

## HOMELESS INITIATIVES WORK PLAN-UPDATED FEBRUARY 2018

(Includes Action Items and Summary Status from two phases from the October 4, 2016 and March 7, 2017 Council Meetings)

No.	Task/Deliverable	Target Date	Milestones	Status
<i>Council Action Items from October 4, 2016 – Phase One</i>				
1	Continuation of City data gathering on calls for service and staff activity related to the issue of people living in vehicles.	Monthly	<ul style="list-style-type: none"> <li>• Topic area and tracking developed</li> <li>• Data collected from August 2016 to January 2017</li> <li>• Data gathering refinements continue</li> </ul>	ONGOING
2	Contract via the City for a grant to CSA for one-half day per week for mobile hygiene services.	January 2017	<ul style="list-style-type: none"> <li>• Coordination meetings held</li> <li>• Business terms and contracting authority approved by the Council on January 24, 2017 and the County Board of Supervisors on December 13, 2016</li> <li>• CSA reviewing two operators and will establish a location and date/time for services</li> <li>• CSA will aim to supplement with a day, such as Tuesday, to complement the showers at Hope's Corner presently on Thursday and Saturday</li> <li>• Pilot conducted in the spring with Lava Mae while waiting to secure a contract with Dignity on Wheels (DOW)</li> <li>• Contract with DOW completed for service on Tuesday afternoons</li> <li>• Service is ongoing through summer 2018</li> </ul>	COMPLETED

No.	Task/Deliverable	Target Date	Milestones	Status
3	Provide free waste tank caps to RV owners to help ensure tanks are not leaking onto City streets.	December 2016	<ul style="list-style-type: none"> <li>• Coordination meetings held</li> <li>• Staff purchased and provided waste caps and drip pans</li> <li>• Will be distributed by CSA Outreach Worker and Fire and Environmental Protection staff as needed</li> <li>• Will need to repurchase as needed</li> </ul>	<b>COMPLETED</b>
4	72-hour noticed cleaning of Crisanto Avenue and Latham Street.	December 2016	<ul style="list-style-type: none"> <li>• Coordination meetings held</li> <li>• New permanent street cleaning signs posted December 2016 for Crisanto Avenue</li> <li>• Outreach Workers engaged to advise of street cleaning</li> <li>• Monthly cleaning for Crisanto Avenue</li> <li>• Implemented quarterly clean sweeps on Crisanto Avenue</li> <li>• Implemented bimonthly cleaning of Latham Street</li> <li>• Cleaning is ongoing</li> </ul>	<b>COMPLETED</b>
5	Fund the purchase of a commercial washer and dryer for CSA and/or Hope's Corner.	January 2017	<ul style="list-style-type: none"> <li>• Business terms and contracting authority approved by the Council on January 24, 2017</li> <li>• City finalized contract</li> <li>• CSA will purchase and coordinate a location at Hope's Corner/TUMC</li> <li>• Installation pending after for construction on kitchen at TUMC</li> </ul>	<b>COMPLETED</b>

No.	Task/Deliverable	Target Date	Milestones	Status
6	Contract for Porta-Pottis that are ADA-compliant, equipped with a hand sanitizer at Rengstorff Park, and include servicing at least three times per week.	November 2016	<ul style="list-style-type: none"> <li>• Coordination meetings held</li> <li>• Staff reviewed a selection of sites</li> <li>• Sited on parking lot at Rengstorff Park</li> <li>• LED lights added to the area for enhanced safety</li> </ul>	<b>COMPLETED</b>
7	Provide grants for the additional insurance costs incurred by the nonprofit faith-based organizations who may participate in a safe parking program.	Pending further development of the pilot concept	<ul style="list-style-type: none"> <li>• Coordination meetings held along with two faith gatherings</li> <li>• Pilot in development</li> <li>• Contract/grant sample developed</li> </ul>	<b>IN PROGRESS</b>
8	Further discussion with the County and faith community regarding rotating shelter options.	Ongoing	<ul style="list-style-type: none"> <li>• Coordination meetings held with the County, CSA, and faith-based leaders who want to pilot a safe parking or other program</li> <li>• Focus is on the cold-weather pilot at Trinity United Methodist Church (TUMC).</li> <li>• Outreach continues to the faith community</li> </ul>	<b>SUPERSEDED BY NEW PILOT SHELTER AT TUMC</b>

No.	Task/Deliverable	Target Date	Milestones	Status
9	Share cost of an Outreach Worker with the County to be sited at CSA/ locally for contacting people living in vehicles, assessing needs, and linking to services and housing.	January 2017  Ongoing coordination	<ul style="list-style-type: none"> <li>• County provided temporary outreach in December 2016 through February 2017</li> <li>• CSA hired Outreach Worker in January 2017</li> <li>• Business terms and contracting authority approved by the Council on January 24, 2017 and the County Board of Supervisors on December 13, 2016</li> <li>• County temporary transition to CSA in March 2017</li> <li>• Funded through June 2019</li> </ul>	<b>COMPLETED</b>
10	Fund a Case Worker via an agreement with the County for intense case management for Permanent Supportive Housing needs.	January 2017  Ongoing coordination	<ul style="list-style-type: none"> <li>• Negotiated contract terms</li> <li>• Business terms and contracting authority approved by the Council on January 24, 2017 and the County Board of Supervisors on December 13, 2016</li> <li>• Peninsula Healthcare Connection (formerly New Directions) selected as County contractor to serve as Case Worker working with CSA Outreach Worker</li> <li>• County transition to contractor Peninsula Healthcare Connection in March 2017</li> <li>• Funded through June 2019</li> </ul>	<b>COMPLETED</b>

No.	Task/Deliverable	Target Date	Milestones	Status
11	Conduct further analysis and return to Council in early 2017 with specific options for how the City might enhance its involvement with the County to expand the availability of housing programs to Mountain View homeless and unstably housed residents.	October 2016 through February 2017	<ul style="list-style-type: none"> <li>• Staff developed a work plan and associated report outline</li> <li>• Coordination meetings held, including a discussion of Measure A opportunities</li> <li>• Staff reviewed County Plan to End Homelessness</li> <li>• Completed report to City Council on March 7, 2017</li> </ul>	<b>COMPLETED</b>
12	Continue to explore a waste dumpsite and look for options to bring the cost down.	October 2016 through February 2017	<ul style="list-style-type: none"> <li>• Coordination meetings held</li> <li>• Sites reviewed by staff</li> <li>• Outreach to Santa Clara Valley Water District (SCVWD)</li> <li>• Siting locations discussed at Project Coordinating Committee meeting</li> <li>• Summary of options provided for March 7, 2017 Council report</li> <li>• Pending Council direction after results of the pilot program for a consideration of a CIP for preliminary cost estimates and a schedule for site development</li> </ul>	<b>COMPLETED</b>
13	Follow-up with Fire on RV heating hazards for outreach and communications.	October 2016	<ul style="list-style-type: none"> <li>• RV Fire/Life Safety Hazard Outreach and Enforcement efforts analyzed</li> <li>• Outreach material created in English and Spanish</li> <li>• Fire suppression crews trained in proactive outreach</li> </ul>	<b>COMPLETED</b>

No.	Task/Deliverable	Target Date	Milestones	Status
14	Continued regional engagement like the Cities Association meeting.	October 13, 2016  Follow-up 2017	<ul style="list-style-type: none"> <li>• Presentation made in October by Mayor and staff</li> <li>• New regional stakeholder meetings attended, led by City of San Jose</li> <li>• Plan to attend next meeting in Spring 2018</li> </ul>	<b>PART ONE – COMPLETED</b>
15	Create homeless services web page and update our community contact resources.	November/ December 2016	<ul style="list-style-type: none"> <li>• Added homeless and housing content to newsletter</li> <li>• New <i>Ask MV</i> topics added</li> <li>• Several informational collateral items gathered</li> <li>• New outreach collateral developed in English/Spanish</li> <li>• <a href="http://www.mountainview.gov/homeless">www.mountainview.gov/homeless</a></li> </ul>	<b>COMPLETED</b>
16	Project Work Plan developed; inter-departmental (PD, FD, PW, CA, CMO) team coordinated; kick-off all staff meeting and ongoing monthly meetings established.	October 2017	<ul style="list-style-type: none"> <li>• Coordination meetings held</li> <li>• Staff informed and coordinating activities</li> </ul>	<b>COMPLETED</b>
17	Staff working group for housing options follow-up for 2017.	December 2016 through February 2017	<ul style="list-style-type: none"> <li>• Coordination meetings held</li> <li>• Met with the County on Measure A opportunities</li> <li>• Defined initial options and costs</li> <li>• Study Session in September 2017</li> <li>• Council Meeting in October 2017</li> </ul>	<b>COMPLETED</b>

No.	Task/Deliverable	Target Date	Milestones	Status
18	Private donor outreach.	Meeting on November 2, 2016  Follow-up meeting in January 2017 with SVCF	<ul style="list-style-type: none"> <li>• Coordination meeting held</li> <li>• List of suggested funding opportunities provided to Silicon Valley Community Foundation (SVCF), Google, and others for future consideration</li> <li>• Dialogue has continued with other opportunities</li> </ul>	COMPLETED
19	Research Safe Parking programs, new ordinances, etc.	November 2016	<ul style="list-style-type: none"> <li>• Researched and analyzed</li> <li>• Summary presented at the March 7 Council meeting</li> </ul>	COMPLETED
20	Provide direction for people earning rental income from use of the right-of-way.	January through February 2017 report	<ul style="list-style-type: none"> <li>• City Attorney analyzed case law</li> <li>• Summary provided for March 7, 2017 Council report</li> </ul>	COMPLETED
21	Review of street locations that may pose visibility or other safety concerns on driveway visibility, safety near curves, etc.	Ongoing	<ul style="list-style-type: none"> <li>• Coordination meetings held</li> <li>• PWD surveyed the locations on four days, and based on these points in time, some modifications were recommended for Latham Street</li> <li>• PWD painted limited number of curbs as Phase One and then signage by driveways on Latham Street as Phase Two</li> <li>• Additional signage for visibility on Oak Lane, Easy Street, Easy St. and Ortega Ave.</li> <li>• Review is ongoing</li> </ul>	ONGOING

No.	Task/Deliverable	Target Date	Milestones	Status
22	Look at options and costs for creating a Downtown Streets Team for Mountain View.	Early 2017	<ul style="list-style-type: none"> <li>• Coordination meetings held</li> <li>• Analyzed options and costs</li> <li>• Now that the pilot Trinity United Methodist Church (TUMC) is approved, there is a plan for a contract funded by the County for job training in the culinary arts</li> </ul>	<b>COMPLETED</b>
23	Planning for outreach to people living in vehicles.	Ongoing	<ul style="list-style-type: none"> <li>• Coordination meetings held</li> <li>• Temporary outreach plan coordinated with the County</li> <li>• CSA hired Outreach Worker</li> <li>• Transition and Coordination in progress</li> <li>• Plan in Progress for CSA Outreach Worker</li> <li>• Ongoing refinements made</li> </ul>	<b>COMPLETED</b>
24	Ongoing updates to original stakeholders groups.	Ongoing engagement	<ul style="list-style-type: none"> <li>• Nine (9) updates provided to stakeholders</li> </ul>	<b>ONGOING</b>
25	2017 Santa Clara County Point In Time (PIT) Count.	January 2017	<ul style="list-style-type: none"> <li>• Supplied County contractor with maps and associated information</li> <li>• Reviewed data released by the County in June 2017</li> <li>• Seeking enhancements to future contracts for Mountain View data</li> <li>• Next count in January 2019</li> </ul>	<b>COMPLETED</b>



No.	Task/Deliverable	Target Date	Milestones	Status
26	Update the count of people living in vehicles and locations.	February 2017	<ul style="list-style-type: none"> <li>• Coordination meetings held</li> <li>• IT developed app to count vehicles</li> <li>• PD lead implementation in the field</li> <li>• Currently looking at ESRI mapping options available by IT</li> <li>• New count completed in late 2017</li> </ul>	<b>COMPLETED WITH DATA ONGOING</b>
27	Review developed outreach material for homeless – living in vehicles and encampments.	February 2017	<ul style="list-style-type: none"> <li>• Coordination meetings held</li> <li>• Outreach material received from FD, PD, CSD, CSA, and the County</li> <li>• Added numerous resources to the new web page</li> <li>• New outreach collateral developed in English/Spanish</li> </ul>	<b>COMPLETED</b>
<b><i>Council Action Items from March 7, 2017 – Phase Two</i></b>				
28	Continue to fund an Outreach Worker through FY 2018-19 (\$90,000* for the City's share of the cost with the County (*\$30,000 in October 2017 budget authorization).	July 2017	<ul style="list-style-type: none"> <li>• Two-year contract amendment coordinated with the County</li> <li>• County Board of Supervisors approved on August 15, 2017</li> </ul>	<b>COMPLETED</b>
29	Continue to fund a Case Worker to continue through FY 2018-19 with the County for Permanent Supportive Housing (PSH) (\$250,000).	July 2017	<ul style="list-style-type: none"> <li>• Two-year contract amendment coordinated with the County</li> </ul>	<b>COMPLETED</b>

No.	Task/Deliverable	Target Date	Milestones	Status
30	Complete the CSA outreach plan (\$75,000).	July 2017	<ul style="list-style-type: none"> <li>One-time contract drafted</li> </ul>	<b>COMPLETED</b>
31	Reserve funding for Permanent Supportive Housing (PSH) assistance, Rapid Rehousing, or other needs (\$250,000).	March 2018	<ul style="list-style-type: none"> <li>Hold in reserve until more data is analyzed on current efforts</li> <li>A number of new options are under consideration and included in the March 6, 2018 Council report</li> </ul>	<b>IN PROGRESS</b>
32	Provide contingency funding for homeless initiatives (\$25,000).	March 2018	<ul style="list-style-type: none"> <li>Hold for as needed – a number of potential needs</li> <li>Initial use of contingency is in progress and included in the March 6, 2018 Council report</li> </ul>	<b>IN PROGRESS</b>
33	Continue to fund a Porta-Potti at Rengstorff Park (\$12,000).	June 2018	<ul style="list-style-type: none"> <li>Will be available through the end of June 2018</li> <li>Confirmed with CSD staff and PD</li> <li>Goal to extend to 2019 if funds available</li> </ul>	<b>ONGOING</b>

No.	Task/Deliverable	Target Date	Milestones	Status
34	Approved a pilot RV waste disposal program (\$25,000).	Fall 2018	<ul style="list-style-type: none"> <li>• Implementation Team meeting</li> <li>• Scope as a numbered voucher program with tracking usage</li> <li>• Draft pilot program and circulate for comments</li> <li>• Submit pilot program RFP to Purchasing for solicitation (NTE \$25,000)</li> <li>• Select service provider and award contract</li> <li>• Draft outreach plan and signage needed for each site</li> <li>• Pilot program data analysis</li> <li>• Engage with the SCVWD and the County – send a letter highlighting pilot program results</li> <li>• The District is funding a new pilot program that focuses on the impacts of homeless encampments in each city where the net rental income is being utilized – details TBD</li> <li>• Contract secured on second round</li> <li>• Pilot program will run January to April 2018</li> <li>• Final report to Council after Pilot program is complete</li> </ul>	<b>IN PROGRESS</b>

No.	Task/Deliverable	Target Date	Milestones	Status
35	Provided direction to staff on pursuing a shelter option with the County.	Ongoing	<ul style="list-style-type: none"> <li>• Ongoing effort on safe parking and pilot sheltering options by local faith community members</li> <li>• Application received for a pilot cold-weather shelter in Mountain View at Trinity United Methodist Church (TUMC)</li> <li>• Approved and opened on December 23, 2017</li> </ul>	<b>COMPLETED</b>
36	Provide direction to the City Manager to include appropriations of \$250,000 in one-time housing funds in the FY 2017-18 Budget to be used for housing or services to low-income residents.	April 2017	<ul style="list-style-type: none"> <li>• Submitted to FASD and included in the recommended budget narrative</li> <li>• Recommendation for use are included in the March 6, 2018 Council report</li> </ul>	<b>COMPLETED</b>
37	Provide direction to the City Manager to include appropriations of \$477,000 in the FY 2017-18 budget for homeless initiatives from one-time funds Public Benefits – San Antonio.	April 2017	<ul style="list-style-type: none"> <li>• Submitted to FASD and included in the adopted budget</li> </ul>	<b>COMPLETED</b>

No.	Task/Deliverable	Target Date	Milestones	Status
38	<p>Authorize the City Manager to execute contracts consistent with approved recommendations with Santa Clara County or other provider for homeless support programs, up to \$370,000, for a Caseworker and Outreach Worker services.</p>	July 2017	<ul style="list-style-type: none"> <li>• Contracts coordinated</li> </ul>	COMPLETED
39	<p>Provided input on six longer-term strategies to house the homeless. Based on the input, staff will develop a work plan and next steps to implement a homeless housing strategy.</p>	September 2017	<ul style="list-style-type: none"> <li>• CDD is the lead department and drafted a work plan</li> <li>• Overarching housing strategies presented to the Council in September 2017</li> <li>• Presented to the Council on October 24, 2017</li> </ul>	COMPLETED

No.	Task/Deliverable	Target Date	Milestones	Status
40	Direct staff to send a letter of engagement to the faith-based community.	May 2017	<ul style="list-style-type: none"> <li>• Planning an informal conversation with our interfaith community about becoming further engaged in responding collectively to the homeless crisis</li> <li>• Drafted a joint letter – Circulated with Pastors Love and Leong, Mike F., CSA, and the County</li> <li>• Created faith community database</li> <li>• First meeting held May 30, 2017</li> <li>• Second meeting held on October 13, 2017</li> <li>• Ongoing Faith Collaborative continued by Supervisor Simitian Office (ongoing meetings will be held)</li> </ul>	<b>COMPLETED</b>
41	Develop measurable goals.	April 2017	<ul style="list-style-type: none"> <li>• Detailed data gathering has been requested of CSA</li> <li>• Monthly reports will track outreach status and outcomes</li> <li>• All new March 7 action items added to existing Work Plan for tracking</li> </ul>	<b>COMPLETED</b>
42	Data points outlined in the Council discussion to be added to surveys.	April 2017	<ul style="list-style-type: none"> <li>• Added items requested to the homeless client assessments administered by CSA Outreach Worker(s)</li> </ul>	<b>COMPLETED</b>

No.	Task/Deliverable	Target Date	Milestones	Status
43	Add enforcement review as a work plan item.	Spring 2018	<ul style="list-style-type: none"> <li>• Work plan action item</li> <li>• Interdepartmental effort with City Attorney, Police, and Public Works</li> <li>• Community Outreach Police Officer starting summer 2017</li> <li>• Address 72-hour parking enforcement</li> <li>• PD and City Attorney's Office working on towing company contract service inconsistencies and reviewing options</li> <li>• A future discussion of revising City codes such as the City's suspended ordinance prohibiting living in vehicles would need to be reviewed again for Council direction</li> <li>• Staff to provide options at the March 6, 2018 Council Meeting</li> </ul>	<b>COMPLETED</b>

No.	Task/Deliverable	Target Date	Milestones	Status
44	<p>Continue to engage and monitor safe parking options.</p> <p>– <i>Mountain View and Partner Efforts</i></p> <p>– <i>Regional Efforts</i></p>	Ongoing	<ul style="list-style-type: none"> <li>• Various ideas and plans are under consideration</li> <li>• Outreach to other agencies and private companies completed</li> <li>• City staff continues to dialogue with stakeholders</li> <li>• The City approved (October 2017) providing grants for the additional insurance costs incurred by the organizations participating in a safe parking program. The cost is estimated at \$800 to \$1,000 per year, per location (~\$20,000 – full estimate unknown).</li> <li>• Lord’s Grace has a 501(c)(3) nonprofit called MOVE Mountain View for a pilot program called Lots of Love (nonprofit status approved December 2017)</li> <li>• Lord’s Grace is working to secure others to partner on a pilot and assist in funding</li> <li>• Work is in progress, including funding opportunities by the City and County</li> <li>• City funding recommendations are included in the March 6, 2018 report</li> <li>• Monitoring status of the Morgan Hill site and Cupertino pilot program</li> </ul>	<b>ONE PILOT IN PROGRESS</b>



No.	Task/Deliverable	Target Date	Milestones	Status
<b><i>Additional Staff Action Items</i></b>				
45	Monitor Measure A funding opportunities.	September 2017 and ongoing	<ul style="list-style-type: none"> <li>CDD actively engaged with the County on progress to implement Measure A and creation of more affordable housing throughout the County</li> </ul>	ONGOING
46	Provide updates to the Council.	Periodic	<ul style="list-style-type: none"> <li>August 2017</li> <li>December 2017</li> <li>Short weekly updates as needed</li> <li>March 6, 2018 Council report</li> </ul>	ONGOING
47	Coordinate roles and responsibilities with PD and New Community Outreach Officer.	August 2017	<ul style="list-style-type: none"> <li>Onboarding Community Outreach Officer (COO) LED within PD Neighborhood Event Services (NES)</li> <li>NES has developed a process for monitoring and general awareness of homeless focused reports from patrol and how those reports get delegated to the Community Outreach Officer (COO)</li> <li>NES has coordinated with the District Attorney's Office to have a Community Prosecutor handle crimes related to the homeless and those living in vehicles</li> <li>COO attends the weekly Palo Alto Review Court (PAR Court).</li> <li>COO addressing encampments throughout our community, some of longstanding need.</li> </ul>	COMPLETED
48	Routine ongoing meetings Administration and outreach and case management.	Ongoing	<ul style="list-style-type: none"> <li>Monthly meetings</li> <li>CSA, PHCC, County</li> </ul>	ONGOING

No.	Task/Deliverable	Target Date	Milestones	Status
49	Routine meetings with PD Outreach and CSA Outreach, and Administration.	Ongoing	<ul style="list-style-type: none"> <li>• Monthly meetings and as needed</li> <li>• Coordinated /Community Service Agency Referral and Consent to Release Information Form</li> <li>• Coordinated outreach on public street notifications also enhanced and coordinated with interdepartmental and outreach teams</li> </ul>	<b>ONGOING</b>
50	Continue communication efforts to inform our community of the City initiatives	Ongoing	<ul style="list-style-type: none"> <li>• Use of web, social, the City newsletter, and other communication channels</li> <li>• Media coordination and response</li> <li>• Webpage developed</li> <li>• Featured in <i>The View</i></li> </ul>	<b>ONGOING</b>