



CITY OF MOUNTAIN VIEW

MEMORANDUM

City Manager's Office

DATE: August 4, 2021

TO: City Council

FROM: Kimberly S. Thomas, Assistant to the City Manager
Harsha Ramchandani, Management Fellow

VIA: Kimbra McCarthy, City Manager

SUBJECT: **Human Services Division – Update on Initiatives to Assist Homeless and Unstably Housed Residents**

INTRODUCTION

This memorandum provides an update on actions related to the City's extensive homeless programs and initiatives. This memorandum is for informational purposes and does not require Council action. This memorandum is similar to the comprehensive memorandum describing needs and services provided to Council on October 30, 2020 (Attachment 1). It includes updated data specifically on COVID-19 response information on existing and new initiatives that commenced since our last memorandum in October 2020. A 2020-21 fiscal year-end report on established programs will be included in the next memorandum. With the hiring of the Human Services Manager approved in the Fiscal Year 2021-22 Budget and the development of a homelessness response strategy, staff anticipates moving to an annual memorandum reporting on programs, regular updates through the Council Connection, and scheduled agenda items as needed for Council action.

Homelessness is a significant and growing issue, driven in large part by shortfalls in housing supply and affordable housing throughout the region and the State. Since 2016, the City has developed programs and policies and dedicated over \$9.9 million in funding to serve homeless and unstably housed residents. Throughout this time, the City has actively collaborated with the County and community-based organizations that have staff expertise and dedicated funding streams for working with homeless and vulnerable populations.

The needs and services related to homelessness can be viewed within a continuum for "coordinated care," which includes homelessness prevention, rapid rehousing,

permanent supportive housing, emergency shelter, and interim/temporary housing. Across this continuum, services also include programs to meet basic health and safety needs that are important in their own right and also support the ability to sustain stable housing. The efforts of the City and the City's partners in these areas, both longstanding and in response to COVID-19, are described below.

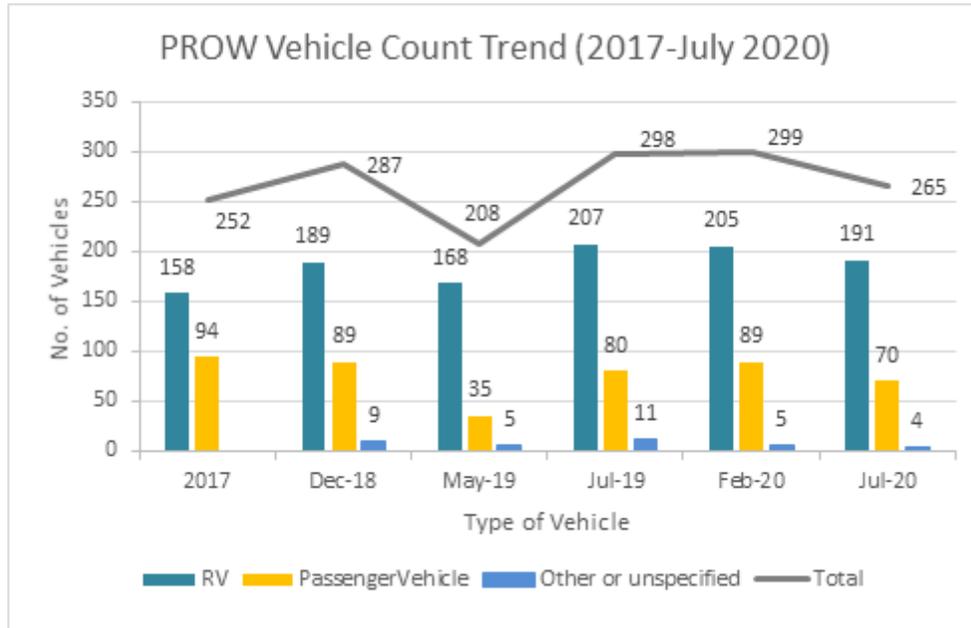
BACKGROUND

Homelessness Trends in Mountain View and Living in Vehicles Count

The County of Santa Clara completes a comprehensive, biannual, "point-in-time" (PIT) homeless count, which serves as a baseline for understanding homelessness in the region. This count includes the unsheltered and unstably housed, enumerating those individuals and families who are sleeping in emergency shelters and transitional housing as well as people sleeping on the streets, in vehicles, abandoned properties, or other places not meant for human habitation. The last PIT count was in 2019. The County received a waiver from Housing and Urban Development (HUD) to postpone the count until 2022.

Over the past three County PIT counts, the number of homeless people in Mountain View has increased from 276 in 2015, to 416 in 2017, to 606 in 2019, more than doubling in four years. The vast majority of the people counted were unsheltered. The County's count considers residents living in recreational and other vehicles as unsheltered.

To augment the information from the County count, the City also conducts a street-by-street count of vehicles that appear to be in use for living purposes. Over the past three years, the count of vehicles in the public right-of-way used for living has ranged from 250 to 300 vehicles. Since the December 2018 count, more than half of the counted vehicles have been RVs. Between the last count in February 2020, before the opening of the safe parking lots and the most recent count in July 2020, there was a decrease of vehicles used for living purposes in the public right-of-way, but the number of lived-in vehicles parked on the streets did not go down by the same amount as the vehicles transitioned to safe parking. The chart below shows the latest numbers from July 2020. The next City count will be conducted in July/August 2021, and the data will be reported in the next memorandum.



HOMELESSNESS SERVICES

Partnerships Across the Homeless Services Continuum

Based on Council direction, staff aimed early on to connect with the Countywide system to leverage the County’s resources and to expand public and private partnerships to address the needs of those who live in vehicles and others experiencing or at risk for homelessness in Mountain View. The chart below shows the partners that are essential to our success:

- | | |
|---|---|
| <ul style="list-style-type: none"> • Alta Housing • Bill Wilson Center • Community Services Agency (CSA) • COVID-19 Community-Based Organization (CBO) Team • Destination: Home • Dignity on Wheels (DOW) • Fight the Hate Ministry food distribution program • HomeFirst • Homeless/Safe Parking Teams • Hope’s Corner • Los Altos United Methodist Church • Mountain View Day Worker Center • Human Relations Commission (HRC) | <ul style="list-style-type: none"> • LifeMoves • Live Nation • MOVE Mountain View • New Directions – A Program of Peninsula Healthcare Connections • Reach Potential Movement (RPM) • Santa Clara County <ul style="list-style-type: none"> - Valley Homeless Healthcare Program (VHHCP) - County Housing Authority - Office of Supportive Housing • Second Harvest Food Bank (Second Harvest) • St. Athanasius food distribution program |
|---|---|

The services provided by these partnerships can be viewed within a continuum for “coordinated care,” and the various stages of housing instability, which includes Homelessness Prevention, Rapid Rehousing, and Permanent Supportive Housing. Across this continuum, services also include programs to meet basic health and safety needs that are important in their own right and also support the ability to sustain stable housing.

The following chart provides a high-level summary of Mountain View’s overall programs and services across the continuum of homeless response strategies, many of which will be discussed further in this report:

Our Strategies to Address Homeless	Mountain View Actions and Initiatives
Congregate Shelter	<ul style="list-style-type: none"> • Year-round shelter for youth and young adults • Transitional shelter • Cold-weather shelter (County CWSP)
Safe Parking	<ul style="list-style-type: none"> • Funding for five lots • Funded all necessary site setup • Coordinated with the County and partner CBOs to expand on-site services and provide running water, mobile showers, and mobile medical unit visits
Interim Housing	<ul style="list-style-type: none"> • State Homekey awarded with City funding for modular interim housing (LifeMoves Mountain View) • Crestview Hotel County opportunity being explored
Core Housing Programs	<ul style="list-style-type: none"> • Homelessness Prevention Programs • Rent Relief Program (including supplementary COVID-19 response program) • Rapid Rehousing Programs • Permanent Supportive Housing Units • Affordable Housing Units

Our Strategies to Address Homeless	Mountain View Actions and Initiatives
Outreach Services	<ul style="list-style-type: none"> • Joint City-County funding for CSA outreach • City multilingual outreach strategies and multi-channel communications • Coordination with CBOs working with unstably housed population • Mountain View Police Department (MVPD) Neighborhood Event Services (NES) unit has a Community Outreach Officer position with a compassionate enforcement approach • MVPD Outreach Team distributes resource flyers (multiple languages) to vehicles believed to be used by unhoused people
Community Resources, Access, or Case Management – Links to Continuum of Care (CoC), safety-net services, and path to housing	<ul style="list-style-type: none"> • Joint City-County funding for CSA Homeless Case Manager for housing referrals • Funding for case management for the chronically homeless for Permanent Supportive Housing (New Directions – A Program of Peninsula Healthcare Connections)
Basic Services (food and other items)	<ul style="list-style-type: none"> • Gift card programs for COVID-19 response • Capital funding support for Meals at Hope’s Corner • Support for CSA and Second Harvest grocery distribution programs • Food Talk group and coordination of local access (seven-day-per-week access options during COVID-19)
Sanitation and Hygiene	<ul style="list-style-type: none"> • Funding expanded mobile shower services added at CSA for COVID-19 response • Portable toilets and hand-washing stations for COVID-19 response
Phones and WiFi	<ul style="list-style-type: none"> • Hope’s Corner-provided solar cell power banks • Online maps and distribution of flyers about City-provided WiFi locations
Other	<ul style="list-style-type: none"> • RV waste dumping vouchers for safe parking • Safe Parking Ordinance and permit program for private lots • Human Relations Commission (HRC) Subcommittee for safe parking

Major City Accomplishments

The City, with its County- and community-based partners, has achieved many accomplishments over the last five years in providing a pathway to housing and actual housing placements. Highlights listed below include:

- Mountain View recognized as a regional leader in developing and funding affordable housing.
- Approximately **1,500 affordable housing units** in the City.
- Approximately **750 additional affordable housing units** in the pipeline.
- Approximately **15,000 rental units** rent-protected under the Community Stabilization and Fair Rent Act voter initiative adopted in 2016.
- Developing Measure A program to fund **200 units** of rapid rehousing/permanent supportive housing.
- Opened Safe Parking Program lots, providing up to **101 spaces** in conjunction with the County, operating 24/7.
- Providing **65 emergency shelter beds** in conjunction with the County; includes partial-year cold-weather season.
- Funding a permanent supportive housing contract with the County, providing assistance to approximately **20 households**.
- Opened LifeMoves Mountain View (Homekey Project) with **100 units** of interim housing serving 300 to 400 people per year.
- Exploring Crestview Hotel opportunity to partner with the County on converting an existing hotel into **67 units** for permanent housing.

In addition, Council has adopted an ambitious Strategic Road Map and work plan for Fiscal Years 2021-23 with priorities to increase housing opportunities and support a community for all. This includes:

- Developing a housing strategy to facilitate development of diverse range of housing to meet the spectrum of need, including interim housing and permanent housing;
- Developing a displacement response strategy, including local replacement requirements and evaluation of an acquisition/preservation program;
- Evaluating potential middle-income housing strategies to serve our middle-income families; and
- Developing a homelessness response strategy and expenditure plan.

Fiscal Year 2020-21 Update on Homelessness and Housing Programs

As noted in the introduction, staff receives data updates for various initiatives related to homelessness and housing on an annual basis (Attachment 1). The programs which report out on a fiscal-year basis are listed below. Status updates for Fiscal Year 2020-21 will be included in the next update memorandum to Council.

- Additional Housing Authority Funds
- Outreach and Engagement
 - City Staff Response
 - Mountain View Police Department Community Outreach Officer
 - CSA Mobile Outreach Worker/Case Manager
 - County Outreach Program for harder-to-serve clients
- Vehicle Assistance Programs

- Housing Programs
 - Homelessness Prevention Program
 - Rapid Rehousing
 - Permanent Supportive Housing
- Shelter Services

Investment in Homelessness Solutions

Reducing the number of individuals and families without a home requires multi-agency and interdepartmental coordination, regional collaboration, and a long-term focus. The following tables summarize the investment by the City and the City’s partners to address homelessness.

City Investment

The City’s strategies and actions taken thus far represent a significant investment in addressing this important and complex regional concern, totaling over \$9.9 million from 2016 to Fiscal Year 2021-22, as summarized in the table below. For the most part, this funding reflects the Council direction provided and implemented over the last four years but also includes other funding commitments, such as the Community Development Block Grant (CDBG) and programs funded in response to COVID-19.

City Investment (2016-21) Nearly \$10 million in City investment*	
Item	City Contribution
County-supportive housing, including Rapid Rehousing, outreach, and case management programs (5.5 years of funding).	\$1,117,500
County costs associated with 24/7 safe parking and expansion of safe parking spaces at existing lots, including related services for (4 years of funding for Fiscal Years 2019-22).	\$890,000
MOVE Mountain View Safe Parking Program (2 years of funding).	\$275,550

City Investment (2016-21) Nearly \$10 million in City investment*	
Item	City Contribution
Community Services Agency (CSA) outreach, case management, hygiene services, and vehicle repair (4 years of funding).	\$190,875
Alta Housing to prepare the Terra Bella safe parking lot.	\$97,951
Health and Safety (4 years of funding for a portable restroom at Rengstorff Park).	\$98,000
Police Community Outreach Officer (5 years of funding).	\$1,060,600
Renovation of Quetzal House shelter.	\$50,000
LifeMoves for shelter and support services to assist the homeless and renovation of the Graduate House shelter (5 years of CDBG and General Fund funding).	\$167,892
CSA for Homeless Prevention initiatives (6 years of CDBG and General Fund funding. Includes funding under Alpha Omega program and Homeless Prevention programs).	\$210,623
CSA for Seniors program (6 years of CDBG funding).	\$142,166
CSA for Rental Assistance program (Below-Market-Rate (BMR) funds allocated in Fiscal Year 2018-19).	\$70,000
CSA Emergency Assistance (CDBG funds allocated in Fiscal Year 2016-17).	\$24,019
CSA funding assistance (Community Benefit Funds from the 600 Clyde Avenue project disbursed in May 2021).	\$170,000
Hope's Corner for renovation of their commercial kitchen (CDBG funds and Community Benefit Funds from the 600 Clyde Avenue project – see details about County bridge loan).	\$361,784

City Investment (2016-21) Nearly \$10 million in City investment*	
Item	City Contribution
MayView Community Health Center for primary health-care services for uninsured and underinsured residents (4 years of CDBG and General Fund funding).	\$198,039
The Health Trust for Meals on Wheels (4 years of funding via General Fund allocation).	\$131,180
TOTAL:	\$5,256,179
Programs Funded in Response to COVID-19 through June 2021	
CSA expanded shower services during COVID-19.	\$35,000
CSA Rent Relief program for addressing impacts due to COVID-19 (includes \$100,000 General Non-Operating Funds and \$500,000 State Pass-through CARES Act Funds) <i>* CSA will also reallocate the \$150,000 in administrative costs back to the program.</i>	\$3,843,916*
Expanded portable restrooms and hand-washing stations in response to COVID-19 from March to June 2021.	\$205,000
CSA for grocery store gift card program in response to COVID-19.	\$144,800
CSA for COVID-19 Response Team.	\$30,000
County Isolation and Quarantine program for motel services.	\$141,000
TOTAL:	\$4,399,716

* This figure does not reflect City funding of Affordable Housing projects.

In addition to the funds for homeless programs and associated services, the City has funded limited-period specific health and safety enforcement activities noted in the table below for funding over a two-year period unless noted as a rebudget (Fiscal Years 2018-19 and 2019-20). The Police Community Outreach Officer is noted above since a large part of this officer's time is devoted to homeless outreach.

Item	City Contribution
Biohazard waste cleanup and homeless encampment.	\$40,000
Pilot program to assist in the towing of older vehicles with biohazard or hazardous material clean-up issues and excess traffic violations.	\$70,000
Flexible funding for enforcement needs associated with the Oversized Vehicle Ordinance portion of fund balance rebudgeted for Fiscal Year 2020-21 and Fiscal Year 2021-22).	\$100,000
Extra hourly funding for police enforcement.	\$40,000
TOTAL:	\$250,000

State, Nonprofit, and Philanthropic Private Investment

As shown in the table below, the City and its partners have generated over \$22.4 million from 2016 through Fiscal Year 2021-22 in grants and donations to serve the needs of homeless and unstably housed residents.

State, Nonprofit, and Philanthropic Private Investments Nearly \$23 million in investment*	
Item	Nonprofit/ Private Contribution
Google grant to Destination: Home for homeless prevention in Mountain View and Sunnyvale.	\$1,000,000
Alta Housing agreement for the Terra Bella lot use and in-kind project and contract management.	~\$30,000 (in-kind staff) In-kind lease value
LinkedIn and Google grants to MOVE Mountain View for safe parking services.	\$15,000 (LinkedIn) \$25,000 (Google)
Los Altos United Methodist Church upgrades for cold-weather shelter at Hope’s Corner.	\$86,600

State, Nonprofit, and Philanthropic Private Investments Nearly \$23 million in investment*	
Item	Nonprofit/ Private Contribution
Hope’s Corner/Los Altos United Methodist Church construction of Fellowship Hall laundry and commercial kitchen facilities for Job Train Culinary Training program.	\$1.8 million (since 2016)
Hope’s Corner meals and associated services (55% to 60% of participants are from Mountain View).	~\$619,425 (approximate operating cost since 2016)
CSA wraparound services for homeless and unstably housed persons.	\$73,565
CSA rental assistance during COVID-19 (from #TogetherMV and other sources, above and beyond funding from the City).	\$1,200,000
LifeMoves Mountain View land acquisition and construction costs for Project Homekey interim housing site (State, City, County, and philanthropic funding sources).	\$17,000,000
LifeMoves contribution to operating costs for LifeMoves Mountain View.	\$640,000
TOTAL:	\$22,489,590

County Investment

The table below shows the City’s continued work with Santa Clara County to secure funding commitments for the Mountain View community, resulting in over \$40.8 million in funding (includes funds committed but not expended). This funding is in large part based on coordination of opportunities with the County. There is no set County allocation of funds for cities.

Item Nearly \$8 million in investment*	County Contributions
Facilities and Programs	
Hope Street and Mercy Street resource center construction.	\$500,000
Capital Improvement Funds via Housing Trust.	\$190,000
Balance of no-interest bridge loan from the County to Hope's Corner until City-granted Community Benefit Funds from the 600 Clyde Avenue project were paid in May 2021 (see details about the City's contribution to Hope's Corner).	\$30,000
Culinary skills job training at Hope's Corner (3.5 years of funding).	\$342,000
Homeless cold-weather shelter (4 years of funding).	\$1,327,797
Continuation of shelter at Trinity United Methodist Church due to COVID-19 (shut down due to COVID-19 in June 2020; program extended from March 2020 through May 31, 2020).	\$286,830
MOVE Mountain View Safe Parking Program (two years of funding) (all sites through June 30, 2021).	\$1,215,911
CSA for Mountain View Outreach (4 years of funding).	\$411,087
Homeless Outreach Team, focus areas include North County starting March 2019 (one-time, 18-month funding).	\$600,000
Mountain View-dedicated Permanent Supportive Housing subsidies (clients receiving Mountain View-funded contracted case management), Fiscal Years 2017-18, 2018-19, 2019-20, and 2020-21.	\$1,023,428

Item Nearly \$8 million in investment*	County Contributions
Facilities and Programs	
Mountain View-affiliated† Permanent Supportive Housing subsidies (clients from Mountain View receiving case management funded by other sources, not the City contract), Fiscal Years 2017-18, 2018-19, 2019-20, and 2020-21.	\$2,029,728
† <i>Affiliation is defined as a location where an individual works, goes to school, or spends most of their time, or if they lived there prior to homelessness.</i>	
TOTAL:	\$7,956,781

* This figure does not reflect County funding of Affordable Housing projects. The County of Santa Clara also intends to match the City’s commitment and provide \$2.4 million in funding for LifeMoves Mountain View, pending approval of the Board of Supervisors.

Affordable Housing Investment

The table below shows the City’s ongoing investment as a regional leader in developing and funding affordable housing. As noted earlier in this memorandum, the City has approximately 1,500 affordable housing units. Approximately 15,000 rental units are rent-protected under the Community Stabilization and Fair Rent Act voter initiative adopted in 2016. In addition, there are approximately 750 affordable units in the pipeline.

Affordable Housing Funding		
County and City funding for certain affordable housing developments in Mountain View are noted below since a portion of the units will house homeless or those at risk of homelessness.		
Project	County Funding	City Funding
<i>Projects In Pipeline</i>		
Funding for affordable rental units, La Avenida Apartments (1100 La Avenida).	\$19,000,000* <i>*Note that this has been committed, but not expended</i>	\$15,000,000 Funding reserved
Financing for affordable rental units, Linda Vista Site (1012 Linda Vista Avenue).	\$3,633,750	

Affordable Housing Funding		
County and City funding for certain affordable housing developments in Mountain View are noted below since a portion of the units will house homeless or those at risk of homelessness.		
Project	County Funding	City Funding
Financing for affordable rental units, Montecito Apartments (1265 Montecito Avenue).		\$16,000,000
<i>Recently Constructed and Under-Construction Projects</i>		
Financing for affordable rental units, Luna Vista Apartments (950 West El Camino Real).	\$4,044,000	\$22,772,844
Construction funding for Shorebreeze Apartments Expansion.		\$8,157,608
Construction funding for affordable rental units, Evelyn Family Apartments.		\$21,700,000
Construction funding for affordable rental units, Eagle Park Apartments (1701 West El Camino Real).	\$4,000,000	\$8,000,000
Construction funding for affordable rental units, 1585 Studios (1585 West El Camino Real).	\$2,207,811	\$3,452,000
Construction funding for affordable rental units, Studio 819 Apartments (819 North Rengstorff Avenue).		\$8,952,623
TOTAL:	\$32,885,561	\$104,035,075

RENTAL ASSISTANCE

City-Funded Rental Assistance

Rental assistance is an important tool used as a part of preventing homelessness. On December 15, 2015, Council first approved funding in the amount of \$150,000 for a rental assistance program administered by CSA. The intent of the program is to help tenants

stabilize their living situations in the event of a steep and/or unexpected rent increase. To increase the use of the rent assistance program, in March 2018, the program was modified to be more flexible, and \$70,000 of the original funding amount was reprogrammed.

In March 2020, Council approved the Mountain View COVID-19 Rent Relief Program (C-19RRP) to be administered by CSA and, since then, Council has approved nearly \$4 million toward the program. As of June 2021, the program has provided rental assistance to over 1,100 households. The program provides up to \$3,000 of rental assistance per month for up to three months to qualifying Mountain View tenants impacted by COVID-19. CSA administers the program. CSA has also received \$1.2 million in private contributions, including funding from the #TogetherMV community campaign launched by the City (as described below). CSA will also reallocate \$150,000 in administrative costs back to the program.

In addition, on June 22, 2021, Council adopted the Fiscal Year 2021-22 Budget, which included allocating \$1 million to CSA to include \$750,000 in direct financial assistance and \$250,000 to be used at CSA's discretion to fund priority needs as CSA deems appropriate (noted in the Recommended Budget as direct assistance, rent relief, discretionary uses, etc.).

Regarding tenant protection measures, at the end of June, the State of California extended the Statewide eviction moratorium and increased rental assistance for households financially affected by COVID-19. The COVID-19 Tenant Relief Act (Assembly Bill 832) provides eviction protections for residential tenants experiencing COVID-19 financial hardship. As a result, residential tenants are protected from eviction due to nonpayment of rent between March 1, 2020 and September 30, 2021. All residential properties in Mountain View are covered by the eviction moratorium. The California COVID-19 Rent Relief Program will help income-eligible households financially impacted by COVID-19 pay rent and utilities, both for past-due and future payments. Tenants and landlords can apply for assistance through this program. To qualify, tenants must make 80% or less than the Area Median Income (AMI), and tenants making less than 50% of the AMI are prioritized.

Extremely low-income Santa Clara County residents financially impacted by the COVID-19 pandemic can receive help paying rent through the Santa Clara County Homelessness Prevention System. This program helps households with an income of up to 30% of the AMI (\$34,800 for a one-person household; \$49,700 for a four-person household).

Over the past year, City staff has completed extensive outreach in coordination with the Community Services Agency of Mountain View and Los Altos, Project Sentinel, the Community in Action Team (CAT), community ambassadors from the Spanish Leadership Academy, and the Mountain View Whisman School District and Mountain View Los Altos High School District to reach most vulnerable households. Initiatives to help people apply for COVID-19 emergency rent relief programs and learn about COVID-19 eviction protections include: hosting joint in-person and virtual events with community partners and the County of Santa Clara, creating and distributing a variety of communication materials, and regular updates to the website in three languages. More information about City, County, and State programs is available at www.mountainview.gov/covid19housingrelief.

#TogetherMV

In response to the COVID-19 pandemic, the City launched the #TogetherMV campaign to support renters as well as small businesses in need in Mountain View. Staff worked with the Los Altos Community Foundation to create the #TogetherMV web donation portal, which has raised \$98,737 in funds for rental assistance as of June 2021.

INTERIM HOUSING

LifeMoves Mountain View (Project HomeKey)

In May 2021, the City celebrated the opening of a new modern, modular, supportive interim housing community, in partnership with LifeMoves, Silicon Valley's largest provider of interim housing and supportive services for those experiencing homelessness, the California Department of Housing and Community Development (HCD), the County of Santa Clara, private philanthropies, and private-sector donors, including Google and LinkedIn. This project opened just months after being granted HomeKey funds in October 2020 as part of the State's COVID-19 pandemic response.

Located at 2566 Leghorn Street, LifeMoves Mountain View helps people experiencing homelessness transition to permanent housing through case management and housing location services. The site features innovative private modular units for 100 households with beds for approximately 124 people. The program is uniquely focused on the needs of clients and their well-being. The site includes ample space for case management meetings, dining, recreation, laundry, and even dog kennels. At LifeMoves, every individual or family has a private room, heating, and air conditioning with a front door that locks. LifeMoves connects clients to primary and behavioral health care, safety net and supportive services, and other benefits and provides job placement resources, classes

on subjects, such as parenting and financial literacy, and a wide array of other services. Clients are anticipated to stay for 90 to 120 days and begin the path to more permanent housing.

Clients are admitted by referral only through the County. Priority will be given to individuals referred from the local area by qualified Emergency Assistance Network providers, including CSA and MVPD NES. At full occupancy, the site is anticipated to provide immediate shelter to over 350 people experiencing homelessness in Mountain View and the local area per year.

Early Data on LifeMoves Mountain View Residents

LifeMoves continues to ramp up to full capacity through a phased occupancy and has served 68 clients from 58 households as of June 15, 2021.

- Twenty-six (26) of the clients were staying in an emergency shelter prior to transitioning to the interim housing community, and 39 were in an unsheltered location, which includes living in vehicles.
- Thirty-four (34) of the clients have reported being in their prior living situation for a year or longer, 16 clients for 90 days or more but less than a year, and 15 clients for one month or more but fewer than 90 days.
- All clients have a Mountain View affiliation.
- Five clients are children, and 31 clients are above the age of 55. Seven clients have self-identified as Asian, 10 as African American, three as American Indian or Alaska Native, three as multi-racial, and for three clients, data has not been collected or the client does not know.
- Twenty-nine (29) clients identify as female, 38 as male, and one as gender nonconforming.
- Forty-three (43) of 68 clients have reported having a disability.
- Thirty-three (33) of the 58 households receive a monthly income from any source, with seven households reporting a monthly income in the \$1 to \$499 range, 19 households in the \$500 to \$1,499 range, and seven households reported an income of \$1,500 or above. Twenty-five (25) households have reported receiving noncash benefits.

The Temporary Certificate of Occupancy for the 12 family units was signed on June 22, 2021, and the family units will be filled promptly.

Crestview Hotel

On January 26, 2021, the City Council unanimously supported partnering with the County of Santa Clara to explore the concept of converting Crestview Hotel (901 East El Camino Real) into a residential use to meet various housing needs and priorities, including for unstably housed persons and families. The purpose of this Council meeting was to provide an opportunity for early input from the community and for Council to provide initial direction regarding this housing concept.

As this housing opportunity is early in the process, the concepts discussed (such as housing needs, City/County roles, funding opportunities, programming, and process) during the Council meeting were at a high level. Details are being developed as the process moves forward and is informed by community input. The first Community Outreach Meeting took place on March 30, 2021 via Zoom. Staff continues to work with the County while the County is currently completing its due diligence process and is in negotiation with the hotel owner. The next community meeting will be held on August 19, 2021, and noticing is under way. More information is available at www.mountainview.gov/crestview.

SAFE PARKING

Safe Parking Capacity

The City has been instrumental in: supporting the formation of a local, nonprofit, safe parking provider (MOVE Mountain View); launching small, safe parking programs at faith-based locations; adopting a Safe Parking Ordinance to facilitate the creation of safe parking locations on private lots; securing three dedicated safe parking lots; partnering with the County of Santa Clara to provide safe parking and a range of other services to support unstably housed residents on a path to permanent housing; and growing to become the largest safe parking provider in the region with the capacity for up to 101 vehicles (includes both faith-based lots).

Currently, four sites are in operation (three City-secured and one faith/congregation lot) and do not include one of the two faith-based programs, which has been on hiatus. Sites that are in operation are at or near capacity, with a total of 155 participants living in 76 vehicles. A majority of the participants are families and are residing in oversized

vehicles, such as RVs. A comprehensive safe parking update was provided at the June 8, 2021 Council meeting (Attachment 2). Council took action to extend the 24/7 safe parking operation for City-secured sites and authorized the associated agreements for implementation.

COVID-19 CRISIS RESPONSE

The City has worked proactively to address the needs of the homeless and residents living in vehicles during the COVID-19 crisis. While there are not sufficient resources to meet the magnitude of the need, the intent has been to identify emerging needs as quickly as possible and work closely with the City's collaborators (the County's Office of Supportive Housing, CSA, Hope's Corner, MOVE Mountain View, and others) to develop solutions and provide as much assistance as possible.

County Response

Over the past year, the County has increased its temporary shelter capacity, including hotel/motel beds and congregate shelters, by an additional 641 beds. As of April 2021, there were 2,713 total beds available in Santa Clara County. The County has also expanded its homelessness prevention efforts to cover approximately 14,797 households and has contributed nearly \$35.9 million over the period March 2020 through February 2021. Through the Supportive Housing Programs, the County has assisted 14,392 households including Homelessness Prevention efforts, during the period of March 2020 through April 2021, with 2,256 households transitioning to permanent housing during the same period.

The County does periodic updates on all programs that show cities' participation as a part of their Annual Report(s). The most recent report available at this time is as of 2018, and more information can be found at: <https://www.sccgov.org/sites/yes/tools/interactivemap/Pages/home.aspx>.

The table below from the County shows cold-weather shelters, domestic violence shelters, emergency shelters, and interim housing by city. This data was collected in February 2021.

	Cold-Weather Shelter	Domestic Violence Shelter, Emergency Shelters	Emergency Shelters	Interim Emergency Shelters	Interim Housing	GrandTotal
Confidential		45				45
East Palo Alto			5			5
Gilroy	68	18			40	126
Mountain View	23		8			31
Palo Alto			20			20
San Jose	30		989	274	324	1,617
Milpitas					47	47
Santa Clara			6			6
South County			4			4
Sunnyvale			77		57	134
Unknown			6			6
TOTAL:	121	63	1,115	274	468	2,041

Isolation and Quarantine Program Services

Rental assistance and support services continues to be available to Mountain View residents who have tested positive for COVID-19 or have had close contact with someone who has tested positive. In January 2021, Council approved a funding agreement with the County at a total cost of \$141,000 for motel accommodations for Mountain View residents for the period of September 25, 2020 through June 30, 2021. Funding covers the cost of those accommodations plus the City’s allocated share for the Medical Team and County Placement Team, which provides support for and coordination of the program.

- Forty-four (44) residents have used the isolation and quarantine program services, of which 34 had tested positive and 10 were exposed to COVID-19.
- Thirty-eight (38) residents were housed but unable to isolate or quarantine themselves, and six were homeless.

Outreach/Communications

Outreach and communications using all channels is a vital part of the response plan. The City’s Police Outreach Team has disseminated information in both English and Spanish directly to individuals and has placed flyers on vehicles believed to be used for housing. This information has also been distributed to community-based providers.

The City's Multicultural Engagement Program continues its outreach to, and engagement with, the City's Spanish-, Mandarin-, and Russian-speaking residents to understand concerns and provide frequent updates and referrals to assistance.

For individuals with digital/cellular access, the City has widely communicated the option to get COVID-19 updates by texting "MVCOVID" to 22828, visiting the City's website at MountainView.gov/COVID (updated to City News and Services Updates MountainView.gov/CityHallConnection), following City Hall on social media through twitter.mountainview.gov, facebook.mountainview.gov, MountainView.gov/Instagram, and subscribing to MountainView.gov/YouTube. In addition, a digital map of services, including restrooms, wash stations, WiFi, food services, and medical care, is available on the City website at MountainView.gov/COVIDHomelessServicesMap.

During the period of March 2020 through April 2021, the Police Outreach Team has distributed approximately:

- 3,600 informational flyers;
- 530 donated hygiene kits;
- 278 donated dry food bags; and
- 1,325 grocery gift cards (\$50).

Local Response Coordination and Support

The City has continuously collaborated with the local emergency assistance network, nonprofit organizations (CSA, MOVE Mountain View, Hope's Corner, Day Worker Center of Mountain View, LifeMoves, Fight the Hate Ministry, and Reach Potential Movement), and government agencies to combine and leverage resources to help as many people in need as possible with continual sharing of multilingual content and resources. Data highlights for the period March 2020 through April 2021 include:

- Weekly coordination calls through June 2020 and an ongoing biweekly call since July 2020; and
- 18,300 masks and 250 face shields distributed.

Launch of Day Worker Center Minivan Outreach Pilot Program

In March 2021, the Day Worker Center (DWC) in Mountain View launched a COVID-19 response effort to reach the most vulnerable members of our community to provide resources and information. The new minivan outreach program is being piloted under its Workers Initiative Secure Encountering (WISE) Project. The program is intended to provide vital information, masks, hand sanitizer, etc., from the mobile minivan. It will be staffed by Spanish-speaking staff from the DWC, and all resources will be free.

The pilot program aims to help address some access issues for those without access to the internet or cell phones or who face literacy challenges. The program visits high-traffic sites to help residents get access to information in-person in a socially distanced way. This is not a City or County program, but the City and County via Supervisor Simitian's office are assisting in providing information, resources, such as masks and sanitizer, and links to community connections. Additionally, the program has been connected to Valley Medical Center Foundation, which is serving as the collection point for COVID-19-related donations, such as masks and sanitizers, in Santa Clara County.

Grocery and Essential Needs Gift Card Programs

The City also established a temporary grocery store gift card program to address COVID-19 impacts. This is managed by CSA and is similar to other programs run by CSA for clients in need of food services who meet certain income requirements and are enrolled in CSA client services and/or safe parking. The program provides gift cards in the amount of \$25 per week (to be used for food only) to assist up to 100 clients. Data highlights for the grocery store gift card program that concluded in December 2020 show:

- 448 gift cards provided;
- 93 individuals served; and
- 54 households served.

Gift cards have been a successful tool to assist residents in need during the pandemic. In January 2021, the City Council approved an additional \$94,800 to provide a gift card program for grocery and other essential needs. The program is being coordinated by CSA and approximately 3,792 grocery store gift cards of \$25 each are available to distribute through seven organizations who are currently actively assisting Mountain View residents with food and other basic, essential needs during the pandemic. The organizations/programs include Hope's Corner, MOVE Mountain View, LifeMoves,

Day Worker Center, Fight the Hate Ministry Grocery Bag Program, St. Athanasius food distribution program, Second Harvest, and Reach Potential Movement.

Sanitation and Hygiene Plan

The City and nonprofit provider MOVE Mountain View have already established hand-washing stations, fixed or portable restrooms, drinking water, and garbage service for all safe parking lots in Mountain View. In addition, within 10 days of Shelter-in-Place Orders going into effect, the City secured two portable Americans with Disabilities Act (ADA) restrooms and six hand-wash stations and placed them at high-need locations. In April, an additional six portable ADA restrooms and five hand-wash stations were placed across the City. The current units will be available through September 2021 as part of the transition to the reopening of the local economy and facilities across the City (subject to change in pandemic conditions). Data highlights are noted below:

- Seven portable restrooms and hand-wash stations are currently available for public use; and
- Twelve (12) portable restrooms and hand-wash stations continue to be available at the safe parking lots for safe parking participants.

Mobile and/or Fixed Showers

Due to COVID-19 concerns, the showers and laundry services located at Hope's Corner were temporarily closed as of June 2020, and services resumed in March 2021. Data highlights for services provided in March and April 2021 indicate:

- 143 showers provided;
- 72 unduplicated clients served for showers;
- 28 laundry services provided; and
- 21 unduplicated clients served for laundry services.

The City was instrumental in securing additional mobile shower services from Dignity on Wheels at CSA, which started June 9, 2020. The City provided \$35,000 in funding to expand mobile shower services from the existing one 3-hour session per week to two 4-hour sessions per week. With the increase in services and increased needs, nearly

110 unduplicated clients have been served on average each month. Services provided for the period August 2020 through April 2021 indicate:

- 1,136 showers provided; and
- 272 laundry loads.

In April 2021, the County also began offering mobile shower services from Dignity on Wheels at the City's safe parking lots on Shoreline Lot B and the Evelyn Avenue lot for the safe parking participants. Fifteen (15) showers and two laundry load services were provided at the single session held in April. These services supplement the fixed showers and laundry services that were restarted in April at Hope's Corner.

In addition, the County and the County's partners also provide shower services at a number of locations throughout the County. The City and other providers have distributed information about where people can access showers.

Mobile Medical Unit

To meet the increased medical needs of the homeless/unstably housed, staff collaborated with the County Public Health Department and their Valley Homeless Healthcare Program (VHHP) team to plan for Mobile Medical Unit (MMU) services in Mountain View. In March 2020, the City Council approved the use of downtown Parking Lot 7, adjacent to Hope's Corner, during the COVID-19 crisis for MMU services one day per week from 7:00 a.m. to 11:00 a.m. An amendment was subsequently made to refine the list of locations serviced by the MMU, providing for: medical van visits for the County-leased safe parking lots on the first (Evelyn lot) and second (Shoreline) Thursdays of every month, from 8:30 a.m. to 11:00 a.m.; MMU visits at downtown Parking Lot 7 every third Thursday of the month from 8:30 a.m. to 11:00 a.m.; MMU visits at Rengstorff Park (until the end of June) barbecue area parking lot on the fourth Thursday of every month from 12:30 p.m. to 3:00 p.m.; and backpack/street medicine (not site-specific) program operations when there is a fifth Thursday in the month. The MMU is also anticipated to begin visits to LifeMoves Mountain View, which just opened in May 2021. Program data shows:

- 302 visits made by the team from August 2020 through April 2021 and 121 patients served.

The VHHP team also provided increased services to North County during the COVID-19 pandemic, including regular surveillance COVID-19 swabbing during the monthly MMU

visits to the County-leased safe parking lots, Rengstorff Park barbecue area parking lot, and downtown Parking Lot 7. If positive COVID-19 cases were identified, VHHP offered isolation in motels specifically designated for COVID-19-positive individuals and provided medical care throughout their isolation period. In addition, VHHP provided a number of North County elderly and those with chronic conditions motel rooms to protect them from COVID-19 exposure at a number of motels across the County. VHHP continued to follow these clients' health care throughout their hotel stay via either telehealth or an on-site medical mobile unit.

VHHP also provides "street medicine" outreach to various encampments in North County or outreach to individuals with chronic medical conditions. Partnerships with local community agencies allowed for coordination of care and collaboration, including Hope's Corner and MOVE Mountain View. Additional services that VHHP provided during the pandemic included: VI-SPDAT surveys, medical transportation for individuals, assistance with medical applications, in-person care for acute medical issues, and telehealth for psychiatry and counseling services.

City WiFi and Nonprofit Power Banks

The City has communicated all City-provided WiFi locations in its regular information packet distribution, both via flyer and in the online resource map. Hope's Corner is providing solar cell chargers for laptops and cell phones, power banks, and solar panels to the vulnerable population in Mountain View and organizations and recharges their devices. The Hope's Corner Program highlights between April 2020 and April 2021 are below:

- 151 power stations and 13 solar panels distributed; and
- 1,776 solar phone chargers and 381 solar laptop chargers provided.

The City has also shared information on Comcast, other providers have low-income programs, and the State has the [LifeLine program](#). The City has been in conversation with the school districts regarding access for homeless students. Children who need to remotely access schoolwork can connect with their district's McKinney Vento liaison to arrange WiFi access.

Food Access/Services

The City approved several modifications to maintain and enhance food services programs. Staff worked with CSA as they shifted the operation of the Senior Nutrition

Program at the Senior Center to a drive-up model. The City approved the shift in Hope's Corner's Wednesday lunch and Saturday breakfast services to a drive-through service at downtown Parking Lot 7. Staff also worked with Second Harvest to move their Tuesday food distribution to a drive-through model when Shelter-in-Place began. In addition, the City added Thursdays for Second Harvest to have volunteers pick up food from the Senior Center parking lot for delivery to homebound community members instead of the volunteers coming on Tuesdays at the same time as the general public.

The Community Services Department created a multilingual chart of all available food sources, including details of days, times, and organization contact details, and staff regularly updates the online resource map. CSA and Hope's Corner also coordinate meetings of other community food providers to ensure information on services is up to date.

Data highlights about food programs for the period August 2020 through April 2021 are below:

CSA

- 1,000 meals per week on average for the Senior Nutrition Program;
- 65 food bag deliveries per week to clients receiving case management services;
- 300 food bags per week through the food and nutrition center; and
- Food deliveries to 116 homes of confirmed COVID-19 cases.

Hope's Corner

- Over 29,950 meals served for the period August 2020 through April 2021;
- Average 213 lunches served each Wednesday and 276 meals each Saturday;
- 75 meals for day workers at the Day Worker Center of Mountain View on Wednesdays and Saturdays each; and
- 75 meals delivered to RV residents at five locations in Mountain View on Wednesdays and Saturdays each.

Other notable efforts by Hope's Corner include facilitating the following efforts in response to COVID-19:

- Two County walk-up COVID-19 vaccination days;
- Free haircut days;
- Free flu shot clinics;
- Distributed bicycles provided by Silicon Valley Bicycle Exchange; and
- Partnered with a new nonprofit started by Hope's Corner volunteers, The United Effort, who have:
 - Provided assistance filing for stimulus checks and have so far helped 158 unhoused and very-low-income people to submit either nonfilers or Form 1040 to get their stimulus payments, the vast majority of which are in the amount of \$3,200 each. One hundred twenty-six (126) of these filings have been accepted by the IRS;
 - Provided assistance signing clients up for CalFresh, MediCal, General Assistance, In-Home Supportive Service (IHSS), VTA paratransit pass, and Special Supplemental Nutrition Program for Women, Infants, and Children (WIC);
 - Assisted clients with SSI, SSDI, housing search, etc., in collaboration with pro bono law firms, clients' social workers, and case managers of other organizations; and
 - Provided donated laptops and tablets.

Second Harvest Food Bank's Brown Bag Program

- In March 2020, 441 households were provided groceries from Second Harvest at the Mountain View Senior Center. In April 2021, 667 unique households received groceries. Conservatively, that is over a 50% increase in households served compared to the start of the pandemic.

Homeless/Unstably Housed Residents Vaccination Efforts

The County of Santa Clara’s VHHP provides health-care services to people experiencing homelessness in Santa Clara County. As a part of the County’s COVID-19 response, VHHP medical teams have been distributing vaccines to the homeless in Mountain View on a rolling basis, based on vaccine availability. This is part of their Countywide ongoing backpack/street medicine program operations where they provide targeted outreach and medical assistance to the homeless. This supplements the regular visits of the mobile medical units to Mountain View facilities discussed earlier.

- As of April 2021, the County Public Health Department and their VHHP team have administered 190 vaccine shots to the City’s homeless/unstably housed residents.

Future Steps for Human Services

In the Fiscal Year 2021-22 budget adoption, a new Human Services Manager position was approved, allowing the development of a Human Services Division within the City Manager’s Office. This division will further the development of policy recommendations and response strategies and coordinate with community-based organizations, nonprofits, and intergovernmental partners to assist the homeless, unstably housed, and other vulnerable residents through housing services, mental health services, and other basic needs and human services.

Priority areas of focus will include:

- Support for the three direct assistance initiatives approved by the City Council in the Fiscal Year 2021-22 Budget:
 - Guaranteed Basic Income (GBI) Fund pilot initiative, which would allocate \$1 million to provide a monthly payment to a specified number of Mountain View residents for a one-year period.
 - The Solidarity Fund initiative, which is allocating \$1 million for distribution to Mountain View residents in need by a community-based group known as the Fondo de Solidaridad de Mountain View/Mountain View Solidarity Fund (Solidarity Fund). The Solidarity Fund represents a concept of community-based, participatory grant-making and trust-based philanthropy, in which diverse community representatives are engaged in both the design and delivery of funding to some of the most economically disadvantaged individuals and families in the City.

- CSA Fund initiative, which is allocating \$1 million to CSA to enhance its ability to provide a broad range of financial assistance to the community, including, but not limited to, help with maintaining housing (rent, mortgage, utilities, etc.), assistance with vehicle repairs, transportation access, medical, dental and eye care assistance, and other challenging costs, such as funeral expenses.
- Coordination of the mental/behavioral health initiatives like the Community Mobile Response (CMR) Program, the Community Health Awareness Council (CHAC) Joint Powers Agreement (JPA), and collaboration with the Community Services Department in implementing the youth wellness action plan.
- Coordination with the City Child-Care Center (operated by AbilityPath) for payment of tuition subsidies for low-income Mountain View families.
- Administration of the City’s local minimum wage and support for the City’s Wage Theft Ordinance currently under development.
- Coordination with the Community Development and Finance and Administrative Services Departments in the administration of General Fund public service grant agreement for nonprofit agencies serving Mountain View residents.

CONCLUSION

The programs discussed in this memorandum are funded for short-term COVID-19 response and the homeless and safe parking programs for Fiscal Year 2021-22. Ongoing program updates continue to be available at the webpage mountainview.gov/homeless.

KST-HR/6/MGR

613-08-04-21M

- Attachments:
1. [Council Memorandum – October 30, 2020](#)
 2. [Council Report – June 8, 2021](#)
 3. HRC Subcommittee Report

cc: Alta Housing
Bill Wilson Center
Community Services Agency (CSA)
COVID-19 CBO Team

Destination: Home
Dignity on Wheels (DOW)
Fight the Hate Ministry food distribution program
HomeFirst
Homeless/Safe Parking Teams
Hope's Corner
Human Relations Commission
LifeMoves
Live Nation
Los Altos United Methodist Church
Mountain View Day Worker Center
MOVE Mountain View
New Directions—A Program of Peninsula Healthcare Connections
Other CBOs and stakeholder/volunteers
Reach Potential Movement
Santa Clara County
Santa Clara County Housing Authority
Second Harvest
St. Athanasius Food Distribution Program
Valley Homeless Healthcare Program

Department Heads, Communications Division, Human Services Division

HRC SUBCOMMITTEE REPORT

May 26, 2021

The Human Relations Commissions subcommittee (HRC) on safe parking is wrapping up their exciting safe parking lot vehicle resident interview series. This work was begun some time ago but put on hold due to the COVID-19 pandemic. While waiting for interviews to be safe to conduct, the team prepared overviews about the purpose of their work, a questionnaire to use during the interviews, and a plan for how to present their findings.

The HRC, made up of Annette Lin, Fernando Romero, and IdaRose Sylvester, have conducted about 18 interviews across all three safe parking lots. The team talked to car and RV residents, families, and individuals across a wide range of ethnicities, ages, and personal histories. Interviews were in a mix of Spanish and English and occurred over a several week period. MOVE Mountain View provided invaluable support to the team by arranging interviews, making introductions, and providing on-site support.

The team has just finished the interviews and is writing up a blog-style post, incorporating highlights from each interview along with key themes and observations universal to all. The final product will be hosted on the City website and will include photos taken with permission of some of the interviewees. The HRC plans to have their written work completed this summer.