

## **ATTACHMENT A CRISIS RESPONSE INTERVENTIONS OVERVIEW**

### Outreach and Case Management

Outreach teams served to operate as the first responders to San José's unsheltered homeless population. The overall goal of outreach, consistent throughout the local Continuum of Care, was to build trust, meet basic needs, refer people to emergency shelter, and conduct VI-SPDAT assessments in order to populate Homeless Management Information System so that unsheltered persons had access to housing programs and options. Outreach, especially the City-funded teams, usually made the first contact with the most vulnerable people living outside, completed and entered the assessments into the system.

The local Continuum of Care developed benchmarks on performance for outreach programs. In FY 2017-2018, the goal was 20% of participants would exit to permanent housing OR temporary destinations. The actual community-wide FY 2017-2018 outcomes for exits from street outreach to permanent housing or temporary destinations was 25% and the exits from street to permanent housing was nine percent.

The City's two street-based outreach and case management programs had the most impact in reaching the unsheltered population in San José. The programs provided a coordinated response to homeless persons living on the streets and in encampments throughout San José.

The City partnered with PATH to operate the Downtown Outreach and Case Management Program. In FY 2017-2018, PATH proposed to serve 212 unduplicated homeless persons and ended the year serving 439 unduplicated individuals. They made 2,303 outreach contacts, provided 1,722 case management sessions, and conducted four trainings to City Library staff. PATH proposed that 75% of individuals engaged in services via the street, in encampments, or in the libraries would complete the VI-SPDAT to identify individual vulnerability and prioritization; the goal was exceeded with an outcome of 100%. PATH broke the goal into two types of destinations. PATH proposed that 35% of participants contacted via outreach would move from the street to temporary destinations and institutional destinations; the goal was exceeded with an outcome of 37%. PATH proposed that ten percent of participants contacted via street, encampment or library outreach would move from street to permanent housing destinations; the goal was exceeded with an outcome of 18%.

The City-wide program, operated by HomeFirst, had a centralized Homeless Outreach and Engagement Helpline (408-510-7600) and email address ([outreach@homefirstsc.org](mailto:outreach@homefirstsc.org)) which offered individualized services and resources to those seeking assistance. In FY 2017-2018, HomeFirst served 612 unduplicated individuals. They made 3,152 outreach contacts, provided 11,625 nights of shelter, and 1,012 case management sessions. HomeFirst managed the Helpline and received 2,701 calls for assistance. HomeFirst proposed that 15% of participants would exit to permanent housing or temporary destinations; the goal was nearly met with an outcome of 14%. HomeFirst consistently filled 45 beds at the Boccardo Reception Center for Program participants. Regardless, the goal was set low because the primary function of the outreach team was to assess those living in the encampments verses moving them into permanent situations. While not formalized, HomeFirst responded to inquiries of concern to the Housing Department and focused on immediate basic needs. As a result, the HomeFirst team made contact with a

significantly higher number of people and assessed additional individuals. The disadvantage was there were no resources to develop long term relationships with people. HomeFirst also proposed that 75% of participants enrolled in case management for at least 30 days and had access to rental subsidies would maintain permanent housing for six months; the goal was exceeded with an outcome of 100%.

### Emergency Shelter

Emergency shelters provide a temporary place to stay with access to basic needs for 1,000 people across the county each night. However, the Housing Department recognized that there was opportunity to increase emergency beds.

#### *Overnight Warming Locations*

On November 28, 2017, the City Council declared a state of emergency due to a shelter crisis, pursuant to California Government Code Section 8698. The Housing Department, in partnership with the Department of Parks, Recreation and Neighborhood Services and the San José Public Library, selected the Roosevelt Community Center (Council District 3), Southside Community Center (Council District 2), Tully Community Library (Council District 7), and Alum Rock Library (Council District 5) as overnight warming facilities.

During FY 2017-2018, 406 unduplicated individuals stayed in one of the four Overnight Warming Locations (OWL) operated by HomeFirst. The City coordinated with the County to develop the following conditions that would trigger inclement weather activation:

- Forecasted overnight low of 40 degrees or lower with a probability of rain less than 50%;
- Forecasted overnight low of 45 degrees or lower with a probability of rain of 50% or greater; or
- Persistent rainfall forecasted for two or more days.

In FY 2017-2018, HomeFirst opened the OWL for ten activation periods, which included 36 nights. This resulted in 1,750 shelter nights for 406 individuals.

#### *Temporary and Incidental Shelter Program*

On August 22, 2017, the City Council adopted a permanent ordinance (Ordinance No. 29976) amending Title 20 of the San José Municipal Code to revise land use provisions for temporary and incidental shelter of homeless people. The ordinance specified that the shelter use would be incidental to the primary assembly use on the site and occupied less than 50% of the usable square footage of the building primarily used for assembly use on the parcel. The maximum occupancy was identified as 50 persons or as set forth by the Fire Code, whichever was more restrictive. An incidental shelter had to register with the Housing Department, which provided guidance to operators to assess the facility's conformance to applicable Municipal Code regulations and the Housing Department's registration process.

The Housing Department, in partnership with the San Jose Fire Department, provided technical assistance on safe and effective shelter management plans, as well as training and safety inspections. There were 13 faith-based organizations that registered and provided overnight shelter to approximately 50 unduplicated individuals.

#### *Mobile Hygiene*

The Mobile Hygiene Program provided unsheltered persons throughout San José with access to mobile shower and laundry facilities. The City partnered with Project WeHOPE to deploy its Dignity On Wheels mobile shower and laundry trailer to six strategic sites throughout the city. The sites were selected in coordination with several partners, including the County and providers within the Crisis Response programs with the intent to leverage and enhance each other's services. In FY 2017-2018, Dignity On Wheels assisted 956 unduplicated homeless individuals who received 5,520 showers and 1,592 laundry loads.

#### *Homeless Concerns Hotline*

When the Housing Department receives a call through the Homeless Concerns Hotline (408-975-1440) or email ([homelessconcerns@sanjoseca.gov](mailto:homelessconcerns@sanjoseca.gov)), a team of outreach workers and/or case managers are deployed to the site to connect the homeless individuals to housing, and offer emergency shelter, transportation, and other comprehensive supportive services. Every visit is recorded in a database which helps the Housing Department understand how many encampments are in San José and which ones get most complaints. The database is also used to determine which encampments get cleaned through the Encampment Abatement Program.