staff “Matchmakers,” dedicated to PSH and RRH, respectively. When a PSH or RRH housing subsidy becomes available, the Matchmaker reviews the community queue (as well as a separate queue for survivors of domestic violence) to identify the highest priority household that meets that program’s eligibility and makes a referral to the housing program.

As of October 31, the CAS has made 1,541 referrals to permanent housing, comprising 14% of the unduplicated households that completed a VI-SPDAT during that time frame. (See Fig. 3) Some households may receive more than one referral. This may occur if the provider was unable to locate them when they received their first referral and are re-referred at a later time, or because a referral is not be a good fit for a household, so a new referral is made.

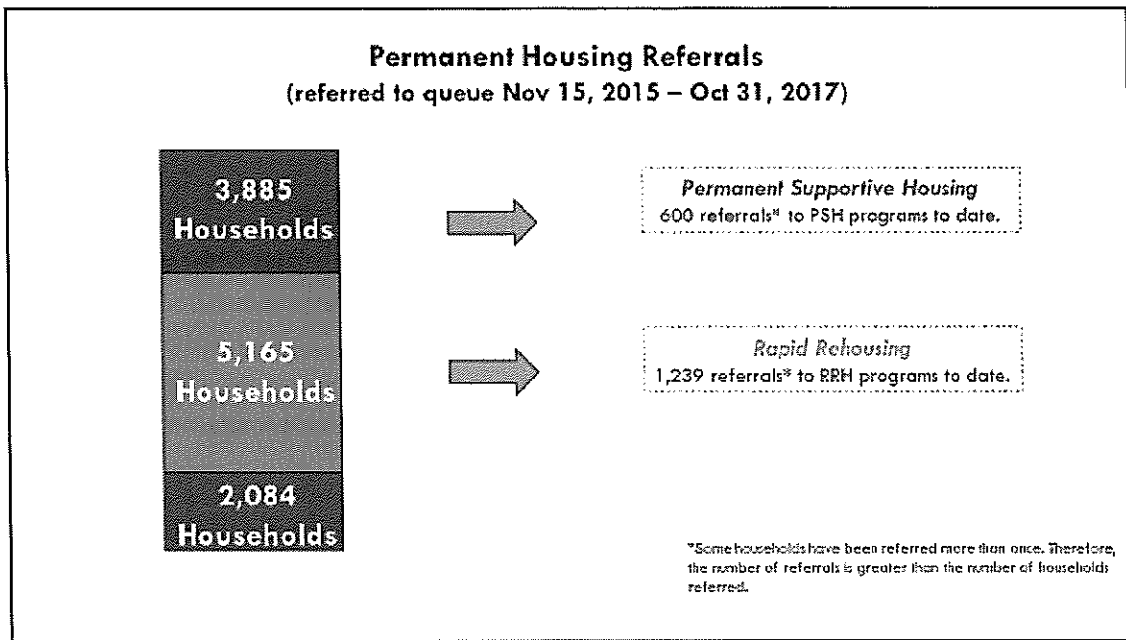


Figure 3

Survivors of Domestic Violence

The CAS has special protocols to ensure the privacy and safety of people fleeing domestic violence (DV) and human trafficking. DV survivors have access to all CAS programs as well as immediate access to DV-specific emergency services such as hotlines and shelters.

All households that include a survivor may opt to remain anonymous and have their VI-SPDAT conducted by a DV service provider. Additionally, DV service providers are prohibited by the Violence Against Women Act from using the HMIS system, so the assessment and supplemental questions are completed on paper, and no identifying information is collected by the CoC. Instead, the DV services provider puts their agency contact information on the form. OSH Matchmakers communicate directly about the assessment and any program matches with the DV service provider, rather than the household.

Matchmakers check the DV queue and the community queue in HMIS each time a housing subsidy becomes available. If a household from the DV queue is matched with a new housing resource, the Matchmaker contacts the DV agency, who then locates the household and makes the referral to the housing provider. This process maintains the confidentiality of the DV survivor and their family and allows the household to make decisions that protect their safety.

Ongoing System Review and Evaluation

Matchmakers meet monthly to review the system. In addition, OSH evaluates the CAS at least once annually through a process that includes surveys, focus groups and interviews of participating households, providers and other stakeholders, as well as regular reviews of local and HUD-mandated System Performance Measures. The CoC holds regular meetings, where community members receive updates on the system, provide feedback and recommendations, discuss issues, and review policies and procedures.

As a component of the Homeless Management Information System (HMIS), the CAS contributes to system-wide data utilized to help determine the needs of the homeless population in Santa Clara County. After clients are enrolled in a program following a referral from the CAS, service providers track the services delivered and the outcomes for the client. This system allows the CoC to evaluate the effectiveness of programs and identify the gaps in services. The CAS enables the CoC and the County to better meet the needs of the homeless population in Santa Clara County.

If you have questions about the CAS, please contact Kathryn Kaminski, acting CoC Quality Improvement Manager, at kathryn.kaminski@hhs.sccgov.org or (408) 793-1843.

CC: Chief Board Aides
Miguel Marquez, Chief Operating Officer
James R. Williams, County Counsel
Megan Doyle, Clerk of the Board of Supervisors

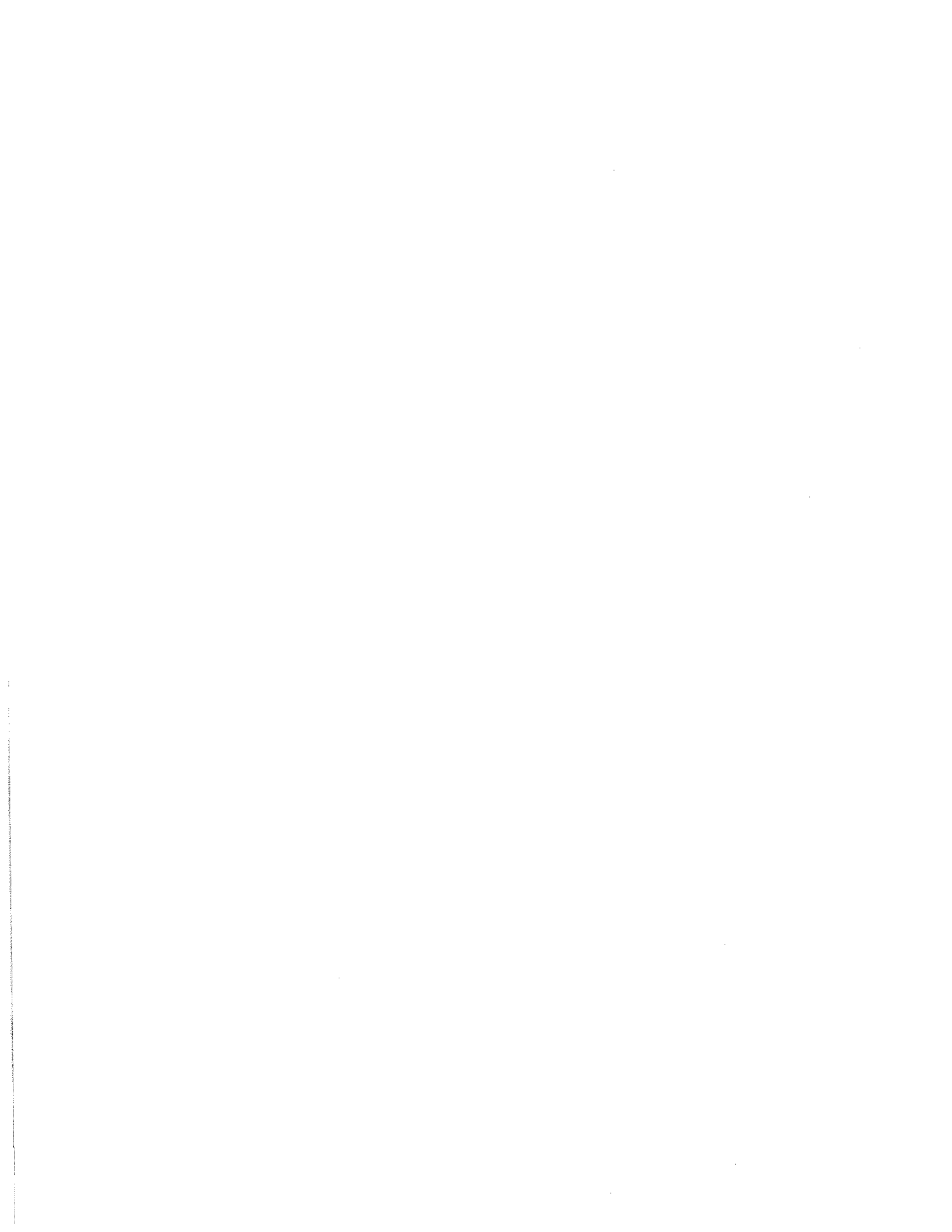
STATUS OF BOARD-APPROVED RECOMMENDATIONS
FROM THE HOUSING TASK FORCE

October 13, 2020

HTF #	Approved Recommendations	Status
1	Expand and Improve the Crisis Response System for Homeless Individuals and Families	
(1a,b, c)	Expand and Improve Emergency Shelter (ES) and Transitional Housing (TH) Programs	<p>In June 2016, the supportive housing system could serve 508 households in ES and 831 households in TH. As of August 2020, the supportive housing system could serve 1,880 households in ES and 355 households in TH. The reductions in TH can largely be attributed to reclassifying the unit or subsidy to either ES or Rapid Rehousing.</p> <p>In addition to the increase in households served, improvements to ES and TH programs have been made, including most ES allowing people to stay in shelters during the day, TH programs receiving referrals from the coordinated entry system, and most ES programs taking referrals from the new centralized hotline.</p>
(1e, 7c)	Acquisition and Rehabilitation Fund for Interim Housing and Direct Access Units	<p>Board approved a \$1.1 million loan to Abode Services for Santa Clara Inn in January 2016. Santa Clara Inn is operating as interim and permanent housing for homeless persons.</p> <p>Board approved \$2.6 million to rehab the Sunnyvale Shelter to support year-round operations and increase the number of people sheltered per night.</p> <p>Board approved \$4.6 million to establish and operate the Civic Center Temporary Housing program.</p>
(3a)	Safe Parking Pilot Programs	Since the 2015 Housing Task Force, the number of Safe Parking spots countywide increased from 8 to 214 parking spots.
(5b, 6d)	Safety Net Capital Improvement Program	In 2016, County established this program with Housing Trust Silicon Valley. This program was phased out due to underutilization. In 2019, the County awarded \$1.5 million in HEAP funds for capital improvement grants to shelter operators.
2	Expand and Improve the Supportive Housing System	
(4a, 4b)	Expand and Improve Homelessness Prevention Programs	Board approved agreements with Emergency Assistance Network agencies in 2016 totaling approximately \$600,000. In 2017, a Homelessness Prevention System (HPS) pilot was launched by the County and Destination: Home that has since helped 1,911 households at

HTF #	Approved Recommendations	Status
		<p>imminent risk of homelessness. People seeking homelessness prevention assistance can now access services via a central phone line and at more than 14 locations countywide. Total funding for the two-year pilot was \$3.3 million. Pre-COVID funding for years four and five is \$28.4 million.</p> <p>In addition, since March 2020, the COVID-19 Financial Assistance Program has provided \$20.1 million in direct financial assistance to 11,729 low-income households in need.</p>
(7a, 7b)	RRH for Homeless Families with children & RRH at Reentry Resource Center (~ \$150,000 in staffing)	In June 2016, the Supportive Housing System had capacity to serve approximately 253 households per year with Rapid Rehousing (RRH), including the programming for families and Reentry Resource Center clients recommended to the Board. As of August 2020, the system can serve approximately 1,513 households per year.
(2b)	Housing Fast Fund and Move-In Assistance for PSH, RRH and ES/TH Systems	Implemented through an Amendment to agreement with Abode Services on February 9, 2016.
(5c)	Supportive Housing Innovations Program	In 2016, Destination: Home executed agreements pursuant to an RFP.
(8b)	Countywide Client Engagement Team	The Client Engagement Team now has 26 full-time positions. This team locates unhoused people who have been referred through the Coordinated Assessment System to PSH or RRH programs. Once located, staff work with the clients to gather documents necessary to establish eligibility and, once enrolled, transition the clients to their case managers.
3	Support the Development of Temporary and Permanent Housing Programs Using Unconventional Facilities and Structures	
(6a)	Construct one "microhouse on wheels"	Gilroy Compassion Center completed construction of prototype at the beginning of April and is planning for its deployment.
(6b)	"Predevelopment" Grant for temporary shelter sites using unconventional structures	The County awarded two grants in June 2016.
(6c)	"Predevelopment" Grant for permanent housing sites using unconventional structures	This grant opportunity was combined with the opportunity for temporary shelter sites.
4	Communitywide Campaign to End Veteran Homelessness	
(9b)	Local PSH for Chronically Homeless Veterans	Amendment to agreement with Abode Services scheduled for the second Board meeting in January 2016

HTF #	Approved Recommendations	Status
(9c)	Local RRH for Homeless Veterans	This program, targeting Veterans who are not eligible for the VA's SSVF program, was implemented in 2016 and expanded in 2020.
(9d)	Coordination of Communitywide Campaign to End Veteran Homelessness	In 2015, the County, Destination: Home, City of San Jose, and Santa Clara County Housing Authority launched All The Way Home campaign to end Veteran homelessness in Santa Clara County. Since then, the campaign's efforts have resulted in 1,772 veterans being housed and 826 landlords engaged in housing veterans.
(9e)	Support changing payment standard for HUD VASH	The payment standard was increased.
(9f)	Lessons learned from 17 VA Community Resource and Referral Centers	OSH coordinated with the National Alliance to End Homelessness Leadership Council.
5	Administrative Support and Program Evaluation	
(NA)	Fiscal, Administrative and Program Management Support to OSH	Positions were created after the 2015 Housing Task Force's final recommendations. Additional positions have been added since to support OSH's growth.
(4c)	Support of Program Evaluation and Reporting	Staffing and contractor resources have been increased since the Board accepted the final recommendations, including the recent addition of a Research and Evaluation Specialist to the OSH team. Since the final recommendations, OSH has implemented regular reporting practices and has multiple research studies underway.
6	Other Recommendations	
(NA)	HTF Resolution	Approved and disseminated to cities, VTA, Housing Authority, Water District via governing board chairs and administrative leaders.
(NA)	Nexus Study	This was completed.



Gutierrez, Jeannette

From: Mountain View MVCSP
Sent: Tuesday, December 8, 2020 4:58 PM
To: Abe-Koga, Margaret; Kamei, Ellen; Matichak, Lisa; Clark, Chris; Hicks, Alison; McAlister, John; Ramirez, Lucas
Cc: Mountain View MVCSP; Copeland, Jennifer; Bosel, Max; Hsiung, Chris; Jensen, Roger; Rodriguez, Steve; Ramberg, Audrey Seymour; McCarthy, Kimbra; , City Clerk
Subject: MVCSP comments on the purchase of a new records management system for MVPD to Mountain View City Council
Attachments: CC-NewRecordsManagementSystem-MVCSP-20201208.pdf

CAUTION: This Email came from an EXTERNAL source. Ensure you trust this sender before clicking on any links or attachments.

(formal letter attached)



Mountain View Coalition for Sustainable Planning
c/o Aaron Grossman

Mountain View, CA 94041

December 8, 2020

City of Mountain View City Council
City Hall, 500 Castro Street
PO Box 7540
Mountain View, CA 94039-7540

Re: 4.6 Purchase of New Records Management System

Dear Mayor Abe-Koga and City Council members:

The Mountain View Coalition for Sustainable Planning (MVCSP) appreciates the opportunity to provide comments on the purchase of a new records management system, which you will be discussing at your meeting tonight.

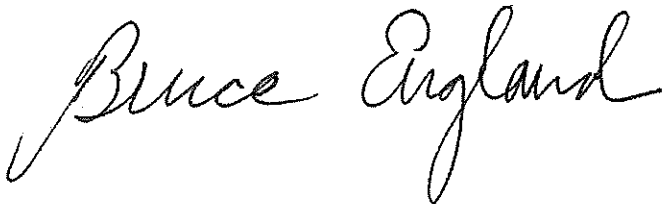
We have reviewed the agenda item materials, and we have the following comments we would like to share with you.

We appreciate MVPD's need to modernize their records management system and support the purchase request. This said, we would like to see the following questions explored:

- The City is now exploring a Traffic Operations Center as one step toward establishing full smart city technology implementation for Mountain View. Would the new system be at least compatible with those plans? Ideally, a high level of systems interaction would be realized as well.
- Likewise, will the new system be compatible with the City website (including Ask Mountain View)? Currently, MVPD presence on the website is not as integrated as it could be.

Thank you again for the opportunity to comment.

Sincerely,

A handwritten signature in black ink that reads "Bruce England". The signature is written in a cursive, flowing style.

Bruce England
for the Mountain View Coalition for Sustainable Planning

cc:

Jennifer Copeland, Public Safety Support Services Manager
Max Bosel, Police Chief
Chris Hsiung, Deputy Police Chief
Roger Jensen, Chief Information Officer
Steve Rodriguez, Information Technology Manager
Audrey Seymour Ramberg, Assistant City Manager/ Chief Operating Officer
Kimbra McCarthy, City Manager
City Clerk

About Mountain View Coalition for Sustainable Planning

The Mountain View Coalition for Sustainable Planning is a group of local volunteers dedicated to making Mountain View as beautiful, economically healthy, transit, bicycle, and pedestrian accessible, and affordable as possible. MVCSP member interest and expertise covers areas such as housing, transportation, the environment, the economy, and beyond!

For more information, see <http://www.mvcsp.org>.

To contact us, send email to mvcsp.info@gmail.com.



Mountain View Coalition for Sustainable Planning
c/o Aaron Grossman

Mountain View, CA 94041

December 8, 2020

City of Mountain View City Council
City Hall, 500 Castro Street
PO Box 7540
Mountain View, CA 94039-7540

Re: 4.6 Purchase of New Records Management System

Dear Mayor Abe-Koga and City Council members:

The Mountain View Coalition for Sustainable Planning (MVCSP) appreciates the opportunity to provide comments on the purchase of a new records management system, which you will be discussing at your meeting tonight.

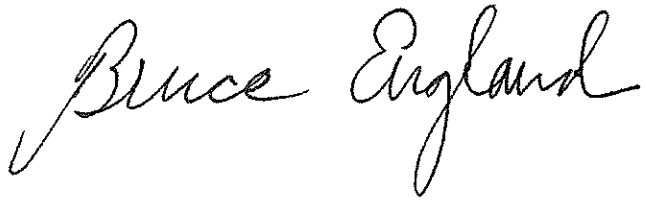
We have reviewed the agenda item materials, and we have the following comments we would like to share with you.

We appreciate MVPD's need to modernize their records management system and support the purchase request. This said, we would like to see the following questions explored:

- The City is now exploring a Traffic Operations Center as one step toward establishing full smart city technology implementation for Mountain View. Would the new system be at least compatible with those plans? Ideally, a high level of systems interaction would be realized as well.
- Likewise, will the new system be compatible with the City website (including Ask Mountain View)? Currently, MVPD presence on the website is not as integrated as it could be.

Thank you again for the opportunity to comment.

Sincerely,

A handwritten signature in black ink that reads "Bruce England". The signature is written in a cursive, flowing style.

Bruce England
for the Mountain View Coalition for Sustainable Planning

cc:

Jennifer Copeland, Public Safety Support Services Manager
Max Bosel, Police Chief
Chris Hsiung, Deputy Police Chief
Roger Jensen, Chief Information Officer
Steve Rodriguez, Information Technology Manager
Audrey Seymour Ramberg, Assistant City Manager/ Chief Operating Officer
Kimbra McCarthy, City Manager
City Clerk

About Mountain View Coalition for Sustainable Planning

The Mountain View Coalition for Sustainable Planning is a group of local volunteers dedicated to making Mountain View as beautiful, economically healthy, transit, bicycle, and pedestrian accessible, and affordable as possible. MVCSP member interest and expertise covers areas such as housing, transportation, the environment, the economy, and beyond!

For more information, see <http://www.mvcsp.org>.

To contact us, send email to mvcsp.info@gmail.com.

Gutierrez, Jeannette

From: Mountain View MVCSP
Sent: Tuesday, December 8, 2020 5:22 PM
To: Abe-Koga, Margaret; Kamei, Ellen; Matichak, Lisa; Clark, Chris; Hicks, Alison; McAlister, John; Ramirez, Lucas
Cc: Mountain View MVCSP; Milano, Greg; Crosby, Kristine; Marchant, John; Ramberg, Audrey Seymour; McCarthy, Kimbra; , City Clerk
Subject: MVCSP comments on the Youth Mental Health Council Goal to Mountain View City Council
Attachments: CC-YouthMentalHealthCouncilGoal-MVCSP-20201208.pdf

CAUTION: This Email came from an EXTERNAL source. Ensure you trust this sender before clicking on any links or attachments.

(formal letter attached)



Mountain View Coalition for Sustainable Planning
c/o Aaron Grossman

Mountain View, CA 94041

December 8, 2020

City of Mountain View City Council
City Hall, 500 Castro Street
PO Box 7540
Mountain View, CA 94039-7540

Re: 4.14 Youth Mental Health Council Goal

Dear Mayor Abe-Koga and City Council members:

The Mountain View Coalition for Sustainable Planning (MVCSP) appreciates the opportunity to provide comments on the Youth Mental Health Council Goal, which you will be discussing at your meeting tonight.

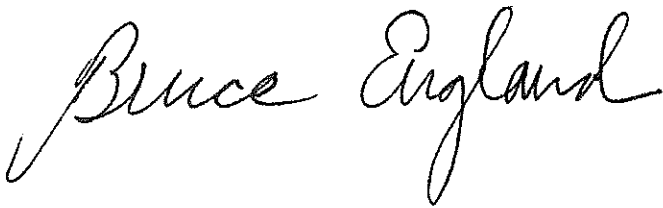
We have reviewed the agenda item materials, and we have the following comments we would like to share with you.

We strongly support your approving actions related to this goal. We can all appreciate the real stresses that our youth are experiencing, most recently related to COVID, but, in the longer run, those related to the demands of our academic institutions, career and job prospects (including student-loan debt), environmental sustainability (such as climate change), among everything else that those coming of age at any point in time have to contend with (including those called out in the Council Report). Whatever we can do to help alleviate these stresses, we should absolutely do, including filling any gaps in service we are able to identify. Our youth, given their age, are generally not yet as well equipped to contend with the challenges of life as their adult counterparts are, so the stresses of their lives are that much more impactful to them.

One other angle we would like to suggest for consideration is to help youth engage with nonprofit and volunteer organizations in and around Mountain View. There is little more empowering than knowing your efforts are helping to contribute to the common good and putting individual concerns into a larger perspective as well, and there are certainly many opportunities available in our region for this.

Thank you again for the opportunity to comment.

Sincerely,

A handwritten signature in cursive script that reads "Bruce England". The signature is written in black ink and is positioned above the printed name and title.

Bruce England
for the Mountain View Coalition for Sustainable Planning

cc:

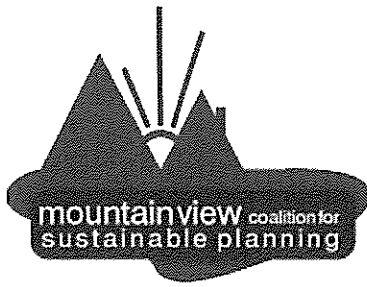
Greg Milano, Recreation Supervisor
Kristine Crosby, Recreation Manager
John R. Marchant, Community Services Director
Audrey Seymour Ramberg, Assistant City Manager / Chief Operating Officer
Kimbra McCarthy, City Manager
City Clerk

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To contact us, send email to mvcsp.info@gmail.com.



Mountain View Coalition for Sustainable Planning
c/o Aaron Grossman

Mountain View, CA 94041

December 8, 2020

City of Mountain View City Council
City Hall, 500 Castro Street
PO Box 7540
Mountain View, CA 94039-7540

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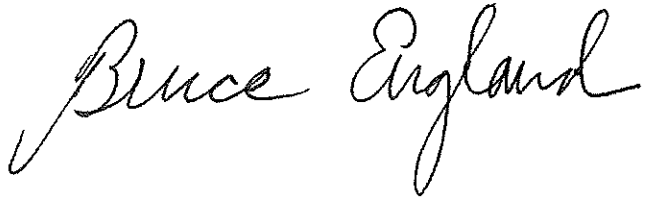
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Thank you again for the opportunity to comment.

Sincerely,

A handwritten signature in black ink that reads "Bruce England". The signature is written in a cursive style with a large, sweeping "B" and "E".

Bruce England
for the Mountain View Coalition for Sustainable Planning

cc:

Greg Milano, Recreation Supervisor

Kristine Crosby, Recreation Manager

John R. Marchant, Community Services Director

Audrey Seymour Ramberg, Assistant City Manager / Chief Operating Officer

Kimbra McCarthy, City Manager

City Clerk

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To contact us, send email to mvcsp.info@gmail.com.

Gutierrez, Jeannette

From: Vonderlinden, Silvia
Sent: Tuesday, December 8, 2020 3:25 PM
To: Gutierrez, Jeannette
Subject: RE: Late records re: item 8.1 on 12-8-2020 agenda

From: Chopra, Krishan
Sent: Tuesday, December 8, 2020 1:33 PM
To:
Cc: Councilmembers <CouncilMembers@mountainview.gov>; McCarthy, Kimbra <Kimbra.McCarthy@mountainview.gov>; Vonderlinden, Silvia <Silvia.Vonderlinden@mountainview.gov>; Fazely, Diana <Diana.Fazely@mountainview.gov>
Subject: RE: Late records re: item 8.1 on 12-8-2020 agenda

Dear Mr. Wesley,

The City provides all late addenda to agenda items, and unprivileged responses to Council Questions to the public online. You may access all materials distributed to the Council prior to the meeting at the following link by 5PM on the day of the meeting:

<https://mountainview.legistar.com/MeetingDetail.aspx?ID=743271&GUID=225465D4-DE06-4CD6-81A5-FA23EB0B3083&Options=info|&Search=>

With regard to written public comments, the City has also been operating in good faith and in substantial compliance with the Brown Act, as modified by multiple Executive Orders since the beginning of the COVID-19 pandemic. Administratively, it has been difficult if not impossible to make all public correspondence received up to and during the Council meetings available to the public in real time on the night of the meeting, due to the often high volume of public comments, and the need to redact personal information. The City's procedures are in substantial compliance with the Brown Act and consistent with the practices of other neighboring cities.

For item 8.1 which you are interested in, the majority of public comment received will be posted online at the same link for addenda and Council Questions as noted above. All other written public comments will be made part of the public record for the meeting, and will be available in response to any Public Records Act request.

Sincerely,

Krishan Chopra
City Attorney

From: Gary Wesley
Date: December 7, 2020 at 8:19:21 PM PST
To: "City.Council" <City.Council@mountainview.gov>

Cc: "Chopra, Krishan" <Krishan.Chopra@mountainview.gov>

Subject: Late records re: item 8.1 on 12-8-2020 agenda

CAUTION: This Email came from an EXTERNAL source. Ensure you trust this sender before clicking on attachments.

City of Mountain View and City Council: In ordinary times, the Brown Act (in California Government Code section 54957.5) would require that unprivileged materials given to the City Council majority concerning an item on the agenda be made available to members of the public - physically at the meeting place (or over the internet). Amid Covid-19, there is no physical meeting place. The materials normally placed in the binder outside the Council chambers should be linked or otherwise added to the agenda/reports online. That way, any member of the public could see the input provided and decide whether and what to add. Accordingly, I will be checking the agenda/reports of the December 8 meeting at and after 5pm on December 8 looking for any and all such materials for item 8.1. If the materials have not been posted, I am hereby objecting in advance that any action taken would be in contravention of section 54957.5 and invalid.
Gary Wesley

Gutierrez, Jeannette

From: brian parkmen · >
Sent: Tuesday, December 8, 2020 4:43 PM
To: City.Council
Subject: Measure c implementation

CAUTION: This Email came from an EXTERNAL source. Ensure you trust this sender before clicking on any links or attachments.

Hello council members

PLEASE DELAY IMPLEMENTING MEASURE C UNTIL THE VIRUS ISN'T RUNNING THROUGH OUR COMMUNITY

The passage of Measure C and the plans to begin the enforcement of the new parking regulations before the holidays and during a purple tier in Santa Clara County have prompted me to write and urge you to delay the beginning of enforcement until after Santa Clara County is out of the purple tier.

Enforcement of Measure C will require the combined efforts of city staff, city police, the Community Service Agency, and other Mountain View nonprofits and community groups. According to the press release put out by the city on November 17, 2020, the city intends to begin enforcement as early as the 18th of December. The city plans to "...conduct outreach to individuals..." who live in RVs and oversized vehicles. The city also plans to "...provide options for where they can go." Although this sounds straightforward on paper, it will be a massive undertaking on the part of a large group of people.

I am writing to urge the council to delay implementation and enforcement of Measure C until Santa Clara County is out of the purple tier. It is unsafe to bring together large groups of people for something that can be delayed until the county has given the "all clear" for gathering groups of people.

The enforcement of Measure C has the potential to become a super spreader event and put the city's first responders and community volunteers, not to mention the unhoused and underhoused Mountain View residents, in increased danger of contracting the virus, an already vulnerable group of residents. Every person who contracts the virus risks infecting members of their family, coworkers, and the community at large.

Sent from Yahoo Mail for iPhone



Gutierrez, Jeannette

From: George Duque <
Sent: Tuesday, December 8, 2020 5:00 PM
To: City.Council; Abe-Koga, Margaret; Kamei, Ellen; Clark, Chris; Hicks, Alison; Matichak, Lisa; McAlister, John; Ramirez, Lucas; , City Manager
Subject: PLEASE DELAY IMPLEMENTING MEASURE C IT IS DIRECTLY AGAINST CDC GUIDANCE

CAUTION: This Email came from an EXTERNAL source. Ensure you trust this sender before clicking on any links or attachments.

Mountain View City Council:

PLEASE DELAY IMPLEMENTING MEASURE C IT IS DIRECTLY AGAINST CDC GUIDANCE

The CDC specifically says about homeless encampments and Covid on their website that "If individual housing options are not available, allow people who are living unsheltered or in encampments to remain where they are." And that "Clearing encampments can cause people to disperse throughout the community and break connections with service providers. This increases the potential for infectious disease spread."

<https://www.cdc.gov/coronavirus/2019-ncov/community/homeless-shelters/unsheltered-homelessness.html>

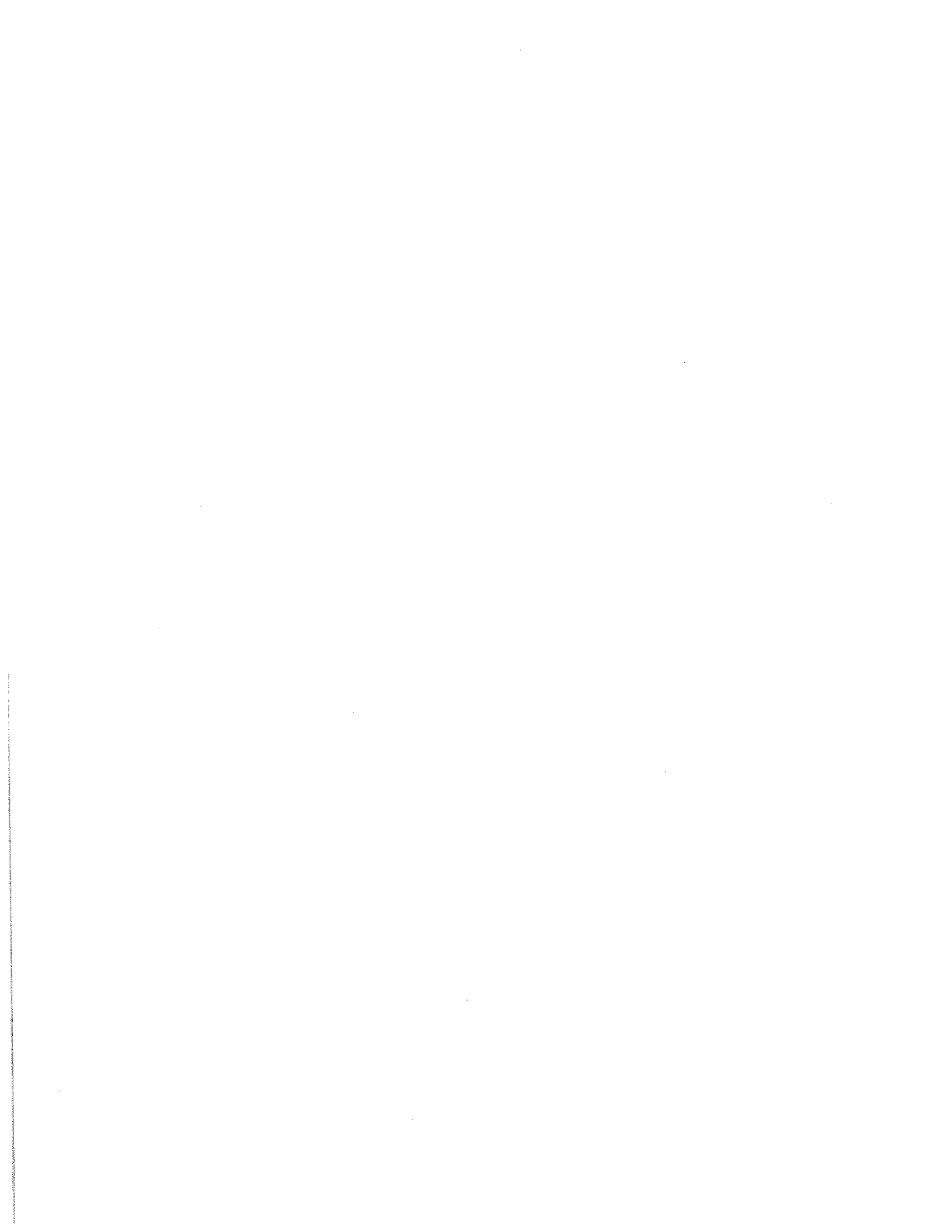
Please take the advice of the CDC. We do not have the luxury of flouting this guidance. If more people in this country had listened to science instead of politics, we wouldn't be in this mess. Please do not do what has created a national and international disaster to become the plague of our time. Mountain View needs to be better, we are an educated community and should not be stupid. Put our public health above politics. Politics won't keep your voters from dying. Only caution and patience can do that.

I am a mental health clinician with the Santa Clara County Behavioral Health Department working with the most vulnerable people of our community, therefore I know first hand how this will impact individuals and families. Mental health conditions have skyrocketed throughout the country, delaying this action help mitigate this exasperated increase.

Thank you for your time. I am a life long Mountain a View resident so I look forward to seeing how council will respond to this call to action.

Thank you,

Mountain View Resident
George Duque



Gutierrez, Jeannette

From: Griff Derryberry
Sent: Tuesday, December 8, 2020 5:02 PM
To: City.Council; Abe-Koga, Margaret; Kamei, Ellen; Clark, Chris; Hicks, Alison; Matichak, Lisa; McAlister, John; Ramirez, Lucas; , City Manager
Subject: Fwd: Please delay implementing Measure C

CAUTION: This Email came from an EXTERNAL source. Ensure you trust this sender before clicking on any links or attachments.

--
Griff Derryberry
Mountain View, CA

Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it is the only thing that ever has.

--Margaret Mead, US anthropologist & popularizer of anthropology (1901 - 1978)

Learn about recycling electronics here:
<http://greenergadgets.org>

Begin forwarded message:

From: Griff Derryberry
Subject: Please delay implementing Measure C
Date: 8 December 2020 at 17:00:12 PM PST
To: city.council@mountainview.gov

Dear Mountain View City Council,

Please delay implementing Measure C; it's directly against CDC guidance.

The CDC specifically says about homeless encampments and COVID on their website that:

- "If individual housing options are not available, allow people who are living unsheltered or in encampments to remain where they are."

- And that "Clearing encampments can cause people to disperse throughout the community and break connections with service providers. This increases the potential for infectious disease spread."

<https://www.cdc.gov/coronavirus/2019-ncov/community/homeless-shelters/unsheltered-homelessness.html>

Please take the advice of the CDC. We do not have the luxury of flouting this guidance. Put our public health above politics.

Thank you

—Griff

--

Griff Derryberry
Mountain View, CA

Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it is the only thing that ever has.

--Margaret Mead, US anthropologist & popularizer of anthropology (1901 - 1978)

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Gutierrez, Jeannette

From: Edie Keating >
Sent: Tuesday, December 8, 2020 5:05 PM
To: City.Council; Abe-Koga, Margaret; Kamei, Ellen; Clark, Chris; Hicks, Alison; Matchak, Lisa; McAlister, John; Ramirez, Lucas; , City Manager
Subject: Project Homekey will serve more than just RV residents

CAUTION: This Email came from an EXTERNAL source. Ensure you trust this sender before clicking on any links or attachments.

Dear Mountain View City Council -

I was able to attend one of the online meetings where Project Homekey was described.

Project Homekey will serve anyone who is homeless, both from Mountain View, and also from nearby cities. (from the Midpeninsula) It will not only intake from Mountain View.

Also, there are homeless individuals in Mountain View who are not living in a vehicle. During the meeting, these statistics were offered:

606 MV homeless in 2019. Of these 250 to 300 were living in vehicles.

The length of stay also was discussed. Life Moves indicated that individuals who were working hard to find housing or pursue other goals would not be asked to leave at the end 4 months - they would be offered an extension.

In summary - due to the multi city service area, and the mission to serve homeless community members without a vehicle, it is too optimistic to assume that Project Homekey will find permanent housing for 300 RV residents within a year.

Another point of uncertainty - will there be many evictions of Mountain View apartment renters in 2021, creating more need for Project Homekey.

Adding more safe parking spaces, and planning for a phase in of Measure C that extends beyond 2021 both seem like good and needed options, while still allowing the implementation of Measure C.

Thank you, Edie Keating



Gutierrez, Jeannette

From: Sarah Schachter
Sent: Tuesday, December 8, 2020 6:23 PM
To: City.Council
Subject: Measure C

CAUTION: This Email came from an EXTERNAL source. Ensure you trust this sender before clicking on any links or attachments.

To the Mountain View City Council:

The passage of Measure C and the plans to begin the enforcement of the new parking regulations before the holidays have prompted me to write and urge you to delay the beginning of enforcement until after Santa Clara County is out of the COVID purple tier.

Enforcement of Measure C will require the combined efforts of city staff, city police, the Community Service Agency, and other Mountain View nonprofits and community groups. According to the press release put out by the city on November 17, 2020, the city intends to begin enforcement as early as the 18th of December. The city plans to "...conduct outreach to individuals..." who live in RVs and oversized vehicles. The city also plans to "...provide options for where they can go." Although this sounds straightforward on paper, it will be a massive undertaking on the part of a large group of people.

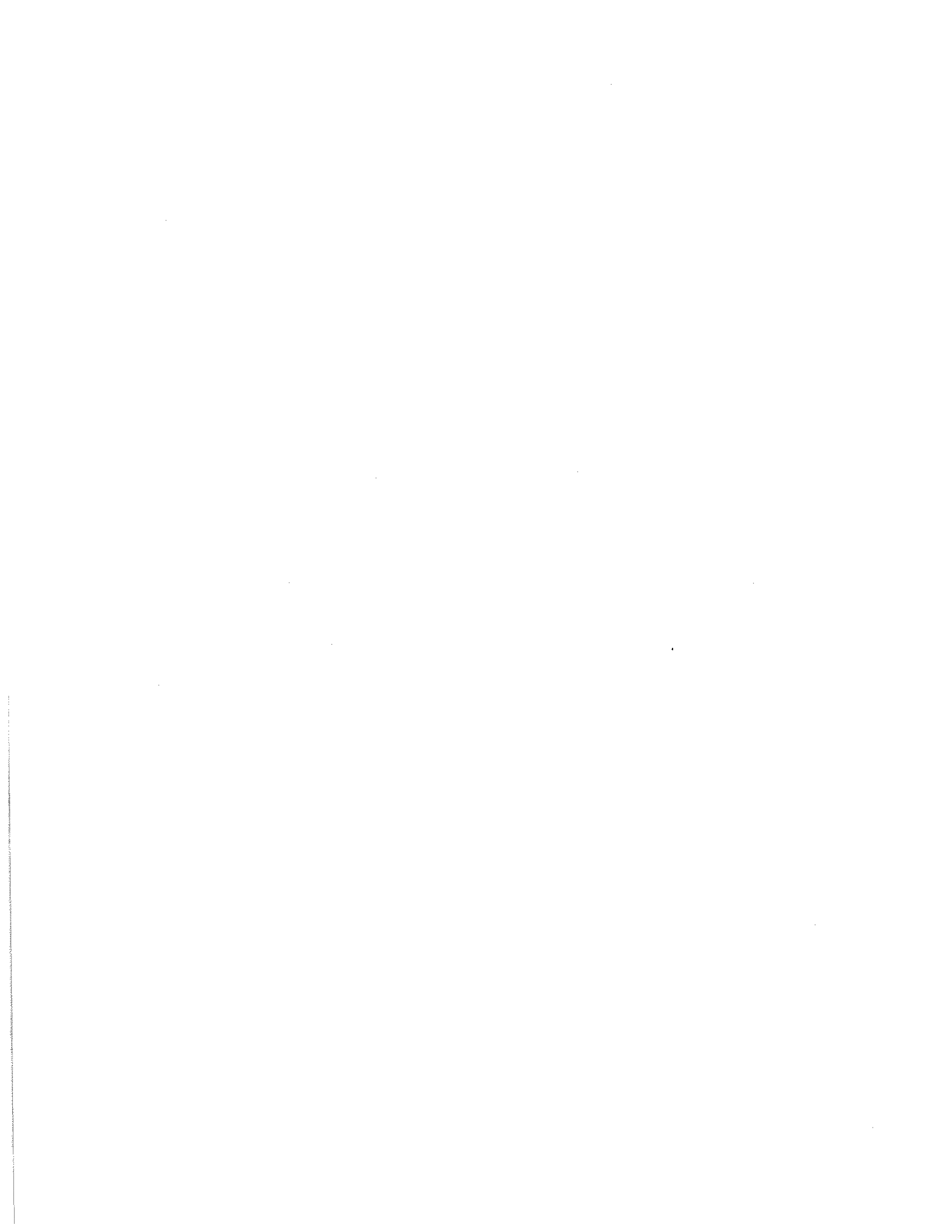
It is unsafe to bring together large groups of people for something that can be delayed until the county has given the "all clear" for gathering groups of people. The enforcement of Measure C has the potential to become a super spreader event and put the city's first responders and community volunteers, not to mention all of the unhoused and underhoused Mountain View residents, in increased danger of contracting the virus, an already vulnerable group of residents. Every person who contracts the virus risks infecting members of their family, coworkers, and the community at large.

Therefore, I strongly urge you to postpone enforcement of this ordinance.

Thank you,

Sarah Schachter

Mountain View 94043



Gutierrez, Jeannette

From: Tim MacKenzie <tim.mackenzie@cityofmountainview.com>
Sent: Wednesday, December 9, 2020 12:26 PM
To: Abe-Koga, Margaret; City.Council; Matichak, Lisa; Clark, Chris; Ramirez, Lucas; Kamei, Ellen; Hicks, Alison; McAlister, John
Subject: Re: Comment on Agenda Item 8.1 Oversized Vehicle Parking on Narrow Streets

CAUTION: This Email came from an EXTERNAL source. Ensure you trust this sender before clicking on any links or attachments.

Hi Margaret,

I want to write to follow up after last night's meeting. I have to say that I was insulted by the comments you made after hearing the public speak. It was incredibly condescending to be told to follow health guidelines related to the pandemic in the very same breath you were advocating for a policy that directly contradicts CDC guidance. I don't know if it was hypocrisy, a lack of self-awareness, or some other explanation, but you did serious damage to your credibility in my eyes. While I have been lucky enough to have a stable employment situation during the pandemic, I have also been taking the pandemic quite seriously. I haven't seen my parents in a year and don't expect to be able to safely travel to visit them until around this time next year. My grandmothers are in their late 80s and I am very concerned for their health and the next time I can see them as cases are on the rise again in Massachusetts, just like everywhere else. People are making sacrifices to do our part to mitigate the exponential growth of the coronavirus - your castigation of citizens while simultaneously flouting established public health guidelines belies a lack of respect for the people you represent.

I recognize that the majority of voters in Mountain View voted to implement Measure C and that I am in the minority. However, there were very few if any requests last night to overturn the narrow streets ordinance. The vast majority of commenters last night were simply asking you to recognize the unique historical moment we currently occupy and choose to delay implementation until after the pandemic has been brought under control. As Councilmember McAlister said last night, there is no playbook to follow - we are in uncharted territory. Continuing with business as usual is hugely irresponsible and shows an ignorance of the seriousness of the current situation or a willingness to pursue personal agendas despite the risk to the broader community. Implementing Measure C before widespread vaccine rollout is dangerous. It is really disheartening to see elected officials continue to ignore the seriousness of the pandemic by refusing to listen to established public health guidelines. Your actions tell me that you have little regard for the health of our community.

On the topic of the will of the voters, it seems that council is selective in when you choose to listen. When Measure V passed, council made no efforts to challenge the lawsuit brought in December seeking to delay implementation of rent control. In that situation, the voters had spoken but council seemed to decide there was no imperative to defend and implement the amendment to our city charter. I also recall voting for Measure Q to pass a tax on marijuana businesses - I was expecting to see stores open in Mountain View, but council had no problem charting their own path forward in that situation. With the threat of an impending lawsuit for Measure C and an overwhelming majority of speakers last night asking for a delay in implementation due to the pandemic, council's inaction shows that "the will of the voters" seems to be used as a cudgel to ram through pet projects when it suits councilmembers but can be conveniently ignored when it goes against your personal views.

I don't expect everyone to agree with me on all issues - in fact, I find that the best solutions are found when a diversity of viewpoints come together to work towards a common goal. What I cannot stand is disingenuousness or a lack of integrity. Over the past few years, I have spent time with council into the wee morning hours listening to a litany of fellow residents ask for our concerns to be taken into account, only to see those requests completely ignored. On that note, I have to say it is particularly jarring to hear dozens of

commenters excoriating council and arguing against the decisions you plan on taking be followed by the self-praise that so often permeates remarks from some councilmembers. It gives the impression that there are fragile, Trump-like egos that need constant praise and are unwilling or unable to engage in critical self-reflection. Last night there was a particularly egregious and off-putting example of this when you took personal credit for some of the pilot housing projects the city is undertaking. While speaking about efforts to transition our unstably housed neighbors into long-term housing solutions, you said you believe we could potentially help every homeless person from the 2019 count, which you said was "an accomplishment that very few people... very few cities can say." Whatever your intention, the way that came across to me was you taking personal credit for the efforts and labor of a large number of people to serve your own ego.

I want to close with a final piece of good faith, constructive criticism in the hopes that you will consider it moving forward. This comment is with regards to comparing Mountain View to other cities. We seem to have fundamentally different philosophies in the purpose of comparing to other cities. Whenever you compare Mountain View with other cities, you seem more concerned with checking what other cities are doing to make sure that Mountain View won't do anything more than anyone else. I disagree with that approach - we should be looking to other cities to find good practices already in place elsewhere that we can adopt in Mountain View to become the best version of ourselves. In other words, the comparison should be between where we are and where we could/should be. If we care more about what we can do rather than making sure that we aren't doing more than others, Mountain View can be a leader.

A specific example of this conflict of philosophies is from a topic I have brought up at council meetings several times over the past year and a half: providing free period products in all municipal bathrooms. Last summer, there was a staff report that pointed out that no other cities in the Bay Area provide free menstrual products and used that as justification for not doing so in Mountain View. Instead of seeing an opportunity to set an example and be a leader in the region by comparing with the best version of our city, the comparison with other cities was used as a reason for inaction. That is not to say that I think Mountain View should carry the burden of the entirety of Silicon Valley - the points you often raise that our neighboring communities must do their share is a valid one. But the argument falls flat when juxtaposed with actions that limit the scope of what we attempt to accomplish in Mountain View to serve as a model others can follow. Even though we may disagree on the best course of action to serve our community, I know that we both care deeply about Mountain View. With that in mind, I ask that in the future you use comparisons to other cities as a means to find ways to become the best version of Mountain View we can be, rather than using the inaction of other cities as an excuse for failing to live up to the potential of our great city.

I hope you have a safe, healthy, and happy holiday season.

Tim MacKenzie | he/him/his
Postdoctoral Researcher
SURPAS Advocacy Coordinator
Snyder Lab | Stanford University Department of Genetics

From: Tim MacKenzie
Sent: Tuesday, December 8, 2020 10:08 AM
To: Abe-Koga, Margaret <Margaret.abe-koga@mountainview.gov>
Subject: Re: Comment on Agenda Item 8.1 Oversized Vehicle Parking on Narrow Streets

Thanks a lot for taking the time to reply Margaret. I appreciate the information regarding expanding stable housing options for our unhoused neighbors. I learned from what you shared and am happy to see that options (particularly affordable housing projects) are growing and coming down the pipeline. However, my main concern with regards to enforcement of Measure C is due to the pandemic. The ongoing public health crisis will certainly not be solved by April, and beginning enforcement of the parking ban poses a risk to first responders tasked with enforcement and to RV residents and our neighboring communities if they leave the city. Beginning enforcement while the pandemic is ongoing runs counter to the CDC guidance I linked in my first email and seems entirely irresponsible from a public health standpoint.

I understand that signage won't go up until April, but vaccine rollout will likely extend beyond that timeline. From a logistical standpoint, there are ~300M people in the United States that will need to be vaccinated. For the Pfizer and Moderna vaccines that have shown the earliest and highest efficacy, two doses spread across a period of three weeks are required. Even if we had six hundred million doses of the vaccine stored in glass vials ready for injection, there would be a minimum of three weeks for roll out if everyone got vaccinated at the exact same time. However, we do not have all the doses ready to go, and vaccinating large groups of people simultaneously poses a transmission risk; the actual rollout will be more spread out across space and time than this hypothetical high-speed rollout. All of that to say, even though there is a light at the end of the tunnel with the vaccine, we are still in the throes of the pandemic. We are at the worst point we have seen and there are no signs of improving before vaccine rollout without drastic measures. As Is said, it is always darkest before the dawn - we are in that dark period now. From my perspective, enforcing Measure C before we have tamed the pandemic is hugely irresponsible and poses a serious risk to those we task with enforcement, those who will be made to leave our city, and our surrounding communities where people might go. I beg of you, please delay implementation (i.e. any contracting out bids for sign installation or the labor of putting up signs and enforcing restrictions) until such time as the pandemic is under control, evidenced by a return of city council meetings to council chambers. A situation like this only arises every century or so (less frequently than once in a lifetime for many!) - our current situation is not normal and cannot be approached as if we are under typical circumstances. Until this pandemic is controlled, all actions we take must be considered in the light of the public health impacts. Please, take the current public health crisis into account and choose to delay implementation of Measure C until city council meetings return to an in-person format.

I hope you are staying healthy and safe.

Tim MacKenzie | he/him/his
Postdoctoral Researcher
SURPAS Advocacy Coordinator
Snyder Lab | Stanford University Department of Genetics

From: Abe-Koga, Margaret
Sent: Tuesday, December 8, 2020 9:40 AM
To: Tim MacKenzie <
Subject: Re: Comment on Agenda Item 8.1 Oversized Vehicle Parking on Narrow Streets

Hi Tim,

Hope you are well. Thanks for taking the time to write in. We are getting alot of form letters so I appreciate your writing a personal message.

Thank you for your message. We have been getting alot of form letters about this issue so it's nice to get a personal note.

Appreciate your concerns and I'm wondering if someone is spreading misinformation. Even though Measure C goes into effect 12/18, the City will not be able to implement and enforce the parking restrictions for several more months as we need to get the proper signage up. You will see in the staff report that the earliest the signs can start going up is next April. By then we should have up and running , the additional spaces in our safe lots open totaling 103 spaces, and Project Homekey which will house about 150 people. Since Homekey is transitional housing and the individuals and families should be able to relocate to a more stable housing situation, the spaces in Homekey will open up so we can help more folks. LifeMoves, the operator of Homekey has projected that we should be able to help 300 people in a year with the program. We are also working on one more possible transitional housing project that we should be able to confirm in January. So there is a place for pretty much everyone to go. In fact, with all of these programs and projects, we should be

able to help within the next two years, all of the 600 homeless people who were counted in Mtn View in 2019. I don't think any other City can say they are helping their entire homeless population like we are. The challenge is that we can't keep having more people coming in as our resources are limited and we cannot keep running these programs with City funds. That's why every city needs to do their part which is not happening. I have been in conversation with County folks, and there is some discussion about their going out for a revenue generating measure to be able to fund more homeless programs. That would certainly help.

As the rent control advocates kept saying that CSFRA was passed by the voters, so was Measure C, so we cannot ignore it as people are asking us to do. Since Measure C goes into effect in 12/18 and given the time it will take to implement it, we need to start the process. I am confident that Project Homekey will be up in running early in the new year, well before April - and that will be just the first set of signs that will go up so there will still be streets where parking will be allowed. In the meantime we are also opening more spots in our safe lots and continue to work on other affordable housing/transitional housing projects. We actually have at least 5 more affordable housing projects in the hopper and we have one for approval on our agenda tomorrow.

I think we have a good plan for transition with our timeline and with our homeless solutions, I would appreciate people acknowledging this rather than spreading misinformation. Frankly, speaking, the critics have not come up with their own plan, and just letting folks continue to live on the streets is not a solution.

As for having contractors do the signage work, even though the cost may not be that difference compared to doing the work in house, it is more about the need for our own staff to continue to work on our other capital projects. We have so many projects on our list of things to do, we need our own staff to continue with those projects and can't afford to take them offline to work on the signage.

Regarding rent forgiveness for Live Nation, there is a force majeure clause in the contract and the pandemic falls under that. We had a choice between deferring their rent or negotiating a reduction and receiving some funds now. I think it makes sense to take the reduced rent now as it is guaranteed. And as for trying to get more safe lot space on the Amphitheatre parking lots, the intent is not to expand safe parking but gradually reduce it with the Project Homekey and other more stable affordable housing programs.

Hope this helps to clarify. the wrong information I see out there.

-Margaret

From: Tim MacKenzie

Sent: Monday, December 7, 2020 3:56 PM

To: City.Council <City.Council@mountainview.gov>; Abe-Koga, Margaret <Margaret.abe-koga@mountainview.gov>; Kamei, Ellen <Ellen.Kamei@mountainview.gov>; Clark, Chris <Chris.Clark@mountainview.gov>; Ramirez, Lucas <Lucas.Ramirez@mountainview.gov>; Hicks, Alison <Alison.Hicks@mountainview.gov>; Matichak, Lisa <Lisa.Matichak@mountainview.gov>; McAlister, John <John.McAlister@mountainview.gov>

Subject: Comment on Agenda Item 8.1 Oversized Vehicle Parking on Narrow Streets

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Greetings Councilors,

I hope you are doing well and staying healthy. I am writing in regards to the final item on the agenda for tomorrow's meeting, the narrow streets ordinance. Given how packed the agenda is and how contentious this issue has been in our community, I imagine it will be late in the night before the discussion even begins, but I plan on staying to be part of the community conversation. However, I also wanted to send an email in advance of the meeting.

While I was personally against Measure C, I recognize that I am in the minority and the will of the voters clearly chose to instate the narrow streets ordinance. However, I strongly urge council to delay implementation of the measure. We are at literally the worst time we've seen during the pandemic with no signs of abating or slowing down. CDC guidance states that "if individual housing options are not available, allow people who are living unsheltered or in encampments to remain where they are" as "clearing encampments can cause people to disperse throughout the community and break connections with service providers... increas[ing] the potential for infectious disease spread." In addition to the risk of RV residents becoming vectors for COVID-19, there is substantial risk for first responders who would be tasked with enforcement.

It is irresponsible to begin to implement the narrow streets ordinance while the coronavirus pandemic is raging around us, especially given that a vaccine is around the corner. I am unable to come up with a reasonable, compassionate motivation for rushing forward with implementation of Measure C during this once-in-a-century pandemic. I've grown disillusioned with the indifference to human life from elected officials in our country as they downplay the seriousness of the pandemic and advocate for policies that will actually make the situation worse. While sometimes I disagree with decisions made by council, there seems to be a willingness to listen in good faith to Mountain View residents that serves as a counterpoint to our federal dysfunction. I ask that you continue to serve as a model of good governance and choose to listen to the science surrounding COVID-19 by choosing to delay implementation of Measure C until such time as the pandemic is under control. In other words, I hope that no steps will be taken towards implementation until council returns to in-person meetings. It is irresponsible and has the potential for exacerbating an already serious public health crisis to begin implementation of Measure C.

In addition to urging you to delay implementation of Measure C until a post-pandemic world, I am also opposed to the current staff recommendations for implementation. In other words, even if you choose to move forward with implementation during the pandemic (the danger of which I cannot stress enough), I ask that you move forward in a different way than currently recommended by staff. In the staff report attached to the council agenda, there is a description of an alternative implementation approach that would have city staff install signs rather than contracting out sign installation. I am much more in favor of having city staff install the signs rather than contracting out to an external source. According to the report, "the total cost of this alternative approach will be approximately the same as hiring a contractor." However, the extended timeline resulting from staff installation spreads that cost out over a longer period, putting less stress on our city's finances. Given the economic downturn from COVID, it seems fiscally irresponsible to choose an option that pushes all the costs upfront rather than lessening the impact of the blow by spreading costs across time.

On the topic of cost, the council report suggests an anticipated cost of nearly one million dollars. I am surprised to see such high costs associated with a municipal measure when there was no mention of the expected cost in the impartial analysis of Measure C. I know how much residents of our city are concerned with fiscal responsibility - I have heard arguments about unnecessary costs at city council meetings both from those with whom I agree and from those who hold different views. Aversion to wasteful spending is a widespread concern in our city on all sides that I hope is taken into consideration as council decides on next steps of implementation for the narrow streets ordinance.

On the topic of cost, I also want to highlight the consent calendar item 4.7 about modifying rent for LiveNation due to COVID-19. If there was no clause in the rent contract with the city about natural disasters or worldwide pandemics, I am fundamentally opposed to the rent reduction without first considering the impact of COVID-19 on residents of our city. I'd also love to see my rent reduced because of COVID-19. I live walking distance from Shoreline Amphitheater, so attending concerts was something I sorely missed this summer. Alas, there has been no push to reduce my rent by half. If nothing else, hiding a plan to reduce city revenues in a packed

consent calendar feels shady - this is something that should be discussed openly so Mountain View residents hear the reasoning of councilors as to why they want to give away money to a corporation without suggesting help for working class renters in the city. I understand their revenues have been much lower than anticipated (i.e. non-existent), but that is true for many people who live and work in our city as well.

One theme that has come up in community conversations I have been privy to is asking for expanded use of the Shoreline parking lots for the Safe Parking program for RV residents. Doing so seems like a win-win situation. Since the parking lots are not being used for concerts, they can be utilized during the pandemic to help transition our unstably housed neighbors into long-term housing solutions. Getting use of amphitheater parking lots is also a reasonable justification for rent reduction for LiveNation (though I would argue a 50% cut is still too much). I hope that council will choose to help our community rather than give away anticipated municipal revenues in exchange for nothing.

I have one final point to make regarding Safe Parking. I commend council for getting a successful program off the ground, but I can't help but wonder how the program will change as we make it through the pandemic. From my understanding, some of the Safe Parking spots utilize part of the Shoreline parking lot since there are no concerts during the pandemic. I strongly support that (as you might be able to tell from the recommendation in the last paragraph) and want to commend council for seizing the opportunity to help our neighbors in an otherwise bleak time. But I am worried about the capacity for the Safe Parking Program when the pandemic ends and we presumably lose access to those lots as concerts begin again. Even with the extra spaces afforded by Shoreline parking lots, there is a waiting list for Safe Parking. Losing those spots hurts our Safe Parking program that serves as an exemplary model for other communities in our region. It would be poor leadership to fail to plan for challenges the program will face in the (hopefully near) future. (I say hopefully near future because losing Shoreline parking spots would be a signal we've made it through the pandemic). I strongly urge delaying implementation of Measure C until such time as the Safe Parking program can be strengthened to the point that its capacity matches demand even after the pandemic.

While I was personally opposed to Measure C, I recognize that our city has chosen to move forward with it. Even during the most contentious discussions surrounding this issue, residents on both sides of the issue talked about a desire to support finding stable housing for our neighbors living in RVs. Proponents of Measure C pointed to the Safe Parking program as a reason that the narrow streets ordinance could move forward. Given that our current capacity could still be expanded (as evidenced by the waitlist), and that part of that capacity will be lost as we emerge from the pandemic, I believe it is consistent with the will of the voters to delay implementation of Measure C until Safe Parking has been expanded to meet demand.

Thank you for taking the time to read this email. Given the public health conditions with the pandemic, implementation of Measure C before large-scale vaccine rollout is a dangerous, irresponsible move and I strongly urge council to delay until at least such time as council meetings are held in person again. The high cost of implementation on the short time scale suggested by staff is another reason to delay implementation, as is the need to expand safe parking. If you choose not to delay implementation in the face of these compelling reasons to do so, I ask that you take staff's alternative approach suggested in the council report and have staff install signs rather than contracting out sign installation.

Tim MacKenzie | he/him/his
Postdoctoral Researcher
SURPAS Advocacy Coordinator
Snyder Lab | Stanford University Department of Genetics

Gutierrez, Jeannette

From: Dinsmore, Brian N <
Sent: Wednesday, December 9, 2020 1:32 PM
To: City.Council
Subject: Hello FROM KPIX

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Hi,

Can you confirm this as true?

MOUNTAIN VIEW — A united city council on Tuesday took little time to begin the process of implementing new parking restrictions for RV dwellers as soon as April.

Mountain View city council members voted unanimously to begin restricting RVs from narrow streets across the city starting April 1, a move critics say could displace dozens of families.

City staff on Tuesday said it should take five to seven months to move through the city installing 2,600 new parking restriction signs on 444 streets at a cost of nearly \$1 million.

After Mountain View voters overwhelmingly supported banning RVs from the city's narrow streets with 57% of the vote, city council members are now tasked with enforcing the new rules and dealing with the consequences.

BRIAN DINSMORE
ASSIGNMENT MANAGER | NEWS
KPIX-TV KBCW-TV SAN FRANCISCO

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