

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



COLD WEATHER SHELTER PROGRAM—ONIZUKA SITE REPORT

March 10, 2016

DEMOGRAPHICS OF THOSE SERVED AT THE SHELTER (from 12/6 to 2/29/16)

Total unduplicated number of people served: 306
 Gender: # of Male Adults: 189 # of Female Adults: 93 Missing: 24
 Families: # of families: 9 # of children under 18: 24
 Ethnicity of all served:
 African American/Black: 54 Hispanic: 102
 Asian/Pacific Islander: 15 Native American: 22
 Caucasian/White: 167 Race unknown: 48

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 86 days: 8,600 person shelter days
Utilization: 7,961 person shelter days or **93%**

Permanent Housing: During this period, 3 families and 2 individuals have transitioned to permanent housing.

CONCERNS EXPRESSED BY THE COMMUNITY & COUNTY'S RESPONSE

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

- a) 21 EMS calls 17 individuals were taken to the hospital; 4 refused.
- b) 14 Patrol calls 9 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.

TRANSPORTATION USAGE

At the recent City Council Study Session it was requested to report on the modes of transportation to and from the shelter. Since this information was not being tracked since the opening of the shelter, here's the first indication of how the clients came and went from the shelter during the last three days of February. Next month we'll be able to report on a full month's usage.

Average # who Arrived at Shelter by.....	Bicycle	Car	Shuttle	Bus/Light Rail	Walk
	4	29	3	61	4
% of Usage.....	4%	29%	3%	61%	4%
Ave. # who Departed from Shelter by....	Bicycle	Car	Shuttle	Bus/Light Rail	Walk
	4	28	8	58	3
% of Usage.....	4%	28.3%	8%	58.6%	3%

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	93
Gardner Family Health Network: Mtn View	0
HomeFirst	139
LifeMoves (IVSN)	89
Office of Supportive Housing	13
Our Daily Bread	11
Project WeHOPE	0
Sunnyvale Community Services	63
Valley Homeless Healthcare Program	73
West Valley Community Services	5
Total	513

When vacant beds become available, HomeFirst contacts those individuals on the waitlist according to the established order of referring agencies. Also, many individuals on the waitlist call daily to inquire of bed availability.

OTHER RELATED ISSUES

Inclement Weather Episode Implementation:

1. From the beginning of the Cold Weather Season to the end of February, Inclement Weather Episodes were declared for 33 days. During these days, 49 person shelter days were provided in the additional 25 beds opened up at the shelter. This amounts to a 5.9% utilization rate (based on 825 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. 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.

Support from Local Businesses/:

1. Juniper Network has donated the following: 1,600 bags of toiletries (assembled by 25-30 volunteers), 50 blankets, 60 sweatshirts, office supplies, 7 cartons of snacks, and numerous other personal items.
2. Peninsula Food Runners is donating food for dinner and breakfast three times a week. This food is from a wide variety of ethnic cultures.
3. Google employees have donated clothes and toiletries.
4. Linked In has donated toiletries, clothes, gift cards and food.
5. Sunnyvale Community Services referred and case managed dozens of shelter clients, with a particular focus on families. SCS also worked with Sunnyvale Rotary, the Elks Lodge and other

community groups to collect, store, and distribute over 100 each of sleeping bags, filled backpacks, coats, toiletry bags, clothing, new shoes, hot meals, and lunches.

6. Community Service Agency of Mountain View, Downtown Streets Team, West Valley Community Service Agency and the Opportunity Center have provided a wide variety of services to the clients sheltered at this site.
7. Our Daily Bread referred clients in partnership with SCS and DST, and supplied many hundreds of sandwiches from
8. Levi Stadium donated 300 pairs of new jeans.

PERMANENT CWSP NORTH COUNTY SITE SEARCH UPDATE

With the City Council's decision on February 23, 2016 to not allow the County to use Parcel E at Onizuka to situate the winter shelter next year, the County is planning on removing the modular by April 30th and storing/situating it at another site that is still to be determined. To this end, County staff has sent out inquiries to the City Managers and Presidents of the Chambers of Commerce in all the north County jurisdictions to seek their input concerning available properties/ buildings that could potentially be considered for this shelter. County staff are currently in the process of conducting a feasibility study to determine what it would take to use 999 Hamlin Court as a permanent winter shelter site. Meanwhile, we are exploring options to site the modular if Hamlin Ct. or another building is not ready by November 28, 2016.