

County of Santa Clara

Office of Supportive Housing

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May 11, 2020

TO: Honorable Members of the Board of Supervisors
Jeffrey V. Smith, County Executive

FROM: Paul E. Lorenz, Chief Executive Officer, SCVMC
Ky Le, Director, Office of Supportive Housing

SUBJECT: Outreach and Temporary Shelter Services (Revised)

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Under advisement from the April 21, 2020, Board of Supervisors meeting (Item No. 11), this memorandum summarizes Valley Homeless Healthcare Program's (VHHP) efforts to assist sheltered and unsheltered homeless men, women and families during the COVID-19 pandemic. In addition, the memorandum summarizes countywide efforts to improve coordination, increase temporary shelter capacity and increase services for unsheltered persons. This version of the memorandum supersedes the one submitted earlier and includes two attachments.

VHHP Services

VHHP has dedicated one Mobile Medical Unit (MMU) and two Backpack Medicine teams to provide medical, behavioral health and outreach services at congregate shelters, at non-congregate shelter sites and to unsheltered homeless persons. A physician, a nurse, and an outreach worker/driver staff the MMU, which rotates throughout the week to various congregate shelter sites. Additionally, three telehealth physicians perform daily or weekly wellness checks for individuals staying at congregate and non-congregate shelter sites.

Each Backpack Medicine team consists of a medical provider, a nurse, and a community health outreach specialist. Carrying backpacks filled with medicines and medical equipment, the team provides health care services to unsheltered men and women, wherever they might be, such as in the streets, along waterways or near railroad tracks. The teams also screen individuals for COVID-19 symptoms and collect specimens for COVID-19 testing when needed. While the physician and nurse are providing the medical care, the community outreach specialist educates individuals about COVID-19 and how to reduce the risk of transmission including proper hand washing and maintaining proper distancing. The community outreach specialist also distributes hygiene kits that include water, soap, hand sanitizer and snacks.

If there is a reported positive case(s) at a shelter, multiple Backpack Medicine teams or the MMU are deployed to screen and test staff and residents in order to identify and immediately isolate the affected persons.

Between March 19, 2020, and May 7, 2020, VHHP staff made 67 visits to 37 different sites, screened 752 people, and tested 151 people for COVID-19 (see Attachment A). Once a week, the County's Emergency Operations Center (EOC) will prepare and distribute a report summarizing VHHP's outreach activities. The report will include outreach and other services to unsheltered persons that are being coordinated through the Joint Departmental Operations Center (JDOC).

Coordination

Building on long-standing partnerships, the County, the City of San José ("City"), and Continuum and Care partners quickly convened daily and weekly meetings to respond to the pandemic. By the end of March, the County's EOC established the JDOC to operationalize new temporary shelter programs, oversee daily temporary shelter placements and to enhance coordination between County departments, the City and partner agencies. The JDOC is comprised of staff from the County's Office of Supportive Housing (OSH), VHHP, the Behavioral Health Services Department (BHSD), a liaison from the City's Housing Department, and a representative from Destination: Home (D:H). In addition to overseeing its own temporary shelter programs, the City co-leads efforts to expand outreach and basic need services for unsheltered persons. Attachment B summarizes countywide efforts to assist unsheltered persons and increase temporary shelter capacity.

Assistance to Unsheltered Persons

The County, City, and Continuum and Care partners took immediate actions to assist unsheltered persons. These actions include:

- Suspending abatements of homeless encampments to avoid unintentionally placing people at greater risk of exposure to COVID-19;
- Encouraging individuals who remain outdoors to set up their tents/sleeping quarters 12 ft. by 12 ft. of space per individual;
- Placing hygiene equipment such as hygiene stations and portable toilets at large homeless encampments to help slow the spread of COVID-19;
- Arranging for garbage collection at large homeless encampments to help maintain sanitary conditions;
- Providing information in multiple languages to homeless individuals in shelters, on the streets, and in encampments to help them understand how they can protect themselves from COVID-19;
- Working with the County's Public Health Department and VHHP to identify older homeless individuals with chronic health conditions who should be sheltered or isolated;

- Providing 200 solar phone chargers through street outreach teams, volunteers and nonprofits;
- Distributing tents, tarps and other supplies to assist those living in encampments to implement social distancing; and,
- Launching Hope Health Mobile, which travels with Dignity on Wheels shower and laundry trailers and offers Wi-Fi charging stations, case management, and access to Stanford doctors virtually.

Temporary Housing and Shelter

The County, in coordination with the City, took immediate actions to convert existing shelter operations to 24 hours a day, 7 days a week and extend seasonal shelter operations through the shelter-in-place order. Some individuals from congregate shelters were moved to non-congregate settings and capacity at some shelters was reduced to allow for appropriate social distancing. Despite an initial reduction in shelter capacity, the County and City have vastly expanded temporary shelter capacity, adding a total of 983 additional units/beds to the temporary shelter inventory. The County and its partners continue to provide temporary shelter for every homeless individual who has tested positive or is suspected of having COVID-19. The additional temporary shelter sites include:

- 708 motel/hotel rooms across 13 sites in seven cities; and,
- 275 temporary shelter beds at the Fairgrounds Gateway Pavilion, Parkside Hall and South Hall in Downtown San José, and a family shelter at the Camden Community Center.

Since Administration's last update to the Board on April 21, the Field Respite Center (FRC) at the Santa Clara Convention Center has been closed. The FRC was able to serve up to 250 persons who were COVID-19 positive. The County and City are planning to implement an additional 459 temporary shelter beds.

To coordinate requests for and to facilitate temporary shelter placements the County established a hotline that is answered seven days a week from 9:00 a.m. to 6:00 p.m.

Cc: Chief Board Aides
 Miguel Marquez, Chief Operating Officer
 James Williams, County Counsel
 Megan Doyle, Clerk of the Board
 Consuelo Hernandez, Acting Deputy Director, Office of Supportive Housing
 Director, County Emergency Operations Center
 Chief, Operations Section, County Emergency Operations Center
 Housing and Human Services Branch, County Emergency Operations Center

Attachment A - VHHP Site Visits

| Site | Types of Shelter | Zip Code | Date | Screened |
|--|------------------------|----------|-----------|------------|
| Woz Way | Encampment | 95110 | 3/19/2020 | 20 |
| Columbus Park | Encampment | 95110 | 3/24/2020 | 60 |
| Roosevelt Park | Encampment | 95116 | 3/25/2020 | 20 |
| Mabury Tiny Homes | Non-congregate shelter | 95113 | 3/30/2020 | 15 |
| Coleman Ave. and Ryland Dr. | Encampment | 95110 | 4/1/2020 | 10 |
| EZ-8 Motel | Non-congregate shelter | 95112 | 4/1/2020 | 7 |
| Hotel E-Real | Non-congregate shelter | 95051 | 4/1/2020 | 4 |
| St. James Park | Encampment | 95110 | 4/1/2020 | 15 |
| Guadalupe Trail (Taylor and Coleman Aves.) | Encampment | 95111 | 4/3/2020 | 20 |
| Holiday Inn (Sunnyvale) | Non-congregate shelter | 94087 | 4/6/2020 | 4 |
| City Team (Resident site) | Congregate shelter | 95112 | 4/6/2020 | 0 |
| Fairgrounds Gateway Pavillion | Congregate shelter | 95111 | 4/7/2020 | 8 |
| Teacups | Encampment | 95111 | 4/7/2020 | 0 |
| Teacups | Encampment | 95111 | 4/8/2020 | 0 |
| Gilroy - Compassion Center | Encampment | 95020 | 4/9/202 | 0 |
| Parkside Hall | Congregate shelter | 95113 | 4/9/2020 | 4 |
| Parkside Hall | Congregate shelter | 95113 | 4/10/2020 | 4 |
| Teacups | Encampment | 95111 | 4/10/2020 | 0 |
| Teacups | Encampment | 95111 | 4/13/2020 | 0 |
| Parkside Hall | Congregate shelter | 95111 | 4/13/2020 | 21 |
| City Team (Men's shelter) | Congregate shelter | 95112 | 4/14/2020 | 29 |
| City Team (Staff) | Congregate shelter | 95112 | 4/14/2020 | 23 |
| City Team (Resident site) | Congregate shelter | 95112 | 4/15/2020 | 24 |
| City Team (Staff) | Congregate shelter | 95112 | 4/15/2020 | 4 |
| Holiday Inn (Sunnyvale) | Non-congregate shelter | 94087 | 4/15/2020 | 5 |
| Vietnamese Heritage Center | Encampment | 95112 | 4/16/2020 | 0 |
| Teacups | Encampment | 95111 | 4/16/2020 | 0 |
| South Hall | Congregate shelter | 95113 | 4/16/2020 | 4 |
| EZ-8 Motel | Non-congregate shelter | 95112 | 4/17/2020 | 9 |
| Southside Community Center (Safe Parking) | Congregate shelter | 95123 | 4/17/2020 | 22 |
| Gilroy Jurassic Park | Encampment | 95020 | 4/20/2020 | 20 |
| Gilroy - Compassion Center | Encampment | 95020 | 4/20/2020 | 0 |
| Parkside Hall | Congregate shelter | 95113 | 4/20/2020 | 12 |
| Fairgrounds Gateway Pavillion | Congregate shelter | 95111 | 4/21/2020 | 9 |
| Christmas Hall Park | Encampment | 95020 | 4/22/2020 | 13 |
| Columbus Park | Encampment | 95110 | 4/22/2020 | 10 |
| EZ-8 Motel | Non-congregate shelter | 95112 | 4/22/2020 | 5 |
| Holiday Inn (Sunnyvale) | Non-congregate shelter | 94087 | 4/22/2020 | 5 |
| Motel 6 (San José) | Non-congregate shelter | 95126 | 4/22/2020 | 12 |
| South Hall | Congregate shelter | 95113 | 4/23/2020 | 7 |
| Teacups | Encampment | 95111 | 4/23/2020 | 15 |
| Hwy 87 and Capitol | Encampment | 95136 | 4/24/2020 | 15 |
| Hwy 280 | Encampment | | 4/27/2020 | 10 |
| EZ-8 Motel | Non-congregate shelter | 95112 | 4/27/2020 | 15 |
| Parkside Hall | Congregate shelter | 95113 | 4/28/2020 | 12 |
| Camden Community Center | Congregate shelter | 95124 | 4/28/2020 | 64 |
| City Team | Congregate shelter | 95112 | 4/29/2020 | 24 |
| Fairgrounds Gateway Pavillion | Congregate shelter | 95111 | 4/29/2020 | 10 |
| The Plaza | Congregate shelter | 95113 | 4/30/2020 | 20 |
| Lucretia Ave. & Story Rd. | Encampment | 95122 | 5/1/2020 | 9 |
| Watson Park | Encampment | 95112 | 5/1/2020 | 10 |
| Almaden Expwy. & Hwy. 87 | Encampment | 95125 | 5/4/2020 | 8 |
| EZ-8 Motel | Non-congregate shelter | 95112 | 5/4/2020 | 16 |
| Parkside Hall | Congregate shelter | 95113 | 5/4/2020 | 15 |
| Fairgrounds Gateway Pavillion | Congregate shelter | 95111 | 5/5/2020 | 12 |
| Tamien Park | Encampment | 95110 | 5/5/2020 | 8 |
| Willow St. & Hwy. 87 | Encampment | 95125 | 5/5/2020 | 8 |
| Alma and Lelong | Encampment | 95110 | 5/6/2020 | 7 |
| Casa De Novo | Congregate shelter | 95126 | 5/6/2020 | 2 |
| Mabury Tiny Homes | Congregate shelter | 95113 | 5/6/2020 | 8 |
| Mabury Tiny Homes | Congregate shelter | 95113 | 5/6/2020 | 7 |
| Watson Park | Encampment | 95112 | 5/6/2020 | 1 |
| Wooster and Julian | Encampment | 95116 | 5/6/2020 | 1 |
| Best Western | Non-congregate shelter | 95112 | 5/7/2020 | 12 |
| Days Inn | Non-congregate shelter | 95020 | 5/7/2020 | 1 |
| Tully Library | Encampment | 95111 | 5/7/2020 | 12 |
| Tully Library/Nuestra Comm. Garden | Encampment | 95111 | 5/7/2020 | 5 |
| TOTAL | | | | 752 |

Immediate Actions

| | <u>Sites</u> | <u>Complete</u> | <u>Pending</u> | <u>Notes</u> |
|----------------------------|--------------|-----------------|----------------|---|
| Shelters Operate 24 x 7 | 10 | 10 | 0 | BRC, SV, JSI, MSI, GTH, Villa, Mtn View, BWC, FSH |
| Recovery Residences 24 x 7 | 45 | 45 | 0 | Some overlap with homeless shelters |
| Seasonal Shelters Extended | 4 | 4 | 0 | Mtn View, Gilroy, OWL-R, OWL-B |
| Day Centers Operational | 4 | 4 | 0 | OSC, GCC, Conxion, BWC |
| Hygiene Stations | 27 | 27 | NA | 14 SJ, 3 Gilroy, 10 Mtn. View |
| Restrooms in Parks 24 x 7 | TBD | 10 | NA | 3 County, 3 SJ, 4 Mtn. View |

- Coordination with City of San Jose, VHHP, OSH, Destination: Home
- Calls and coordination with community-based organizations
- OSH / OSH Contractors: “Business as usual”

Capacity
Report as of
May 10,
2020

| | | Available | Pending | Projected |
|-------------------------------------|----------|-------------------|-------------------|-------------------|
| | | <u>Units/Beds</u> | <u>Units/Beds</u> | <u>Units/Beds</u> |
| Original Capacity | | 2072 | 0 | 2072 |
| Reductions | | -345 | 0 | -345 |
| | | | | |
| Additions | Agency | | | |
| Parkside Hall Shelter | San Jose | 75 | | 75 |
| South Hall Shelter | San Jose | 100 | 185 | 285 |
| Gateway Pavilion Shelter | County | 60 | | 60 |
| SJ Travel Trailers | San Jose | | 90 | 90 |
| County Travel Trailers | County | | 15 | 15 |
| Camden Family OWL (San Jose) | San Jose | 40 | | 40 |
| BHC (Bernal & Monterey) | San Jose | | 80 | 80 |
| BHC Sites (Two Additional) | San Jose | | 228 | 228 |
| BHC (San Felipe) | San Jose | | 40 | 40 |
| Family Motel Voucher Augmentation | San Jose | | 20 | 20 |
| Family Motel Voucher Program | County | | 20 | 20 |
| Days Inn (Gilroy) | County | 50 | | 50 |
| Motel 6 (San Jose) | County | 20 | | 20 |
| E Real (Santa Clara) | County | 68 | | 68 |
| Best Western (San Jose) | County | 71 | 1 | 72 |
| America's Best Value Inn (Milpitas) | County | 50 | | 50 |
| Hampton Inn (Morgan Hill) | County | 40 | | 40 |
| Holiday Inn Express (Sunnyvale) | County | 57 | | 57 |
| EZ 8 Motel (San Jose) | County | 88 | | 88 |
| Hampton Inn Suites (San Jose) | County | 80 | | 80 |
| Holiday Inn Express (Morgan Hill) | County | 40 | | 40 |
| Quality Inn (San Jose) | County | 45 | | 45 |
| Motel 6 (Campbell) | County | 49 | | 49 |
| Baymont Inn (Milpitas) | County | | 48 | 48 |
| Vagabond Inn (Sunnyvale) | County | 50 | | 50 |
| Total Adds | | 983 | 727 | 1710 |
| | | | | |
| Net Actual / Planned Capacity | | 2710 | 727 | 3437 |
| Net Add / Loss | | 638 | 727 | 1365 |

Sheltering Activity as of May 10, 2020

| | | <u>Cumulative Placed</u> | <u>Active COVID-Related Requests</u> | <u>Other Requests / Planned</u> |
|----------|---|------------------------------|--|-------------------------------------|
| A | COVID-19+ (Newly Positive; Post Hospital) | 52 | 0 | |
| B | Suspected COVID-19 Patients | 0 | 0 | |
| C | Persons who may be Exposed* | 0 | 0 | |
| D | Medical Respite Center / Hospital Discharges | 41 | 0 | |
| E | Vulnerable / At-Risk Persons needing Non-Congregate Sheltering | 380 | 0 | |
| F | Interim Housing for Homeless Men, Women and Families | 4 | | 421 |
| G | Temporary Shelter for Homeless Men, Women and Families with Minimal Needs | 0 | | 20 |
| H | Temporary Shelter for Homeless Men, Women and Families | 452 | 327 | 98 |
| | Totals | 929 | 327 | 539 |
| | | | 866 | |
| | | | Total Pending | |

- Joint Departmental Operations Center has received 2,104 calls since April 2, 2020

Homelessness Prevention

Homelessness Prevention System Pilot

- Average cost per household
 - \$7,100 (full cost)
- July 1, 2017 to April 13, 2020
 - 1,528 Households (4,531 individuals)
 - 95% remain stably housed while receiving assistance
 - One year after leaving program, only 8% of households became homeless (through Dec '19)
- Annual Capacity
 - Expanding since 2017
 - For FY 20: ~1,500 Households and \$11.9M

COVID-19 Response Since March 23

- Capacity
 - Current Phase ~ 4,500 households
 - ~\$13M
- Average cost per household
 - ~\$3,000 (full cost)
- Program Info
 - Current application pool ~4500
 - Interest List 9,100+
 - 62% Households with minor children
 - 53% ELI & 34% VLI

Permanent Housing Activities Since March

March 1 – May 7

Weekly Updates

- Supportive Housing Programs: 211 Households
 - RRH: 103 households
 - PSH: 108 households
- Other Exits to Permanent Housing: 162 Households