



June 20, 2016

Ky Le
Director, Office of Supportive Housing
70 W. Hedding St.
San Jose, CA 95110
Sent via email to: megan.doyle@cob.sccgov.org

Re: Agenda Item 18: Improvements to 999 Hamlin Court for Cold Weather Shelter Program

Dear Ky:

Thank you for keeping us up to date on the Cold Weather Shelter planning efforts. On behalf of the City of Sunnyvale, please consider the following items as you proceed with the project, including when you present the information on the Cold Weather Shelter to the Board of Supervisors on June 21, 2016.

Additionally, we would like to express our appreciation for implementing our previous suggestion to conduct a thorough public outreach and engagement process prior to finalizing plans for development of this facility as a site for cold weather shelter. As you know, the outreach meetings were held at a time that did not allow for the concerns raised at the meeting to be incorporated into the staff report on this item.

I would like to bring the following key points to your attention:

- 1) The County staff is invited to attend the August 9, 2016 Sunnyvale City Council meeting to make a brief presentation about the Cold Weather Shelter project to Council.
- 2) In response to the concerns raised by neighboring property owners about inadequate street lighting along Ross Drive and Hamlin Court, City staff will trim trees in the area which are partially blocking light from some of the existing street lights. Otherwise the existing lights meet all codes and are considered sufficient for this stretch of roadway.
- 3) Regarding concerns about the lack of sidewalks or bike lanes along Ross Drive and Hamlin Court, I encourage the County staff to contact our Public Works Department to discuss possible access improvements along this route. If you are interested in completing these improvements, please contact Manuel Pineda, Public Works Director, at (408) 730-7415 to discuss further.

**ADDRESS ALL MAIL TO: P.O. BOX 3707 SUNNYVALE, CALIFORNIA 94088-3707
TDD (408) 730-7500**

- 4) We have also looked at the suggestion to provide a stop sign at the Hamlin Court and Ross Drive intersection and note that the warrants for installation of a stop sign would not be satisfied under current conditions. We can revisit this matter after the building is in use.
- 5) Concerns were expressed about adequate parking for the facility. I encourage you to address parking so that staff, volunteers and shelter clients have sufficient spaces on-site.
- 6) During the outreach meetings, residential and commercial neighbors in the vicinity of Hamlin Court expressed concerns about the possibility of increased trespassing, loitering, inappropriate use of facilities in public parks and/or private properties, and similar nuisances due to the shelter use including during times of the year when the shelter is not open. Based on this input, we think the next step is for your staff and the selected shelter operator to meet with adjacent property owners and others with such concerns well in advance of the shelter opening, to plan effective ways to address such concerns and prevent nuisances from occurring in the vicinity of the shelter during the cold weather season and beyond, to the extent necessary.
- 7) Sunnyvale staff members were pleased with the shelter operating model during the last cold weather season, specifically the 100% referral process for reserving beds, the provision of shuttle services to assist clients in getting to and from the shelter, and the provision of a security guard and outreach worker at the property on a 24-hour basis during the season. We highly encourage you to continue using this model in the coming and subsequent winter seasons, as we believe it contributed significantly to the decline in number of complaints and nuisance incidents related to the shelter operations.

Thank you for your consideration of our concerns and I look forward to your timely response.

Sincerely,



Trudi Ryan
Director of Community Development

cc: Sunnyvale City Council
Santa Clara County Board of Supervisors
Jeff Draper, Director, Facilities and Fleet, County of Santa Clara
Gary Graves, COO, County of Santa Clara
Robert Dolci, Housing and Homeless Concerns Coordinator, County of Santa Clara

Attachment:
Cold Weather Shelter Program Community Meeting Notes provided by County Office of Supportive Housing

County of Santa Clara
Office of Supportive Housing

3180 Newberry Dr. Suite 150
San Jose, CA 95118
(408) 793-0550 Main
(408) 266-0124 Fax



PROPOSED COLD WEATHER SHELTER PROGRAM
at 999 Hamlin Court, Sunnyvale
Community Meeting Notes: from both 10 a.m. and 7 p.m. meetings
June 13, 2016

TOTAL NUMBER OF MEETING PARTICIPANTS: 41

CONCERNS EXPRESSED BY COMMUNITY

1. The absence of sidewalks leading to/from the site: This presents a potentially dangerous situation for clients walking to/from the site and a hazardous situation for drivers in the area. Who is liable for any accident?
 - Potential temporary solution: The County can work with the City of Sunnyvale to see if it's possible to use pylons to construct a safe passage walkway that protects both walkers and drivers.
 - Liability depends on the circumstances of any accident. The County is not liable for accidents happening on a public street.
2. Security: The presence of the homeless may cause unfavorable incidents or impressions for the neighboring businesses.
 - Potential solution: County Office of Supportive Housing (OSH) staff will work the local business to develop the details of a "Good Neighbor Plan" that includes how the service provider and County staff will interact with the security/management personnel of the local businesses to prevent/address/resolve any issues involving the clientele staying at the shelter.
3. Lighting: The street lighting in the area is non-existent and this poses a hazard to pedestrians.
 - The County will work with the City to address this in the long term.
4. Under brush in the area, especially near Mathilda and Highway 101: This is a fire hazard and presents the opportunity for homeless to camp out in the area.
 - Efforts will be made to work with CalTrans to reduce this fire hazard.
 - The shelter outreach workers will reach out to any folks who may be camping out in the area to try to get them connected to services, encourage them to come to the shelter and dissuade them from camping out in the area. Collaboration with Downtown Streets Team could also prove helpful in this situation.
5. The homeless leaving the shelter might hang out in Orchard Gardens Park:
 - The shelter outreach workers will monitor the comings and goings of clients. If any clients proceed to the park, the workers will dissuade them from staying in the area. Shelter staff will also respond appropriately to any calls from neighbors regarding any such occurrences and will engage the City's Department of Public Safety as appropriate.
6. Parking at the site: Since trucks seem to be parking on the street immediately outside the proposed shelter site, is there sufficient parking at the site for the clients, staff and volunteers?

- There are 20 parking spots on site and based on past experience at 1100 Innovation Way and with on-street parking there should be sufficient parking. Also, efforts will be made to move the modular building from the site to ensure sufficient parking.
7. Stop Sign: Could a stop sign be installed at Ross and Hamlin? This could enhance the safety of all.
 - The County will explore this with the City.
 8. When will the CEQA documents be available to the public?
 - Along with the Feasibility Study that was done for this proposed shelter, the CEQA docs will be available when the agenda for the Board of Supervisors June 21, 2016 meeting is published.
 9. Has the City of Sunnyvale expressed any concerns about the proposed shelter?
 - They have not expressed any concerns to date. County OSH staff was in regular dialogue with the City's Housing staff and City Council about the siting of and programming at the 1100 Innovation Way shelter used last winter. The County addressed all issues that were raised and kept the City informed on its efforts to locate and obtain a suitable site for a permanent temporary (CWSP) shelter in North County.
 10. How are disciplined clients handled?
 - The service provider communicates the shelter rules to all the clientele and everyone signs a statement that indicates their understanding of the rules. Violators of the rules will be dealt with appropriately. If they need to leave the facility, they will be escorted off the property, while being monitored by staff. If needed, staff will call/involve Department of Public Safety.
 11. How did the referral process that was used last winter affect the shelter operations?
 - The biggest impact was that the process attracted a more stable clientele, which resulted in serving fewer people than in previous years (at the Sunnyvale Armory) and having fewer discipline issues in and around the facility.
 - It prompted the need for flexibility in the process because it took about 3 weeks for the shelter to reach capacity.

SUGGESTIONS/ADDITIONS TO WHAT IS ALREADY BEING PROPOSED

- Enhance the office layout to facilitate better organization of staff materials and resources for the clients. Office dividers could facilitate added privacy.
- Are the number of proposed showers enough? The number being proposed is based on the number of showers available in the modular building. This proved sufficient last winter.
- There should be space for at least 3 refrigerators in the proposed shelter.
- Washers/Dryers should be added for client use.
- Could dividers be added between beds to facilitate greater privacy?
- Install a water purifier to reduce the amount of plastic bottled water used.
- Provide clients with thermoses to allow them to fill them with water before they leave each day.
- Install a dimming feature on lights that may need to stay on all night.
- Phones for local calls: sponsored by local companies.
- "Quiet" homework area for the children with mini "G-rated" media library.
- 2-3 desktop computers with restricted internet browsing.
- A designated space for kennels should be provided—near a source for water.
- Refurbished metal lockers for use when the clients are on the premises.
- A bike rack near the entrance with a sensor light.
- What prevents additional services from being provided at the site during the daytime?