HOMELESS INITIATIVES WORK PLAN-UPDATED JANUARY 2019

Includes Action Items and Summary Status from four phases of Council Direction, including the October 4, 2016; March 7, 2017; March 6, 2018; and October 9, 2018 Council Meetings

Council Action Items from October 4, 2016 – Phase One

No.	Task/Deliverable	Target Date	Milestones	Status
1	Continuation of City data gather- ing on calls for service and staff activity related to the issue of people living in vehicles.	Monthly	 Topic area and tracking developed Data collected from August 2016 to January 2017 Data gathering refinements continue 	ONGOING
2	Contract via the City for a grant to CSA for one-half day per week for mobile hygiene services.	January 2017	 Coordination meetings held Business terms and contracting authority approved by the Council on January 24, 2017 and the County Board of Supervisors on December 13, 2016 Pilot conducted in the spring with Lava Mae while waiting to secure a contract with Dignity on Wheels (DOW) Contract with DOW completed for service on Tuesday afternoons 	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	 Coordination meetings held Staff purchased and provided waste caps and drip pans Will be distributed by CSA Outreach Worker and Fire and Environmental Protection staff as needed Will need to repurchase as needed 	COMPLETED
4	72-hour noticed cleaning of Crisanto Avenue and Latham Street.	December 2016	 Coordination meetings held New permanent street cleaning signs posted December 2016 for Crisanto Avenue Outreach Workers engaged to advise of street cleaning Implemented quarterly clean sweeps on Crisanto Avenue Bimonthly cleaning of Latham Street 	COMPLETED

No.	Task/Deliverable	Target Date	Milestones	Status
5	Fund the purchase of a commercial washer and dryer for CSA and/or Hope's Corner.	January 2017	 Business terms and contracting authority approved by the Council on January 24, 2017 City finalized contract CSA will purchase and coordinate a location at Hope's Corner/Trinity United Methodist Church (TUMC) Installation in early 2019 at TUMC (part of commercial kitchen project) 	COMPLETED
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	 Coordination meetings held Staff reviewed a selection of sites Sited on parking lot at Rengstorff Park LED lights added to the area for enhanced safety 	COMPLETED

No.	Task/Deliverable	Target Date	Milestones	Status
7	Provide grants for the additional insurance costs incurred by the nonprofit faith- based organiza- tions who may participate in a safe parking program.	Pending further development of the pilot concept	 Coordination meetings held along with two faith gatherings Pilot in development – the liability option used may not require separate grants for faith site Contract/grant sample developed Funds used for MOVE's two faith sites 	COMPLETED
8	Further discussion with the County and faith community regarding rotating shelter options.	Ongoing	 Coordination meetings held with the County, CSA, and faith-based leaders who want to pilot a safe parking or other program Outreach continues to the faith community 	ON HOLD – DUE TO NEW PILOT SHELTER AT TUMC

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	•	County provided temporary outreach in December 2016 through February 2017 CSA hired Outreach Worker in January 2017/On board in February 2017 Business terms and contracting authority approved by the Council on January 24, 2017 and the County Board of Supervisors on December 13, 2016 County temporary transition to CSA in March 2017	COMPLETED

No.	Task/Deliverable	Target Date	Milestones	Status
10	Fund a Case Worker via an agreement with the County for intense case man- agement for Permanent Supportive Housing (PSH) needs.	January 2017	 Negotiated contract terms Business terms and contracting authority approved by the Council on January 24, 2017 and the County Board of Supervisors on December 13, 2016 Peninsula Healthcare Connection (formerly New Directions) selected as County contractor to serve as Case Worker working with CSA Outreach Worker County transition to contractor Peninsula Healthcare Connection in March 2017 Ongoing coordination 	COMPLETED
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	 Staff developed a work plan and associated report outline Coordination meetings held, including a discussion of Measure A opportunities Staff reviewed County Plan to End Homelessness Returned with a Council report in March 2017 	COMPLETED

No.	Task/Deliverable	Target Date	Milestones	Status
12	Continue to explore a waste dumpsite and look for options to bring the cost down.	October 2016 through February 2017	 Coordination meetings held Sites reviewed by staff Outreach to Santa Clara Valley Water District (SCVWD) Siting locations discussed at Project Coordinating Committee meeting Summary of options provided for March 7, 2017 Council report Pending Council direction for a consideration of a CIP for preliminary cost estimates and a schedule for site development Pilot conducted and return Council report in May 2018 	COMPLETED
13	Follow-up with Fire on RV heating hazards for outreach and communications.	October 2016	 RV Fire/Life Safety Hazard Outreach and Enforcement efforts analyzed Outreach material created in English and Spanish Fire suppression crews trained in proactive outreach 	COMPLETED

No.	Task/Deliverable	Target Date	Milestones	Status
14	Continued regional engagement like the Cities Association (CASCC) meeting.	October 13, 2016 June 14, 2018	 Presentation made in October by Mayor and staff New regional stakeholder meetings attended, led by City of San Jose Presentation made in June by Councilmember, CSA and staff Staff has also been engaged with Morgan Hill and East Palo Alto on safe parking best practices The Police Department held the first meeting of the Santa Clara County Community Outreach Officer Association. Meetings are now ongoing 	COMPLETED
15	Create homeless services web page and update our community contact resources.	November/ December 2016	 Added homeless and housing content to newsletter – multiple editions New Ask MV topics added Several informational collateral items gathered New outreach collateral developed in English/Spanish MountainView.gov/homeless 	ONGOING

No.	Task/Deliverable	Target Date	Milestones	Status
16	Project Work Plan developed; inter- departmental (PD, FD, PW, CA, CMO) team coordinated; kick- off all staff meet- ing and ongoing monthly meetings established.	October 2017	 Coordination meetings held Staff informed and coordinating activities 	COMPLETED
17	Staff working group for housing options follow-up for 2017.	December 2016 through February 2017	 Coordination meetings held Met with the County on Measure A opportunities Defined initial options and costs March 7, 2017 Council report 	COMPLETED
18	Private donor outreach.	Meeting on November 2, 2016 Follow-up meeting in January 2017 with SVCF	 Coordination meeting held List of suggested funding opportunities provided to Silicon Valley Community Foundation (SVCF) for future consideration Dialogue has continued with other opportunities LinkedIn donated funding to MOVE for safe parking 	COMPLETED

No.	Task/Deliverable	Target Date	Milestones	Status
19	Research the new effort for development of Long Beach, Los Angeles Safe Parking programs, new ordinances, etc.	November 2016	Summary of recent actions for the March 7 Council report	COMPLETED
20	Provide direction for people earning rental income from use of the right-ofway.	January through February 2017 report	 City Attorney analyzed case law Summary provided for March 7 Council report, and follow-up reports 	COMPLETED

No.	Task/Deliverable	Target Date	Milestones	Status
21	Review of street locations that may pose visibility or other safety concerns on driveway visibility, safety near curves, etc.	December 2016 through February 2017	 Coordination meetings held PWD painted limited number of curbs as Phase One and then signage by driveways on Latham Street as Phase Two Additional signage on Oak Lane, Latham Street, and others based on review and locations taken to Council by resolution Chapter 19 of the City Code amended on October 9, 2018 Signs have been installed on portions of: Continental Circle, Easy Street, El Camino Real, Latham Street, Oak Lane, Ortega Avenue, San Leandro Avenue, and Wyandotte Street. 	COMPLETED
22	Look at options and costs for creating a Downtown Streets Team for Mountain View.	Early 2017	 Analyzed options and costs (~\$366,200 for Year One) With the Pilot at TUMC, there will be a contract funded by the County for job training in the culinary arts in early 2019 	COMPLETED

No.	Task/Deliverable	Target Date		Milestones	Status
23	Planning for outreach to people living in vehicles.	Ongoing	•	Coordination meetings held Temporary outreach plan coordinated with the County CSA hired Outreach Worker Coordinated the noticing of work in the public right-of-way to reach out to residents living in vehicles All departments ensure a minimum of a 72-hour notice is given in all cases, unless there is an emergency Noticing is by letter, flyer, and/or on-street A-frame signs as needed Police and CSA outreach with English/Spanish flyers if there is a tow notice	COMPLETED/ OUTREACH ONGOING
24	Ongoing updates to original stakeholders groups.	Ongoing engagement	•	To date, ten (10) updates provided to stakeholders	ONGOING

No.	Task/Deliverable	Target Date	Milestones	Status
25	2017 Santa Clara County Point In Time (PIT) Count.	January 2017	 Supplied County contractor with maps and associated information Reviewed data released by the County in June 2017 Seeking enhancements to future contracts for Mountain View data New multi-cycle census contract completed with the County 	COMPLETED
26	Update the count of people living in vehicles and locations.	February 2017	 Coordination meetings held IT developed app to count vehicles PD lead implementation in the field Count completed in December of 2017 and 2018 	COMPLETED
27	Review developed outreach material for homeless—living in vehicles and encampments.	February 2017	 Coordination meetings held New outreach collateral developed in English/Spanish 	COMPLETED



Council Action Items from March 7, 2017—Phase Two

No.	Task/Deliverable	Target Date	Milestones	Status
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	 Two-year contract amendment coordinated with the County County Board of Supervisors Agenda — August 15, 2017 	COMPLETED
29	Continue to fund a Case Worker to continue through FY 2018-19 with the County for PSH (\$250,000).	July 2017	Two-year contract amendment coordinated with the County	COMPLETED
30	Complete the CSA outreach plan (\$75,000).	July 2017	One-time contract drafted	COMPLETED
31	Reserve funding for PSH assistance, Rapid Rehousing, or other needs (\$250,000).	TBD	 A number of new options are under consideration and included in the March 6, 2018 Council report See Phase Three of the Work Plan for authorized funding 	COMPLETED

No.	Task/Deliverable	Target Date	Milestones	Status
32	Provide contingency funding for homeless initiatives (\$25,000).	TBD	 Initial use of contingency is in progress and recommendation were included in the March 6, 2018 Council report See Phase Three of the Work Plan for authorized funding 	COMPLETED
33	Continue to fund a Porta-Potti at Rengstorff Park (\$12,000).	June 2018	Extended to June 2019	ONGOING
34	Approved a pilot RV waste disposal program (\$25,000).	Fall 2018	 Submit pilot program RFP to Purchasing for solicitation (NTE \$25,000) Select service provider and award contract Outreach plan and signage developed for each site Pilot program data analysis Engage with the SCVWD and the County – send a letter highlighting pilot program results Pilot program will run January to April 2018 Final report to Council in spring 2018 	COMPLETED

No.	Task/Deliverable	Target Date	Milestones	Status
35	Provided direction to staff on pursuing a shelter option with the County.	Ongoing	 Application received for a pilot cold-weather shelter in Mountain View at TUMC Approved and with multiagency cooperation, the shelter opened on December 23, 2017, and is now in Year Two of operation. 	COMPLETED
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	Recommendations for use are included in the March 6, 2018 Council report	COMPLETED
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	 Submitted to FASD and included in the recommended budget narrative Funding source Public Benefits San Antonio for action items approved on March 7, 2017 	COMPLETED

No.	Task/Deliverable	Target Date	Milestones	Status
38	Authorize the City Manager to execute contracts with the County or other provider for homeless support programs, up to \$370,000	July 2017	Contracts coordinated for a Caseworker and Outreach Worker.	COMPLETED
39	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 imple- ment a homeless housing strategy.	September 2017	 CDD is the lead department and drafted a work plan Overarching housing strategies presented to the Council in September 12, 2017 Completed on November 28, 2017 	COMPLETED
40	Direct staff to send a letter of engagement to the faith-based community.	May 2017	 Created faith community database First meeting held May 30, 2017 Second meeting held on October 13, 2017 Ongoing Faith Collaborative continued by Supervisor Simitian Office (ongoing meetings will be held) Bimonthly meetings are ongoing 	COMPLETED

No.	Task/Deliverable	Target Date	Milestones	Status
41	Develop measureable goals.	April 2017	 Detailed data gathering has been requested of CSA Monthly reports will track outreach status and outcomes All new March 7 action items added to existing Work Plan for tracking 	COMPLETED
42	Data points outlined in the Council discussion to be added to surveys.	April 2017	Added items requested to the homeless client assessments administered by CSA Outreach Worker(s)	COMPLETED
43	Add enforcement as a work plan item.	Spring 2018	 Work plan action item Interdepartmental effort with City Attorney, Police, and Public Works Community Outreach Police Officer starting summer 2017 Address 72-hour parking enforcement Analysis of five options for March 6 Council report: (1) Use current tools with enhancements to parking and towing enforcement in order to enhance the management of City streets 	COMPLETED

No.	Task/Deliverable	Target Date	Milestones Status
			(2) Consider a policy to restrict oversize vehicles Citywide
			(3) Consider restricting overnight parking in all, or certain areas, or at certain times
			(4) Study options for temporary parking permits for short-term living in vehicles
			(5) Consider phasing in an ordinance prohibiting living in all types of vehicles
			See Phase Three of the Work Plan

No.	Task/Deliverable	Target Date	Milestones	Status
44	Continue to engage and monitor safe parking options. - Mountain View and Partner Efforts	Ongoing	 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) 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) Pilot program launched in July 2018 with the help of local faith-based groups, with program called "Lots of Love" 	ONGOING (PART OF PHASE FOUR ACTION ITEMS)
	– Regional Efforts		 Monitoring status of the Morgan Hill site and Cupertino pilot program Monitoring the new San Jose program Gathered data from survey with CASCC 	
		Addition	al Staff Action Items	
45	Monitor Measure A funding opportunities.	September 2017 and ongoing	CDD actively engaged with the County on progress to implement Measure A and secure funding for Mountain View	ONGOING

No.	Task/Deliverable	Target Date	Milestones	Status
46	Provide updates to the Council.	Periodic Memos and Weekly Updates	 Short weekly updates as needed August 2017 December 2017 March 6, 2018 Council report June 8, 2018 October 9, 2019 December 11, 2019 March 19, 2019 Council report 	ONGOING
47	Coordinate roles and responsibilities with PD and New Community Outreach Officer.	August 2017	 NES developed communication and outreach strategy, including an informational video 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 COO attends the weekly Palo Alto Review Court (PAR Court) COO addresses unsheltered, encampments, and unstably housed in vehicles 	COMPLETED

No.	Task/Deliverable	Target Date	Milestones	Status
48	Routine ongoing meetings Administration and outreach and case management.	Ongoing	 Monthly meetings at start, bimonthly after first year CSA, PHCC, and County 	ONGOING
49	Routine meetings with PD Outreach and CSA Outreach, and Administration.	Ongoing	 Monthly meetings and as needed, bimonthly after first year Coordinated/Community Service Agency Referral and Consent to Release Information Form Coordinated outreach on public street notifications also enhanced and coordinated with interdepartmental and outreach teams 	ONGOING

No.	Task/Deliverable	Target Date	Milestones	Status
50	Continue communication efforts to inform our community of the City initiatives	Ongoing	 Use of web, social, the City newsletter, and other communication channels Media coordination and response Webpage developed Multiple features in <i>The View, eView</i> Ongoing engagement with stakeholders Council meeting notices sent to those that have corresponded with the City Manager's Office on this concern 	ONGOING

No.	Task/Deliverable	Target Date		Milestones	Status
51	Other human services coordination	Ongoing	•	Coordinated Community Health Awareness Council (CHAC) reached out to the City and CSA to facilitate a CalWater donation of water for the homeless Santa Clara County Public Health is now providing	
				their mobile medical and mental health services at CSA on Thursdays from 8:30 a.m. to 4:00 p.m.; implemented a "backpack" mobile medical team and looking at other pilot "popup" sites	ONGOING
			•	Engaged with Joint Venture Silicon Valley partnership to create an initiative designed to address the issues of hunger and waste, with a mobile food program called <i>A La Carte</i>	



Council Action Items from March 6, 2018 – Phase Three*

*Funds rebudgeted from Fiscal Year 2017-18 to Fiscal Year 2018-19

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No.	Task/Deliverable	Target Date	Milestones	Status
52	Rapid Rehousing Fund	Fiscal Year 2018-19	County Board of Supervisors agreement (\$100,000) approval pending in February 2019 due to a County staff transition in agreement process	COMPLETED
53	Biohazard Waste Cleanup	Fiscal Year 2018-19	• Add to PO (\$10,000)	COMPLETED
54	Waste Dump Pilot Additional Funds	Spring 2018	• Add to PO (\$5,000)	COMPLETED

No.	Task/Deliverable	Target Date	Milestones	Status
55	Safe Parking Program Pilot		 Draft and coordinate Lots of Love contract(s) with nonprofit MOVE (\$25,000 program start-up to June 2018; \$30,000 for Fiscal Year 2018-19) Coordinate with the County Office of Supportive Housing Facilitate nonprofit grant and startup processes Review options for how private or public sites may be worked into the LOL pilot program; future program of work Staff brought item for Council direction focused on safe parking on October 9, 2018 December 11, 2018 – final Council report to approve funding for safe parking site and operations 	COMPLETED
56	RV/Vehicle Repair Funds	Fiscal Year 2018-19	Draft and coordinate RV/Vehicle Repaid Funds contribution contract to CSA (\$10,000)	COMPLETED
57	Dignity on Wheels Contract	November 2018	Establish new Dignity on Wheels contract with CSA to extend the service (\$20,000)	COMPLETED

No.	Task/Deliverable	Target Date	Milestones	Status
58	Towing Fees Contract	November 2018	PD to refine enhancement and get new contract completed (\$30,000)	COMPLETED
59	Refine Rent Assistance Program		CDD to amend/or establish new contract with CSA (\$70,000)	IN PROGRESS
60	Implement Option 1a — Continued Enforcement of Existing Codes with Increased Towing, and first part of 1b — Additional Traffic Measures and Parking Signage	Fiscal Year 2018-19	 PD to implement and program for parking enforcement (\$20,000) PWD to continue to review sites for visibility and safety concerns. 	ONGOING
61	Data Refinements	Fiscal Year 2018-19	 Followed up with our partners on addressing data gathering and analysis as necessary Developed options if tracking is desired beyond the pilot program phases 	COMPLETED
62	Future Reports/Budget Requests		 Staff will return to Council March 2019 Pending work on preparation and any follow-up Council reports and/or new budget requests (funding for these initiatives runs out in June 2019) 	COMPLETED (FOR MARCH 2019 COUNCIL REPORT)

No.	Task/Deliverable	Target Date	Milestones	Status
		Addition	al Staff Action Items	
63	Continued coordination of roles and responsibilities with PD and Community Outreach Officer.		NES, in partnership with the Santa Clara County District Attorney's Office, created the Community Outreach Association (COA) to share approaches to working with the vulnerable homeless population	ONGOING
			Bimonthly meetings with all law enforcement agencies in the County except for Sunnyvale DPS	



Council Action Items from October 9, 2018 — Phase Four Safe Parking Implementation and Preparation for March 2019 Council Report

No.	Task/Deliverable	Target Date	Milestones	Status
64	Preparation to return to Council	October- November 2018	 Estimates and costing refinement for safe parking at the Palo Alto Housing Corporation (PAHC) site Additional site visits with contractors and other parties Donation outreach: the City also coordinated numerous entreaties for donations, including to Silicon Valley Community Foundation (SVCF), Los Altos Community Foundation (LACF), CalWater, PAHC, LinkedIn, the Grove Foundation, and other private donors Volunteer outreach Understanding of TUP and early preparation of TUP 	COMPLETED

No.	Task/Deliverable	Target Date	Milestones	Status
65	Council Report	December 11, 2018	 City staff brought back a Consent report with the refined estimates and funding sources, with a request for an appropriation and an authorization to execute grant agreements Prepared for contracts by reviewing insurance and grant scope 	COMPLETED
66	Post-Council Action	January 2019	 City contract execution for grants to MOVE and PAHC Finalize TUP Planner assigned to project TUP review before the Zoning Administrator (this takes approximately three weeks from the time an application is deemed complete), and includes each grantee preparing their own operational estimates, quotes, and agreements MOVE will hire new staff 	IN PROGRESS
67	Site Preparation	February/ March 2019	 Includes PAHC's and MOVE's work with their contractors and volunteers to coordinate site clearance and building demolition Contracts, waivers, and permits will be completed 	IN PROGRESS

No.	Task/Deliverable	Target Date	Milestones	Status
68	PAHC Site Implementation	April 2019	Report on operations status	PENDING
69	Ongoing outreach to potential safe parking sites		 Identify potential sites and contacts Review of City sites as a part of Council reports (multiple) One governmental site being actively pursued Additional private sites pursued by MOVE and City – no options are viable yet. MOVE doing outreach for additional faith sites 	ONGOING
70	Supplemental legal review of tow process for updates to the City Code	January 2019	Update to Code will be recommended.	IN PROGRESS
71	Review of state HEAP grants	October 2018-January 2019	 \$500 million in block grants to address homelessness in California has been awarded to the 43 Continuums of Care (COCs) and 11 large cities eligible for Homeless Emergency Aid Program (HEAP) funding Funding will go directly to the County 	COMPLETED

No.	Task/Deliverable	Target Date	Milestones	Status
72	County Point-in- Time Count	January 29 and 30, 2019	 County of Santa Clara conducted the Census and Survey or "PIT Homeless Count" on Point-in-Time Homeless Census and Survey City shared communications, provided updated living in vehicle map, trails, and parks map to the County contractor, and provided input from CSA and the Police Outreach on known locations of homeless 	COMPLETED

No.	Task/Deliverable	Target Date	Milestones	Status
73	Preparation for Council Report March 2019	Target Date	 Collect and analyze community survey data Dialogue with County about potential continued partnership PD Inhabited Vehicles Count (December 2019) Data collection and analysis Review of enforcement options and other transitional strategies Review potential budget requests for consideration for inclusion in the FY 2019-20 budget Regional/Statewide outreach on enforcement and safe parking options Update Work Plan – Four Phases Develop Housing Summary Map Locations with Residents Living in Vehicles, and include overlay with Zoning and with the parks, trails and City facilities 	COMPLETED (FOR MARCH 2019 COUNCIL REPORT)