



**Winter Shelter at Los Altos United Methodist Church:  
Mountain View Campus  
COLD WEATHER SHELTER  
OPERATIONAL PLAN**

**HomeFirst Services  
507 Valley Way, Milpitas, CA 95035**

**Winter Shelter at Los Altos United Methodist Church:  
Mountain View Campus  
748 Mercy Street, Mountain View, CA 94041  
CWSP Operational Plan**

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# **Los Altos United Methodist Church: Mountain View Campus Winter Shelter**

## **Introduction**

This seasonal emergency shelter program will provide overnight shelter, case management services, meals-along with restrooms and shower facilities to homeless individuals and families from each October to April. Health, social services, and other services will be provided; they are offered by various service providers. Volunteers are an integral part of this emergency shelter program design. The goal of this program is to meet the basic needs of homeless women and families on a nightly basis. All beds will be reserved, i.e., filled by referrals from the Here4U Hotline.

## **Management Plan**

### **Shelter Management**

HomeFirst has been operating the Cold Weather Shelter Program (CWSP) since 1987. Our focus is on providing a safe environment and the basic necessities of life that will give the homeless the opportunity to change their current temporary situation to long-term self-sufficiency and permanent housing.

### **Hiring Standard Operation Procedures**

HomeFirst is an equal opportunity employer, with the policy to provide equal opportunity in all areas of employment, including the areas of recruitment, hiring, training, development, transfer, benefits, promotion, and termination.

### **Hiring Procedures:**

1. HomeFirst will be responsible for recruitment, hiring, training, and supervision of all paid and volunteer staff at the shelter. Paid staffing levels at this shelter shall include the following:
  - a. Director responsible for the staffing, budget, logistics supplies and to oversee the operation of the program.
  - b. Site Manager to oversee the day-to-day operation of the facility.
  - c. Drivers to transport food and linen to the facilities.
  - d. Two (2) Shelter Workers per shift which will be at a ratio of one worker per fifteen homeless individuals served each night.
  - e. One (1) Shift Supervisor per shift on graveyard and weekends.
  - f. One (1) Case Manager to develop service plans based on each individual or household's goals.
2. All staff applicants should be hired one month in advance. This will allow adequate time to get applicants backgrounds and training completed.
3. All opening positions should be hired by the end of September.
4. All staff will be trained, and orientation will be provided to effectively operate the Shelter Program.
  - a. All training will be available during the month of October. Training will include the following:
    - i. Professional Ethics and Boundaries

- ii. Harm Reduction and Housing First
- iii. Vicarious Trauma
- iv. Self-Care and Wellness
- v. Crisis Intervention
- vi. Substance use and recovery / NARCAN
  - i. Certified CPR and first aid administration
  - ii. Motivational Interviewing
  - iii. Safety in the workplace (proper utilization of all equipment and supplies)
  - iv. Mandated Reporter
  - v. Orientation, including how to recognize and address cultural and linguistic influences and
  - vi. Knowledge of local community resources available, including self-help centers and diverse community resources.

### **Staff Duties and Responsibilities:**

1. Welcome all CWSP participants, volunteers, staff, and community members in a courteous, professional, and polite manner
2. Responsible for the care, safety and supervision of program participants and guests
3. Implement and enforce CWS program guidelines, agreements, and rules
4. Provide information and referrals to shelter guests
5. Offer Housing Problem Solving to all shelter guests
6. Distribute clothing, linens, toiletries, and any other items supplied by the program
7. Provide general site cleanup; report any maintenance or janitorial needs to the Manager or Director and to the appropriate on-site personnel
8. Conduct bed and facility safety checks
9. Assist with monitoring meals and determining meal counts where appropriate
10. Complete VI-SPDAT and HMIS intake of homeless guests as required
11. Document all notes of services provided into HMIS within three business days
12. Coordinate with Los Altos United Methodist Church and Hope's Corner regarding the scheduled use of the showers and laundry facilities and the set-up needs for the rooms to be used by Hope's Corner or Los Altos United Methodist Church following the shelter's use of those rooms.
13. Assist with set up and break down for any special events or activities
14. Address all emergencies by contacting appropriate staff/agencies
15. Respond to participants' crises using de-escalation and Mental Health First Aid technique as applicable
16. Report any incidents and complete incident report in a timely manner
17. Represent HomeFirst and the program professionally to volunteers, donors, outside agencies and the general public
18. Work in partnership with Hope's Corner to develop a coordinated plan for volunteer recruitment and donations of food and supplies from local businesses, corporations, churches, organizations, etc., so that the public is aware of the work of both programs.
19. Assist with office-related tasks as needed
20. Attend meetings, workshops and trainings as requested
21. Perform other duties as assigned by supervisor

## Daily Cleaning Responsibilities:

1. Empty trash cans and replace trash can liners throughout the night
2. Separate trash and recycling/compostable items
3. Sweep floor after dinner-and as needed
4. Clean serving area after dinner and breakfast-or as needed
5. Check restrooms for cleanliness-as needed
6. Clean outside perimeter throughout the night
7. Graveyard shift – Wash front door area
8. Sanitize all beds daily -- Alternate bed cleaning on a weekly basis
9. Swing Shift: Clean front desk area and transfer excess linens to storage area before shift change
10. Graveyard Shift: Remove all program belongings from the building, including kitchen items
11. Clean and organize storage areas

## The following areas must be checked every hour:

1. Restroom
2. Showers /Laundry room
3. Entry Ways (lobbies, hallways, corridors, traffic area and stairs)

## Other Services:

1. Check for debris in exterior areas that are accessible by participants, to include randomly discarded cigarette butts and paper trash. Participants will access entrance on Mercy Street and queue up toward the parking lot contiguous to the church.
2. Sweep all exterior entrances and patios, empty and replace liners, clean garbage cans and cigarette urns, clean exterior furniture as needed
3. Keep clean, neat, and orderly all janitorial closets and storage spaces and spot clean walls
4. Clean, sanitize, and polish drinking fountains

## Operational Guidelines

### Hours of Operation

The standard hours of operation for staff are 3:00 p.m. to 9 a.m., seven days a week.

### Basic Operation

This Winter Shelter will house up to ten households per night (with a maximum occupancy of 50 persons), providing support services, hot meals, a place to clean up, and somewhere out of the elements to sleep. There are two sleep areas: for families and single women. All beds will be reserved, i.e., filled by referrals from the Here4U Hotline, with preference given to those affiliated with North County. Participants will be able to have their bed reserved for the entire Cold Weather Shelter Program period, provided they abide by the shelter program agreements and rules. If participants do not check in by 7:00 p.m., those open beds will be filled by walk-ins or emergency referrals. As space permits, participants may keep some of their personal property stored on site.

### Daily Schedule

Time	Activity
3:00pm	Staff arrive at the shelter to set up for the night.
3:30pm	Families and single participants may arrive at the shelter.

6:30 – 7:30pm	Dinner is served
6 – 10pm	Access to showers and donations
10pm - 6:30am	Light out, quiet hours begin
6:30am	Lights on, quiet hours end
7am-8am	Breakfast and prepare for departure
8:00am	All participants must exit the shelter
9:00am	All staff must exit by 9am

## Services Offered

1. Meal Service – Two meals per day are offered on site: dinner and breakfast.
2. Assessment, Information, and Referral – Staff members provide appropriate information and make referrals to services as needed.
3. Case Management services to all participants: on site, in the case manager’s office, day meetings in the field as needed.
4. Tutoring resources for children and employment preparation/placement for adults on site. Partnerships with Mtn. View Public Library, McKinney Vento Homeless Assistance Act and Volunteers.
5. Distribution of Needed Supplies – on site Staff members provide participants with toiletries, clothing, and donations by generous members of the community.
6. Medical Care – Valley Homeless Healthcare provide participants an array of services on site or at their clinic, including basic screening, primary care, dental care, immunizations, TB screening, routine acute care, medication monitoring, and referral follow-up.
7. Shower Services – Staff members will coordinate with LAUMC: Mt. View Campus and Hope’s Corner regarding the scheduled on-site use of the shower facilities.
8. Additional Services – Services such as haircuts, tutoring, or special workshops are available on site when individuals or community groups volunteer to provide them.

## Program Eligibility

Individuals/households are eligible to participate in this program if they meet the following criteria:

1. Literally homeless: Living in places not meant for human habitation: cars, parks, sidewalks, and abandoned buildings.
2. Claim residency (where one stays the most time or one’s last permanent residence) in one of the following jurisdictions/areas: Cupertino, Los Altos, Los Altos Hills, Milpitas, Mountain View, Palo Alto, or Sunnyvale. Households from Mountain View will be given priority. If occupancy permits, residents from other areas in the County can be accepted.
3. Must be able to perform Activities of Daily Living (ADL) independently, HomeFirst does not provide hands on assistance with ADL’s. i.e., walking, feeding, dressing, grooming, toileting, bathing, transferring, etc.

## Agencies Participating in This Program

1. County Office of Education (tutoring of children, employment preparation)
2. County Office of Supportive Housing (project oversight)
3. Downtown Streets Team (outreach, referrals, employment placement)
4. Emergency Assistance Network Agencies (Community Services Agency: Mountain View, Opportunity Center, West Valley Community Services: referrals)
5. HomeFirst Services of Santa Clara County (outreach, referrals, and shelter services)

6. Hope's Corner (referrals, outreach)
7. Mountain View Community Development (referrals)
8. Neighbors Helping Neighbors (referrals)
9. Our Daily Bread (referrals)
10. Valley Homeless Healthcare Project (referrals, outreach, and medical services)

## **Outreach**

1. Valley Health Care for the Homeless conducts outreach all throughout the County daily from 5:00 p.m. to 8:00 p.m. during November weekdays and during proclaimed Inclement Weather Episodes.
2. HomeFirst conducts outreach in the north County during proclaimed Inclement Weather Episodes.
3. Downtown Streets Team conducts outreach twice a week in Palo Alto and once a week in Sunnyvale.

## **Referral Process**

1. All beds will be reserved, i.e., filled by referrals from the Here4U Hotline. If a referred participant does not arrive by 7:00 p.m. on a given day, the bed that was to be occupied is declared "open" and will be filled by walk-ins or emergency referrals. If the referred participant does not show for two consecutive days, then they lose their reserved bed, and a new referral must be obtained through the Here4U Hotline.
2. All walk-ins and emergency referrals will be on a nightly basis and must receive a referral from the Here4U Hotline in order to obtain a seasonal bed.
3. Referred participants will be able to stay at the shelter for the whole CWSP period, provided they abide by the shelter agreements and rules.
4. Public Safety and Emergency Medical Services can refer individuals by contacting the Site Manager and may bring them to the site once space is confirmed.
5. When referred individuals are confirmed by HomeFirst staff, they will be allowed to enter the shelter.

## **Inclement Weather**

When the Office of Supportive Housing (in collaboration with the National Weather Service) declares an "inclement weather" episode, notice is communicated via the media, outreach is done by Valley Health Care for the Homeless and other agencies/volunteers, emergency shelter beds are expanded as previously determined (**none at this Winter Shelter**) and supplies are delivered.

## **Inclement Weather Activation Protocol**

1. If an unhoused person arrives at our Cold Weather Shelter site requesting shelter, staff will radio the team letting them know someone is seeking shelter.
2. Shelter staff will inform Program Manager (PM) or Shift Supervisor (SS) on site, they will meet the unhoused person seeking shelter, bring them inside, shielding them from the elements. The shelter will use the safe room or lobby waiting area.
3. Once removed from the inclement weather and indoors, staff will confirm the person's first and last name, date of birth and where they traveled from. Staff will offer the individual any warming supplies available, including warm drinks, blanket, gloves, hats, etc.
4. Staff will verify the individual's eligibility for HomeFirst services through HMIS. In cases where the



individual has been denied services, the PM/SS will conduct a thorough review of HMIS notes, public alerts, and incident reports to assess whether temporary accommodations with a Behavior Contract can be arranged at one of our sites.

5. Staff will explain that they are unable to provide the individual with a bed at this specific location (if at capacity), however they can arrange transportation to an OWL location, ensuring they will have access to warm and safe space overnight.
6. Staff will reach out to the OWL Program Manager by cell phone and email to confirm which OWL site the individual can be referred to.

***OWL sites TBD annually and serve adults ONLY***

**FY 23-24 sites are listed below for reference**

**Roosevelt Community Center, 901 E Santa Clara Street, San Jose 95116**  
**Tully Library, 880 Tully Road, San Jose 95111**

7. The Here4you hotline can arrange transportation to OWL if available. If it is after Here4you hotline transportation hours, the CWS PM or SS will place an order for a ride share transport using Yellow or Green Cab. In the event a PM or SS is unable to be reached, contact Director of Emergency Services, Juan Cooper at 669-308-7719 to help facilitate transportation. If the Director is unable to be reached, contact VP of Emergency Housing, Bea Ramos at 408-655-2446.
8. Once the transport has arrived and the unhoused person has been picked up, staff will call the assigned OWL location and provide them with an estimated time of arrival and send an email confirmation.

**If it is determined an individual cannot safety remain onsite, the Here4You hotline will be contacted to determine placement options available.**

**If after hours, 3-1-1 will be contacted to determine placement options available.**

**If after hours, 9-1-1 will be contacted for emergency placement situations.**

## **Processing the Participants**

As the shelter opens, the shelter staff calls forward five participants at a time. In the following order: new intake and special accommodations (participants designated by the Site Manager). As the participants are checked in, the staff adds their name to the participant tracking form. Participants in each category are counted as present if they are checked in or if they are still out but under their agreed upon check in time. This ensures that if they come in at a later time, the count will not affect the overall count.

## **HMIS and Nightly Intakes**

Only HomeFirst staff members may use computers to access the county Homeless Management Information System (HMIS).

1. All participants utilizing services at the shelter must be in HMIS.
2. Staff members will determine if a participant is in HMIS.
3. For “first-timers,” an intake interview will be conducted, and participant information gathered on an Intake Form.

4. These interviews may be conducted by trained volunteers, as well as HomeFirst staff members.
5. Every effort will be made to update HMIS with all intake interview information on the night of the participant's first arrival.
6. At the very minimum, some demographic information will be entered into HMIS that night.
7. HomeFirst staff will be responsible for:
  - a. Determining the HMIS status of participants
  - b. HMIS data entry
  - c. Recording the emergency shelter service for the night.
8. All intake interview paperwork must be reviewed by the senior staff member and approved. This allows for missing information to be obtained while the participant is still on site.
9. All HomeFirst shelter staff members will be given more detailed instructions and "participant flow" information at the formal HMIS training.

### **Shelter Rules**

1. No contraband items are allowed in the shelter, including but not limited to sharp metal objects, illegal drugs or drug paraphernalia, weapons, mace, pepper spray, or firearms. Some items considered weapons may be stored in a lock box at the front desk and returned when the guest exits the shelter for the day.
2. No physical abuse or assault to other guests, staff, volunteers, or animals.
3. No fighting, with or without weapons.
4. No damaging property, to include graffiti, destruction, or vandalization of shelter or local business property.
5. Sex, public masturbation, indecent exposure, watching pornography, sexual harassment, and sexual assault are not permitted.
6. Verbal abuse, to include racial slurs and bullying, is not permitted.
7. No verbal threats, to include threats of violence toward other guests, staff, volunteers, or service providers.
8. Taking photos, videos, or audio recordings of other participant's is not permitted on HomeFirst property, to include inside the shelter, parking lot, and communal areas.

### **Shelter Agreements**

1. Participants are asked to provide proof of TB testing at the time of intake.
2. All bikes will be stored in a designated area and will be retrieved by participants when leaving each morning.
3. Participants with cars must park in the designated shelter parking lot. Loitering or sleeping in or around vehicles is prohibited. Participants must move their vehicles from the lot each morning. Failure to comply with this rule will result in the towing of the participant's vehicle.
4. Participants may arrive on the shelter property at 3:30 p.m. and will be allowed into the shelter at that time.
5. If a participant will be absent, they must request permission from the shelter manager, in advance. Once they have notified program manager of absence, their bed will be reassigned for the night. Any unexcused absence of two consecutive nights will result in termination from the program.

6. If a participant has an unexpected occurrence which prevents them from arriving on time or will cause them to be absent, they must contact the shelter as soon as possible. These instances may include reasons such as working late or hospitalization.
7. No companion animals or emotional support animals will be allowed on site, the only exception is for Service Animals.
8. Syringes are to be disposed in the container provided inside of the shelter.
9. Participants may store a limited number of personal items on the shelter property in the designated storage area, space permitting. *Additional* personal items, such as perishables, food or shopping carts may not be stored on the shelter grounds or in the surrounding neighborhood. This will be monitored daily by the shelter staff.
10. All participants are required to assist in helping keep the shelter clean each day.
11. Children under the age of eighteen will be admitted with parent/guardian present. Minors under the age of eighteen must always be under parental/guardian supervision. Minors may not access property without parent/guardian present.
12. Female participants must sleep in separate areas; family units can stay together in the designated area.
13. Fire exits/doorways must not be blocked at any time.
14. There is a shelter cell phone available for guest use. This can be accessed at the front desk.
15. Participants are only allowed into the kitchen area with staff supervision or with the permission of the Program Manager or Supervisor.
16. Smoking is permitted at the times designated by staff and will be supervised by staff. Participants must smoke in the designated smoking area outside the shelter in the parking lot side ***ONLY*** and not in the corridor nor along Mercy Street.
17. Appropriate clothing: shirts, pants, and shoes, must always be worn inside of the shelter at all times. All participants must change their clothing in a private restroom space.
18. Participants must not tamper with CWSP property.
19. Participants are required to wake up at 6:30 a.m. each day and are required to help store their bed, bedding, by depositing items at the designated area.
20. Participant's personal hygiene should be kept at an acceptable level, this includes regular showering; personal hygiene must be attended to in the restrooms. Personal hygiene items and towels will be available at the front desk. Showers must be taken at designated times ***ONLY***.
21. All participants must leave the shelter property by 8:00 a.m. daily.
22. Participants may not loiter on or around the shelter property, neighborhood, or park, before or after shelter hours.
23. Participants may not take recyclables from the neighborhood.
24. Pan handling is not permitted in or around the shelter property, neighborhood, or park.

## **TB Testing**

Please note that participants are asked to provide proof of TB testing at the time of initial intake. If a participant has not been tested within the last 90 days and desires to stay at the shelter (after being referred), he/she may be admitted and served for up to 10 days—the time it takes to be tested, have the results reviewed, have a chest x-ray if the result was positive, and have the results of the chest x-ray reviewed. If the results of the chest x-ray are positive, the participant will not be readmitted to the shelter. **If proof of a TB test is not provided in allotted timeline, the participant will be provided support by HomeFirst staff to remove barriers and provide a flexible timeline to complete.**

## **Drug and Alcohol Policy**

CWSP practices harm reduction and does not require absolute sobriety as a requirement for admittance. The CWSP has strict rules of behavior that must be adhered to remain eligible for services. If behavior violates the shelter agreements or rules, this could result in denial of services. The length of the denial will depend on the behavior and program agreement/rule violated. The minimum denial will be one program day of operation.

The CWSP will not admit persons who have consumed drugs or alcohol to the point that they are significantly impaired or are a danger to themselves or others. When someone who is inebriated comes to the shelter, staff may refuse services due to safety concerns. If the person has someone that staff can call for transportation, staff, when possible, will make the call. If the person refuses to cooperate with staff, to find suitable transportation, HomeFirst will shuttle the person to another shelter (if there is an open bed and it is safe to do so) or provide him/her with a bus token. If the person demonstrates disruptive behavior, staff will contact the Mountain View Police Department, if necessary. If the police department is called, staff will keep visual contact with the individual until the police arrive. Staff will notify the MVPD as soon as practical when a resident is turned away from the shelter based on intoxication levels, potentially being under the influence of a controlled substance, appears to be a danger to him/herself or others, or is in some fashion being disruptive.

Participants are not allowed to possess or consume alcohol or illegal drugs in the shelter. All alcohol and illegal drugs must be disposed of prior to entering the shelter. If alcohol is found on the premises, staff will ask participant to dispose of or remove from property immediately. Staff should never keep or return illegal drugs to a participant. Any participant found to have stored or left alcohol on shelter property or on the property in the neighborhood will be addressed following our behavior verbal warnings, written warnings and behavior contracts, broken behavior contract may result in denied shelter services.

## **Good Neighbor Policy**

The CWSP is committed to being a good neighbor, to the surrounding community within a mile radius of the shelter program. Management is committed to meet with leaders of the local businesses and neighborhood associations regularly and as needed to address questions and concerns that have arisen and to monitor safety and security of the shelter and the surrounding neighborhood. The shelter is committed to providing daily trash pick-up in the areas surrounding the area.

Site Manager will hold regular staff meeting with shelter participants to stress the importance of respecting neighborhood property and to encourage all to pick up litter along their routes to and from the shelter.

To ensure the safety and security of our participants and surrounding neighbors, Staff will be always on site while the shelter is operating.

Once a participant checks into the shelter for the night, they may not leave and return without prior permission. Violation of this policy by any participant may result in denial of services for a minimum of one day to the end of the program.

## **Security Plan**

HomeFirst Staff members will monitor and prevent participants from staying in the area and acting inappropriately, according to a schedule that will be communicated to the local businesses. There will

always be a minimum of two HomeFirst staff on duty while the participants are present. While the participants are arriving, Staff members will be stationed at the entrance. Their principal duties include, monitoring the grounds, monitoring the behavior of the participants outside the shelter, responding to participants' behavioral issues or issues regarding banned substances, ensuring that participants do not loiter after the shelter is closed for the day, and contacting the Mountain View Police Department as appropriate. If they view any inappropriate behavior, they will address it appropriately. If there are any shelter participant issues that need to be addressed, the shelter management will resolve the issues appropriately and report to the respective business on how the issue was resolved. If necessary, the Mountain View Police Department will be contacted to address any problems that warrant their attention, e.g., if a discharged resident refuses to leave the shelter.

**In the event of an emergency:** HomeFirst shelter staff will contact the appropriate city/county agency.

Shelter staff will respond to all calls regarding any shelter participant issues that need to be addressed and take the necessary/appropriate steps to resolve the issues. If desired, the staff will report back to the business involved on the status of the issues. County or program staff will facilitate regular meetings with interested members of the community and the shelter staff to plan and implement shelter operations and discuss/ resolve any issues involving the shelter participants.

### **Parking Plan**

The parking demands of the shelter are based on vehicles driven by staff, volunteers, and shelter participants. Based on experience of the family shelter operated at the County Cold Weather Shelter Program in Sunnyvale, it has been determined that the shelter will generate the following parking demands:

<b>User</b>	<b>Parking Spots Needed</b>	<b>Time Needed</b>
Staff, Partners, Volunteers	7	3:00 p.m. to 9:00 a.m. daily
Participants	8	3:30 p.m. to 8:00 a.m. daily
<b>Total</b>	<b>15</b>	

The parking demands for participants were determined based on similar demands from similar participant populations (families and single women) using the County Cold Weather Shelter Program in Sunnyvale. Based on the shelter staff's experience there, it is expected that the shelter serves ten families and 25% of those households will be using public transportation and that the remaining households will have only one car per household. Based on previous experience at shelters for singles, single females use public transportation and do not own vehicles, therefore parking needs for this group are not anticipated.

For families using public transportation, free quarterly bus passes are available through an agreement with VTA to the homeless community, distributed through local non-profits. HomeFirst will have transit tokens on site for any participants who do not have a bus pass.

Based on the church's religious services schedule, there will be no shelter use schedule conflicts. If the church schedules any special services that affect the usual shelter schedule, staff will work out the schedule accordingly.

### **Loitering Policy**

Loitering on shelter property is not allowed and will be a violation of shelter rules. Likewise, loitering on any private property around the shelter will be a violation. The shelter will work closely with the local businesses and the Mountain View Police Department to address any loitering issues that may arise.

## Discharges - Gross Violations

**Definition:** Gross violations are participant behaviors that pose a threat to the health and/or safety of the staff or participant or that is problematic behavior.

**Examples:** Verbal or physical abuse of staff or residents, verbal threats, destruction of shelter property, possession of a weapon in the shelter, stealing, and substance use or illegal dealing within the shelter.

## Process for Handling Gross Violations

1. When a shelter participant commits a gross violation, the shelter Staff may issue the resident a discharge notice. The notice must include:
  - a. Reason(s) for the discharge.
  - b. Participant's right to request a reasonable accommodation if the resident feels that his/her ability to comply with the shelter rules or ability to meet the deadline for appealing is limited by the resident's documented physical or mental health disabilities.
  - c. Participant's right to appeal and the process and deadline for appealing.
  - d. Participant's right to have an advocate represent resident in the appeal process.
  - e. Signature of person in charge.
  - f. Date that the notice was issued; and the time and date that the participant is expected to leave the shelter even if a request for appeal is filed.
  - g. Information on Here4You hotline and homeless resource providers
2. The participant has a right to appeal the discharge but does not have the right to remain at the shelter during the appeal process.
3. Upon discharge, the shelter staff shall provide the participant with written notice of the conditions or process for re-admission to the shelter, if possible. The shelter will also make reasonable efforts to provide appropriate referral to another shelter, transportation assistance to an appropriate shelter or other location or other appropriate housing placement for the individual or family..

## Santa Clara County CWSP - Appeal Process

The purpose of the appeal process is to ensure that shelter participants' rights and the rights of HomeFirst and HomeFirst's staff are protected. Furthermore, this process ensures that the winter armories in Santa Clara County have in place a mechanism for due process when a resident is discharged from the shelter.

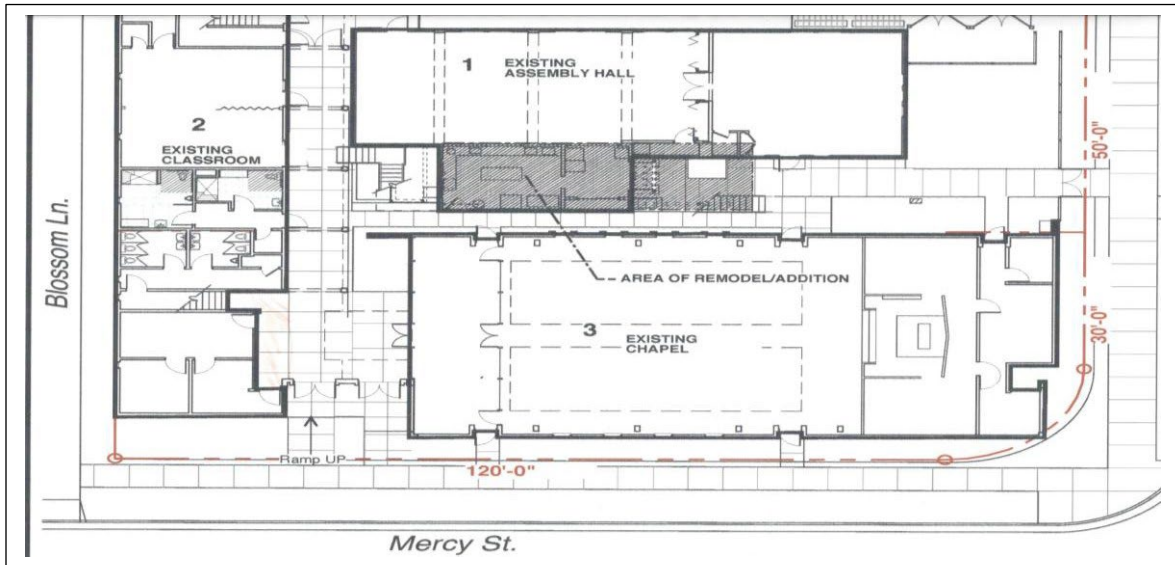
## Grievances

1. If the participant files an internal grievance and is unsatisfied with the result, the participant may appeal the decision internally according to the internal grievance process. See the HomeFirst and *Santa Clara County Shelter Grievance Process*.
2. **Internal appeal:** If the participant is unsatisfied after receiving the written findings from the internal grievance process, the participant may make a written request to the person in charge at the shelter for an internal appeal. =The internal appeal consists of shelter management, other than the person who completed the initial investigation and made written findings, evaluating the initial grievance and written findings with input from the shelter staff and participant(s) involved and a review of the relevant documents. Written decision of the internal appeal must be provided to the participant who filed the initial grievance within 72 hours of the internal appeal request.
3. **External appeal:** External appeals can only be requested once the participant has exhausted every step of the shelter's internal appeal process. If the participants unsatisfied with the result of a completed internal appeal, the participant has 24 hours to make a verbal request to the Santa Clara

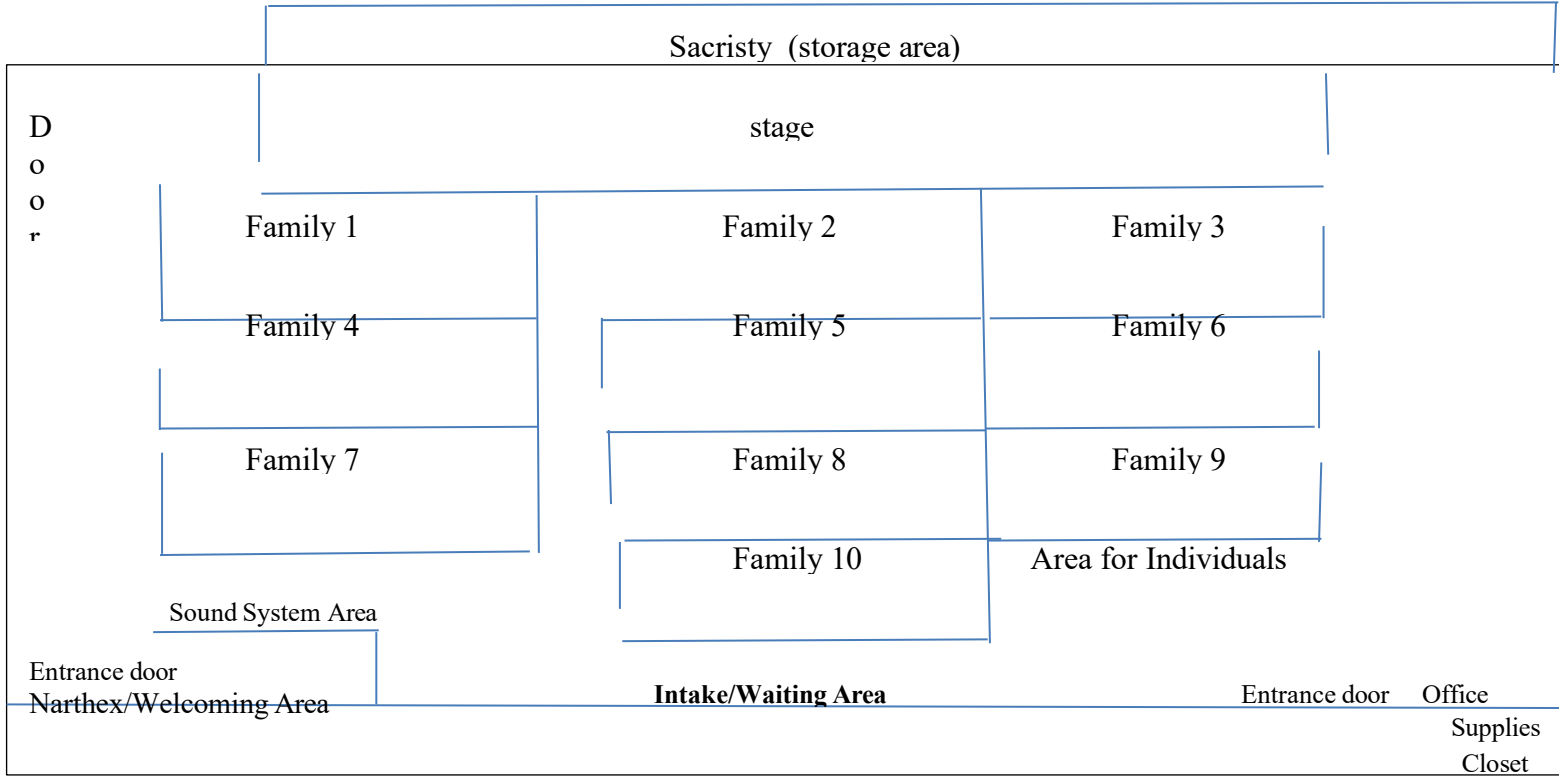
County Office of Supportive Housing at (408) 793-0566. The Manager or a designated person will contact the shelter to confirm that the internal appeal process has been completed. The Manager will help the participant complete a written request for an external appeal. A written decision to participant and the shelter will be provided at the conclusion of the meeting. The Manager will retain copies of all written external appeal decisions. Participant must be allowed to be represented by a third-party advocate in the grievance process.

4. Participants have a right to request a reasonable accommodation in the grievance process.

## Site Plan



# Floor Plan



## CONTACT INFORMATION FOR THE WINTER SHELTER AT LOS ALTOS UNITED METHODIST CHURCH: FY24-25

**Any questions or concerns regarding the County Shelter site**

Office of Supportive Housing Crisis Response Team

Linda Jones: 408-278-6447  
[linda.jones@hhs.sccgov.org](mailto:linda.jones@hhs.sccgov.org)

**Supervisory District 5: Office of Joe Simitian**

County Supervisor— District five

[supervisor.simitian@bos.sccgov.org](mailto:supervisor.simitian@bos.sccgov.org)  
408-299-5050

**Reporting Shelter or Homeless Concerns**

Program Service Provider: HomeFirst

**HomeFirst**  
[Mtviewconcern@homefirstscc.org](mailto:Mtviewconcern@homefirstscc.org)

**HomeFirst Leadership**

Program Service

**VP Emergency Housing**  
Bea Ramos 408-655-2446  
[bramos@homefirstscc.org](mailto:bramos@homefirstscc.org)

**Director Emergency Housing**  
Juan Cooper 669-308-7719  
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Program Manager: To Be Hired



**CONTACT INFORMATION FOR THE WINTER SHELTER AT  
LOS ALTOS UNITED METHODIST CHURCH: FY24-25**

Purpose/Service	Contact/Department	City of Mountain View Contact Information Development \		
<p style="text-align: center;"><b>Agencies Providing Referrals to the Shelter</b></p>	<p>Agencies Collaborating in this Winter Shelter Program</p>	<p>650-903-6326</p> <p><b>Community Services Agency Mountain View</b>            Brandi Jothimani: <a href="mailto:bjothimani@csacares.org">bjothimani@csacares.org</a>            Michael Taber: <a href="mailto:michael.taber@mountainview.gov">michael.taber@mountainview.gov</a>  <b>Downtown Streets Team</b>            Contact: TBD</p> <p><b>Hope's Corner</b>            Bob Lee:            Leslie Carmichael: <a href="mailto:lcarmichael@hopes-corner.org">lcarmichael@hopes-corner.org</a></p> <p><b>LifeMoves</b>            Michael Ornales: 650-853-8672 x434            Philip Dah: 650-853-8672 x436  <a href="mailto:pdah@lifemoves.org">pdah@lifemoves.org</a><a href="mailto:frobertson@lifemoves.org">mailto:frobertson@lifemoves.org</a></p> <p><b>Neighbors Helping Neighbors</b>            Mary Rauner: 650-283-0270  <a href="mailto:familyambassador@gmail.com">familyambassador@gmail.com</a></p> <p><b>Our Daily Bread</b>            Cynthia Elliot/Donna Beres: 408-393-8179  <a href="mailto:outreachworker@stthomas-Svale.us">outreachworker@stthomas-Svale.us</a></p> <p><b>Los Altos United Methodist: Mt. View Campus</b>  <b>TBD previous pastor retired</b>  <b>West Valley Community Services</b>            Grace Davis: 408-956-6078  <a href="mailto:graced@wvcommunityservices.org">graced@wvcommunityservices.org</a></p>		
		<p><b>Medical Assessments</b></p>	<p>Valley Homeless Healthcare Project</p>	<p>Sergio Salazar: 408-690-6180</p>
		<p><b>Emergency</b></p>	<p>Public Safety Dept.</p>	<p><b>Direct:</b> 9-1-1    <b>From cellular phones:</b> 408-277-8911</p>
		<p><b>Non-emergency</b></p>		<p>408-730-7100</p>
		<p><b>Emergencies in County</b></p>	<p>West Valley Division</p>	<p>408-299-2311</p>

# LAUMC: Mt. View Campus Emergency Shelter Program

## Participant Eligibility Criteria

### I. Introduction

- 1) While the objective of our Shelter Program is to meet the needs of a vulnerable population of unhoused individuals, we also have an obligation to do our due diligence in providing for the safety and well-being of not only our guests, but the parish and community as a whole.
- 2) The focus of the eligibility criteria listed in this document is not to eliminate, reject, or discriminate, but rather, to match guest demographics with the services we are capable of providing.

### II. Referral Process

- 1) All beds will be reserved and filled by referrals from the Here4U Hotline. The only exception is for Public Safety (Law Enforcement) who will contact the Site Manager directly to inquire about emergency placement.

### III. Eligibility Criteria

- 1) Family members (at least one adult and a child under age 18) and homeless (HUD definition<sup>1</sup>) single women. All screening and approvals are completed by the Here4You hotline.
- 2) Illegal Activities: Drug and Alcohol
  - a) Guests agree not to sell illegal substances on the premises or engage in any illegal activities.
  - b) All screening and approvals are completed by the Here4You hotline.
- 3) Smoking
  - a) Guests agree to not smoke on the premises or adjacent public property, including all buildings, walkways, open spaces, adjacent public sidewalks, or public parking lot.
  - b) All screening and approvals are completed by the Here4You hotline
- 4) Violence
  - a) Guest agrees to treat with respect other guests, staff, property, and any other persons they come in contact with while at the shelter.
  - b) All screening and approvals are completed by the Here4You hotline.

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<sup>1</sup> A summary of the HUD definition of "homeless" is: "Homeless," means living on the streets, or a place unfit for human habitation, or lacking a fixed, regular, and adequate nighttime residence. (This includes shelters, motels and living situations in which the individual has no tenant rights.)

5) Sexual Offense

- a) Guest must not have a history of any sexual offense or be a registered sex offender.
- b) Guest agrees not to engage in lewd or lascivious conduct on the premises.
- c) All screening and approvals are completed by the Here4You hotline.

6) Health

- a) Guest must be ambulatory and not require hospital or nursing home care.
- b) Guests must be able to perform normal activities of daily living, such as being able to shower on their own, at least with family assistance. The referring agency does this: self-reporting or knowledge via case management work with the participant.
- c) Shelter cannot commit to providing food for special dietary requirements, i.e., diabetic, gluten free, etc.
- d) To safeguard other participants and volunteers, participants must not have any highly contagious illness such as TB. Proof of TB testing within the past 90 days is required and must not be positive. This can be done by the Valley Homeless Healthcare Clinic or any medical provider.
- e) All screening and approvals are completed by the Here4You hotline

7) Personal Possessions

- a) Personal possessions brought to the shelter are limited to one backpack or 1 32 ounces bag size container per person. These may be stored on site.
- b) Because of concerns regarding health, safety, sanitation, and noise, animals are not permitted on the premises during the operation of the overnight shelter. Exceptions are made for registered service animals.
- c) All screening and approvals are completed by the Here4You hotline

8) Fire and Safety Regulations

- a) Guest must agree to obey fire and other safety regulations.
- b) No firearms or other types of weapons that can cause serious harm are allowed on the premises.
- c) All screening and approvals are completed by the Here4You hotline

9) Behavior

- a) Guests sign an agreement to abide by the rules of the shelter regarding hours of operation, parking of vehicles, noise, outside food, placement of belongings, supervision of children, etc.
- b) All screening and approvals are completed by the Here4You hotline.