

County of Santa Clara

Office of Supportive Housing

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COLD WEATHER SHELTER PROGRAM—ONIZUKA SITE REPORT

February 16, 2016

SITE WORK UPDATE

1. All the site work has been completed.
2. The site passed the inspection by the County Fire Marshal.
3. A roof leak occurred and it was repaired.

DEMOGRAPHICS OF THOSE SERVED AT THE SHELTER (from 12/6 to 1/31/16)

Total unduplicated number of people served: 256
Gender: # of Male Adults: 172 # of Female Adults: 84 Missing: 1
Families: # of families: 19 # of children under 18: 16
Ethnicity of all served:
African American/Black: 46 Hispanic: 86
Asian/Pacific Islander: 12 Native American: 21
Caucasian/White: 140 Race unknown: 37

Ethnicity counts do not equal total clients served, as Hispanic is an ethnicity & not a mutually exclusive race like the others listed.

Utilization During Period: Full Bed Capacity for 57 days: 5,700 person shelter days
Utilization: 5,050 person shelter days or 89%

CONCERNS EXPRESSED BY THE COMMUNITY & COUNTY'S RESPONSE

HomeFirst staff responded in the following ways to the requested calls for service:

- a) 18 EMS calls 14 individuals were taken to the hospital; 4 refused.
- b) 13 Patrol calls 8 individuals were escorted off site; 2 left on their own;
2 calls concerned neighborhood issues; 1 resolved issue involving violence.
- c) 1 Fire alarm response False alarm; handled appropriately.
- d) 7 Dual responses (Fire/Police/EMS)...6 individuals were taken to hospital; 1 refused EMS.

SHUTTLE PLAN IMPLEMENTATION

This flexible plan is being implemented, with HomeFirst's shuttle dropping off and picking up individuals at several social service and community centers in the area at designated times. The schedule has been revised to include more specific short-term pick-up times at the various sites.

REFERRALS: SOURCES & NUMBERS

Since the shelter opened, the number of referrals by the agencies involved have been:

Agency	Actual
Community Service Agency Mtn Vw	27
Downtown Streets Team	90
Gardner Family Health Network: Mtn View	0
HomeFirst	111
LifeMoves (IVSN)	80
Office of Supportive Housing	12
Our Daily Bread	10
Project WeHOPE	0
Sunnyvale Community Services	35
Valley Homeless Healthcare Program	69
West Valley Community Services	5
Total	439

When vacant beds become available, HomeFirst contacted those individuals on the waitlist according to the established order of referring agencies.

OTHER RELATED ISSUES

Inclement Weather Episode (IWE) Implementation:

1. From the beginning of the Cold Weather Season to the end of January, Inclement Weather Episodes were declared for 31 days. During these days, 45 person shelter days were provided in the additional 25 beds opened up at the shelter. This amounts to a 5.8% utilization rate (based on 775 person shelter day capacity). The county-wide utilization rate of the additional 224 shelter beds that were made available during the same period was 18.9%
2. Of the 15 governmental jurisdictions in the County, only 6 reported that they had facilities available to be open as “warming centers” during regular business hours. Of these facilities, only two facilities reported that they had homeless individuals coming in out of the cold.
3. During these episodes, teams from Valley Homeless Healthcare Program and HomeFirst conducted outreach on several days. They reached out to over 757 individuals on the streets and encampments at more than 155 locations throughout the County and provided them with supplies and information. The outreach teams also reported the reasons why the vast majority of people they contacted did not want to come indoors to any of the shelters located throughout the county, including the County Winter Shelter at Onizuka. Some of these reasons were:
 - a) The weather was not extreme enough: either wet or cold and not both.
 - b) The rivers/creeks were not rising enough to endanger folks.
 - c) They don’t like being subject to shelter rules, including lights out at 10 pm or leaving early.
 - d) They did not trust the outreach team members they did not know.
 - e) They were not familiar with the shelter locations.
 - f) Some folks want a shelter with case managers who will do things for them and won’t go to a shelter without that.

4. On January 21, 2015, County staff conducted two community meetings about using 999 Hamlin Court as a shelter site to be used only during declared Inclement Weather Episodes this winter. Points of interest concerning this usage were:
 - a) How the shelter would function: It will be managed by HomeFirst and used as an overflow facility once the County Winter Shelter at Oniuka reaches its capacity of 125.
 - b) The schedule of operations: Starting on/around March 1st (after obtaining the temporary use permit from the County) and opening at 5 p.m. and closing at 7 a.m.
 - c) The potential use of a mobile hygiene unit, since there will not be any showers available at the site.
 - d) How security would be maintained: on-site security would be present whenever the shelter is open.
 - e) What happens to those who have to leave the shelter (violate shelter rules): they are given bus passes and/or are referred to another shelter.
 - f) What happens when the clients leave in the morning (Where do they go?): they go to jobs; they are shuttled to predetermined places, like community centers/libraries; they use public transportation. Outreach workers will ensure that the clients don't stay in the neighborhood.
 - g) If a client causes problems at a neighboring business and who is liable for damages? Program staff and/or County managerial staff (if necessary) will address the issue with the business. Department of Public Safety will be contacted, if necessary. County would investigate the circumstances related to damages to a non-County-owned facility and determine the appropriate response, if any.

PERMANENT CWSP NORTH COUNTY SITE SEARCH UPDATE

With the FY 2016 season ending in less than two months and options for a permanent site limited, the Administration will begin assessing the feasibility of using 999 Hamlin Court as a 100-bed cold weather shelter. In the event that a permanent site will not be ready for the start of the FY 2017 season, the Administration will explore options for siting the shelter at a different temporary location for another season, including utilizing Parcel E on the former Onizuka site. The City Council will consider the County's request to use Parcel E for this purpose at its regular meeting on February 23, 2016.