



PUBLIC SAFETY CITIZEN TASK FORCE PUBLIC MEETING

Tuesday, May 7, 2013

6:00 p.m.

**Civic Auditorium (Tony Hill Room)
307 Church Street, Santa Cruz, CA 95060**

A G E N D A

- I. Call to Order
- II. Introduction from City of Santa Cruz Mayor Hilary Bryant and Staff – brief overview of City Council direction and charge for the Task Force
- III. Introductions of Task Force Members
- IV. Task Force Goals and Objectives
- V. Election of Task Force Chair and Vice Chair
- VI. Task Force Structure
- VII. Establish preliminary 6-month Work Plan
- VIII. Next Steps and Next Meeting Logistics

Adjournment -- The Public Safety Citizen Task Force will adjourn from the public meeting of May 7, 2013 to its next meeting, date and time to be determined.

The City of Santa Cruz does not discriminate against persons with disabilities. Out of consideration for people with chemical sensitivities, we ask that you attend fragrance free. Upon request, the agenda can be provided in a format to accommodate special needs. Additionally, if you wish to attend this public meeting and will require assistance such as an interpreter for American Sign Language, Spanish, or other special equipment, please call the City Clerk's Department at 420-5030 in advance so that we can arrange for such special assistance. The Cal-Relay system number: 1-800-735-2922.



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Tuesday, May 7, 2013

6:00 p.m.

**Civic Auditorium (Tony Hill Room)
307 Church Street, Santa Cruz, CA 95060**

Public Safety Issues Identified by Task Force Members (In no particular order)

- Lack of public safety resources in City Budget
- Environmental impacts on parks and open spaces
- Traffic safety
- Gangs
- Drug addiction
- Alcohol addiction
- Mental health issues
- Homelessness
- Property/neighborhood crime
- Lack of sense of safety
- Pollution of beaches
- Illegal Camping
- Homeless Service Center enabling
- Siphoning of police and fire resources on social problems
- Court system/revolving door
- Jail realignment
- Transients
- Perceived high crime rates
- Needle exchange
- Jail proximity to downtown
- Party houses
- Aggravated assaults
- Citizens feel law enforcement is ineffective
- Violence
- Large number of unstable people in business district



CITY COUNCIL AGENDA REPORT

DATE: 4/3/2013

AGENDA OF: 4/9/2013

DEPARTMENT: City Council

SUBJECT: Public Safety ad hoc Citizen Task Force (CN)

RECOMMENDATION: Motion to confirm the Mayor's selection of participants for the Public Safety Citizen Task Force, establish the scope and charge of the Task Force, and authorize the Mayor to directly appoint replacement participants if vacancies occur.

BACKGROUND: During its January 29, 2013 meeting City Council approved the formation of a six-month Ad Hoc Citizen Task Force to help address public safety issues and concerns affecting Santa Cruz.

The concept of developing a Task Force was brought forward in early 2013 when Santa Cruz was experiencing an increase in the number of illegally discarded needles being found in our parks, open spaces, beaches and neighborhoods. Santa Cruz residents, business owners, and students—community members of all political persuasions, backgrounds and demographics—wrote, called and emailed City Council about the need to address these issues which are impacting citizens' quality of life.

The Task Force is an important vehicle to better understand the problems facing our community and provide a platform for members of the community to work together to find common sense solutions.

The charge of the Task Force is to clearly define the underlying safety issues facing the City of Santa Cruz and present their findings and recommended solutions to City Council, utilizing quantitative and qualitative evidence and best practice research to support that work. The Task Force will be tasked with exploring the deep rooted issues affecting our public safety, including, but not limited to: drug abuse and treatment; drug related crimes; transients; inappropriate social behaviors; mental illness; gang activity, and the impacts our local justice system that is grappling with increased calls for service. These complex issues require deep thought and analysis, and most importantly, open minds and plenty of room for disagreement and collaboration. Ultimately, the Task Force will develop a report on these issues and provide recommended short-term and long-term actions to City Council to include programmatic, budgetary and policy-oriented solutions.

These solutions may be local and regional in scope and will be designed so that community groups, concerned residents and members of the local business community will have ample opportunity to participate in the dialogue and implementation of solutions.

City Council further directed the Mayor to select participants for the Public Safety Citizen Task Force (Task Force) in a manner that broadly represents the local community and to bring those selections back to City Council for approval.

City Staff developed an application for the Task Force, which was released to the general public on March 12. Upon closure of the application period on March 27, the City had received over 120 applications from interested community members.

DISCUSSION: The following City of Santa Cruz residents are recommended for the Task Force as they provide a well-balanced representation of our community, including members from public safety (past and present), local non-profits, schools, university and community groups:

Jeff Cole, Fire Captain, City of Mountain View
Carolyn Coleman, Executive Director, Santa Cruz Community Counseling Center
Renee Golder, Teacher, Santa Cruz City Schools
Jim Howes, Asst. Director Regional Occupational Program, Santa Cruz County Office of Education, (retired Santa Cruz Police Officer)
Rod Libbey, Executive Director, Janus of Santa Cruz
Danielle Long, Social Worker, Santa Cruz County
Kristin Long, Family Attorney (retired Asst. District Attorney)
Kris Reyes, Director of General Services & External Relations, Santa Cruz Seaside Company
Reyna Ruiz, Commission member, Commission for the Prevention of Violence Against Women
Steve Schlicht, Marketing Director, Ezonthei
Dennis Smith, Commission member, Santa Cruz Port District Commission, (retired Santa Cruz County Sheriff's Lieutenant)
Kim Stoner, Real Estate Appraiser and Consultant
Bernie Tershy, Professor, University of California, Santa Cruz
Deborah Tracy-Proulx, School Board Trustee, Santa Cruz City Schools
Patty Zoccoli, Business Co-Owner, Zoccoli's Deli

The Task Force will have 6 months following its first meeting to complete its work and present findings and recommendations to City Council. The Task Force meetings, which are open to the public for observation only, will convene in late April/early May. The Task Force shall select its own chair and vice chair and work internally to develop a feasible work plan and schedule, in collaboration with City staff, to accomplish its mission.

Staff from the City Manager's Office and other departments will provide support to the Task Force. Staff duties include establishing meeting locations, providing background information and research, coordinating guest speakers and other supporting duties.

FISCAL IMPACT: Approval of the recommendation has no fiscal impact.

Submitted by:
Hilary Bryant
Mayor

ATTACHMENTS: None.



JOINT CITY COUNCIL -
SUCCESSOR AGENCY
AGENDA REPORT

DATE: 2/6/2013

AGENDA OF: 2/12/2013

DEPARTMENT: City Council Public Safety Committee

SUBJECT: Public Safety Committee Recommendations (CN)

RECOMMENDATION: 1) Motion to convene a Citizen Task Force to explore underlying public safety issues, to sunset in six months with membership set by two Councilmembers designated by the Mayor, with a report and recommendations to be returned to the City Council; and

Motion to direct staff to:

- 2) Continue discussions between the City, Santa Cruz County Health Services Agency, volunteer needle exchange program volunteers and local pharmacies to develop best practices and procedures for hypodermic needle dispensing and collection that meet public health outcomes and reduce community impacts;
 - 3) Explore the feasibility of placing additional sanitation facilities in public locations and increasing funding for city-led cleanup efforts;
 - 4) Pursue additional partnerships with community organizations and non-profits for community cleanups and provision of city resources to accommodate those efforts;
 - 5) Pursue cooperation with regional partners, including County agencies to address underlying public safety issues;
 - 6) Explore, and if feasible, authorize the recruitment and hiring of police officers and community service officers in excess of the number of currently budgeted positions, to reduce the number of vacant police positions at any given time.
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BACKGROUND: As City Council may recall, a YouTube video, captured and uploaded by a Santa Cruz resident in November 2012 depicted unacceptable levels of trash and hazardous waste near our treasured Cowell Beach. During its January 29th meeting, the Public Safety Committee (Committee) received a report and presentation from staff updating the Committee on recent City efforts to address public safety issues in and around the Beach Area, including the illegal disposal of needles.

Residents, business owners, students and visitors alike voiced their concerns regarding the conditions at Cowell Beach reflected in the video and related public safety issues at recent City Council and Committee meetings. Since the time the video aired, staff implemented immediate actions to couple with existing City efforts to improve safety conditions: the Police Chief added police and private security patrols in the Beach Area; Parks and Recreation staff teamed with private contractors to remove vegetation and debris from known illegal campsites alongside the railway and improved lighting in the Beach Area; and, an internal team began exploration of mid-term and long-term policy and operational considerations to address underlying public safety issues such as illegal drug use, property crime and cleanliness and safety in our public locations.

Following the staff presentation and spirited public comment, the Committee adopted a series of targeted recommendations that address hypodermic needle issues, illegal camping, and perennial safety concerns in our City parks, beaches and open spaces. The Committee directed staff to present the Committee's recommendations and the public safety staff report to the City Council at its February 12, 2013 meeting. The staff report (attached) provides additional background on the Committee recommendations and staff actions to date.

DISCUSSION: The Committee requests that the City Council adopt the Committee's recommendations adopted on January 29, 2013, a majority of which direct staff to continue exploration of public safety policy options, resource questions and regional partnership opportunities.

The Committee recommends that the City Council direct staff to continue to develop a model hypodermic needle exchange system, that includes a requirement for a one-to-one exchange for needles, in coordination with the Santa Cruz County Human Services Agency and local needle exchange volunteers; consider options to provide additional public sanitation facilities; pursue partnerships with non-profit and community organizations to improve trash and illegal campsite cleanup efforts; and expand regional cooperation with Santa Cruz County and other agencies to address underlying public safety issues.

The Committee further recommends that City Council develop a Citizen Task Force, which should represent the broader community in fully understanding public safety issues facing Santa Cruz and develop independent recommendations for City Council consideration. Finally, the Committee recommends that City Council direct staff to assess the feasibility of authorizing the Police Chief to hire police officers and community service officers in numbers greater than budgeted strength in order to reduce the number of vacant positions at any given time.

Note that the Committee also recommends that staff assess the effectiveness of the Homeward Bound Program in terms of administration and deployment of resources in order to maximize its effectiveness and accessibility. The City Council will consider the Homeward Bound pilot program, which currently provides bus fare to at-risk individuals seeking transportation to their community of origin, as a separate item at its February 12, 2013 meeting.

FISCAL IMPACT: Approval of the recommendations has no fiscal impact.

Submitted by:

David Terrazas

Councilmember and Chair,

Public Safety Committee

Submitted by:

Cynthia Mathews

Councilmember and Member,

Public Safety Committee

Submitted by:

Pamela Comstock

Councilmember and Member,

Public Safety Committee

ATTACHMENTS: Public Safety Committee Staff Report (1/29/2013)



MEMORANDUM

DATE: 1/24/2013

TO: Chair David Terrazas and Members of the Public Safety Committee

FROM: Scott Collins, Assistant to the City Manager

SUBJECT: Public Safety in Santa Cruz Parks, Beaches, Open Space and Neighborhoods

RECOMMENDATION: In addressing the vital public safety issues discussed at the December 2012 Public Safety Committee (Committee), staff is proposing a comprehensive action plan containing immediate, mid-term and long-term solutions to affect positive and meaningful change in the community. Staff will present a summary document of this action plan to the Committee during its January 29th, 2013 meeting.

In support of this action plan, staff recommends the Public Safety Committee consider the following action items:

1. Creation of a citizen task force to assess underlying public safety issues in Santa Cruz and make recommendations to the City Council
 2. Develop and enact oversight measures on the local hypodermic needle exchange program, in partnership with Santa Cruz County Health Services Agency
 3. Authorize Police Chief to hire new police officers and community service officers in numbers above current authorized strength
 4. Provision of additional community sanitation services and facilities
 5. Assess the Homeward Bound pilot program
 6. Assess opportunities to further partner with Santa Cruz County, non-profits and other regional agencies to address public safety issues
-

At the December 2012 Committee meeting, staff was directed to return to the Committee with recommendations to address the public safety concerns in the City's parks, beaches, open space, neighborhoods and commercial areas. In particular, the Committee tasked staff with analyzing options, identifying potential issues and developing recommendations in the following areas:

- Creating a citizen-driven public safety task force
- Creating effective oversight of local hypodermic needle exchange programs and pharmacies
- Achieving a fully staffed Santa Cruz Police Department, in particular police officers
- Placing additional restrooms, trash cans and sharps containers in public locations

- Developing a coalition with other agencies to address the underlying issues

At the December Committee meeting, members of the public pointed to the degradation of our beaches, open space, park, neighborhoods and business areas as cause for alarm and need for immediate action. The community presented the Committee with potential solutions to mitigate the mounting garbage, human waste and needles problems. Discussion also focused on the underlying issues of drug abuse, homelessness and an overburdened justice system that hamper civic response to public safety issues.

Police, Parks and Recreation and City Manager staff presented an overview of the City's previous efforts to address these issues to the Committee at its December meeting. Illegal campsites, human waste, litter and illegal disposal of needles have been long-standing issues in the community. These issues are clearly articulated in the attached staff report to the Transportation and Public Commission (*Attachment A*) which identifies areas that are heavily impacted by these issues, including the San Lorenzo River banks and levee, Pogonip Open Space, railroad right-of-way, Neary Lagoon/Jesse Street March and the beach areas near the Wharf.

City staff and community groups (Leveelies, Save Our Shores, Take Back Santa Cruz, the Clean Team and others) have dedicated countless hours to improving these areas, but the Committee, recognized that cleanups are only effective when done in tandem with a long-term plan to address the underlying problems plaguing our community.

The remainder of this report outlines in greater detail the proposed recommendations, which include action items and requests for further research and analysis.

Immediate Actions:

Police Patrols in Beach Area. As presented at the December Committee meeting, Santa Cruz Police Chief Kevin Vogel assigned additional police patrols in and around the Beach Area, with supporting deployment of First Alarm Security guards. During the period of December 14 through January 21 the operation netted 55 citations and 13 arrests for a variety of violations including numerous open alcohol containers, illicit drug use, smoking on the beach and illegal trespassing. The operation also led to the arrest of an individual who possessed a stolen bike. The bike was returned to its owner.

In the period from December 17 – 31, First Alarm Security Patrol contacted over 100 individuals for a variety of municipal code violations in the Beach Area, including 32 for trespassing, 9 for use of profane/abusive language and 2 for malicious mischief/vandalism. First Alarm Guards refer all serious offenses to the Santa Cruz Police Department.

The Police Chief intends to run these patrols through February of 2013, at which point he will evaluate the patrols' overall effectiveness and determine if they should continue into the future and in what manner.

Parks and Recreation and Public Works staff will be responding to issues in the beach area as well. Parks has installed lights to light up the Cowell's Beach steps and area under the Wharf at night to discourage illegal activities and are opening the beach restrooms an hour later than usual to discourage unlawful morning activities. They have also partnered with Save Our Shores to conduct more routine cleanups of cave areas as a supplement to city maintenance crew work.

Parks and Recreation staff will also increase existing levels of sifting, beach raking and debris removal from the beach as we approach summer.

Campsite and Railway Cleanups. During the summer of 2012, Police, Parks and Recreation and Public Works Department staff ramped up the City's illegal campsite removal efforts. Between July 4 and September 14, police made 175 arrests during the cleanup of more than 200 illegal camp sites. City crews removed 374 tons of garbage and 358 needles during this enforcement window.

Building upon this work, Parks and Recreation has contracted to conduct cleanup and vegetation clearing on the Westside and in the Seabright areas during the last two weeks of January 2013. At the Committee's December meeting community members identified these portions of the railway as particularly troublesome areas that encourage illegal camping. The cleanup is designed to remove brush, vegetation and branches to dissuade illegal camping in those areas in the future. After its purchase of the rail line in late 2012, the Regional Transportation Commission (RTC) will take on the responsibility of maintaining the vegetation growth along their railway.

Needle Distribution and Littering. The community has made it absolutely clear about their desire to rid the community of littered needles in our beaches, parks and public spaces. City staff and officials are equally concerned and are collaborating with County staff to address this important issue.

Since the December Committee meeting, staff has learned that recent State Law (Senate Bill 41) allows anyone over the age of 18 to obtain up to 30 needles at local pharmacies without a prescription. Senate Bill 41 also eliminates the requirement that a local government entity authorize pharmacists to provide hypodermic needles or syringes without a prescription, in effect eliminating our ability to regulate needle distribution.

The aim of the new law is to encourage clean use of needles thereby reducing the spread of deadly communicable diseases like HIV and Hepatitis C. The local mobile needle exchange program, which operates in Santa Cruz County (with minimal County oversight) shares the same goal as Senate Bill 41. While the exchange program exchanges over 250,000 needles annually in the County, there continues to be a visual consequence and public safety threat in our community in the form of illegally discarded needles.

The City is working closely with the Santa Cruz Health Services Agency to better understand the uptick in illegal needle littering and develop effective policies and actions to

limit this nuisance and public safety concern. This topic is discussed in greater detail in the “Mid-term Actions” section below.

Homeward Bound. City Council approved \$25,000 in the FY 2013 Budget to provide bus fare to homeless individuals who are in need of transportation to their place of origin. The program, as executed with the Homeless Service Center has garnered some positive benefits. Since July of 2012, the program successfully transported 100 individuals to their previous communities to reconnect with friends, family and/or receive the care they need. The program is entirely voluntary as individuals are not required to take the fare. In fact, there is great demand for this program amongst Homeless Services Center clients. The Homeless Service Center provided a brief report on the program to City staff and is captured in *Attachment B*. Based on the program’s early success, the City is exploring expanding the program to facilitate the voluntary transport of those who have exited mental health facilities or the County jail. Overall the program is but one piece of a larger puzzle in reducing the homeless population in Santa Cruz. This issue will be discussed in more depth below under the “Long-term Actions” section.

Mid-term Actions and Policies (2 to 12 months):

Police Staffing. As noted at the December Committee meeting, Police Chief Vogel has made it a top priority to hire additional police officers to meet his authorized personnel compliment. In order to stay ahead of retirements and other fluctuations in staffing levels, SCPD is constantly recruiting new police officers. SCPD maintains a continuous recruitment for police academy graduates and lateral transfers from other law enforcement agencies. Moreover, SCPD recently took the additional step of holding a recruitment drive for individuals who are interested in becoming police officers but have not graduated from the academy.

In addition, Police Chief Vogel may seek City Council approval to hire additional police officers and community service officers above the number of budgeted positions. This maneuver will allow the SCPC to stay ahead of the retirement curve and maintain a fully staffed force into the future.

Safety Enhancement Zones and Public Disorder Policy. In late 2012, the Public Safety Committee reviewed and forwarded on two proposed ordinances for City Council consideration addressing illegal activities in parks, open spaces and beaches and recommended that the full City Council consider the items in late February/early March 2013.

The Safety Enhancement Zone ordinance revision will increase penalties for municipal code violations in our parks, beaches, open spaces and libraries. Violators of littering, smoking, public intoxication, fighting, and similar city ordinances will face triple fines for their infractions.

The proposed Public Disorder Ordinance, which stipulates that individuals who are cited for municipal code violations in our parks be barred from entering the parks in which they are cited for 24 hours. City Park Rangers note that typically, violators of our municipal code who are cited rip up the issued ticket and remain in the park, creating an unsafe situation for the Ranger and our community. This change in policy provides an opportunity for the violator to cool off in a different location and provide a more safe and welcoming environment for our entire community.

In combination, these Council actions should limit illegal behavior in our community's public gathering locations.

Needle Legislation and Coordination. City staff, law enforcement and County staff are collaborating to identify and implement solutions to reduce the increasing number of improperly disposed syringes in the City of Santa Cruz.

With that in mind, the City is confident that the needle exchange program would better serve its public health mission and the greater community if it were overseen by Santa Cruz County. City and County staff also agree on the importance of engaging with our local pharmacies to develop effective needle litter mitigation practices.

To that end, the City and County began discussions in January to explore the following:

- County bringing the needle exchange program under their control, either in the form of direct service provision or overseeing a contract with a non-profit organization.
- Assessing needle disposal kiosks throughout the County, determining the costs and potential locations
- Creation of an inter-agency committee/advisory body to review broader needle policies and practices
- Outreach to pharmacies to improve procedures/sharps containers provided to needle users, take back programs, and sale of retractable needles
- In the short-term, greater communication between the City, County and needle exchange program to improve their practices and enhance transparency

City and County Health Services staff have committed to working together to create positive change on the needle issue. However, should the needle exchange continue to operate without County oversight, the City is within its legal rights to set time, place and manner restriction on the needle exchange program.

Community Cleanup Coordination. The City has a long history of community-based groups conducting cleanups on our beaches, riverways and open space. The City applauds these cleanup efforts and greatly appreciates the great outcomes they have achieved so far. The majority of these groups coordinate with the City in advance to obtain waivers and develop protocols for dumpster drop-offs and pick-ups. However, other groups have operated their cleanups more informally, leading to unsafe work conditions and unorganized assistance from the City. To counter this trend the City encourages regular

communication between the groups and City staff to ensure cleanups are conducted in a safe manner, protecting volunteers from unsafe conditions and reducing the City's liability in the process. To that end, City staff intends to reach out to the groups to develop a strong working relationship that will improve coordination and the overall safety of our community. And, we request that community groups contact the City a week in advance before conducting any cleanups.

We continue to encourage residents to report illegal campsites and littered needles to the proper authorities. The following city web page identifies the pertinent agencies to contact depending upon location of the issue www.cityofsantacruz.com/cleanupcontacts. For individuals or small groups interested in volunteering for cleanups, we recommend they contact Save Our Shores via their website at www.saveourshores.org/volunteer.

Parks and Recreation staff continues to work with the Coastal Commission to limit public access to coastal caves along West cliff, as they have become ideal location for illegal campsites and drug dens. Coastal Commission approval is required to alter the caves.

Resource Management, Clean Community and Measure E Funds.

City staff has formed a team to assess the need for 24-hour public restrooms and the placement of additional public restrooms and trash cans in targeted locations.

This group will also explore expanding City-funded cleanups in our community. City crews currently conduct cleanups throughout the community, however, there is limited funding for such operations at this time (see *Attachment A* for a description of these services). Staff believes these efforts have succeeded in some measure in reducing the number of illegal campsites and returning our public spaces to the entire community. Therefore, the team will investigate the use of General Fund and Measure E revenues to expand funding for additional City cleanup teams and determine the most effective use of these crews.

Staff intends to return to City Council with recommendations on these issues for the FY 2014 Budget process.

Community Programs. The City funds over \$1 million annually in non-profit programming in Santa Cruz County, to provide safety net services to our at-risk populations (youth, seniors, and homeless). The funding is provided in three major focus areas: public safety, health and financial services. The Community Programs Committee, a sub-committee of City Council, recommends program funding levels to the full City Council in the annual budget process. In that capacity, the Committee maintains flexibility in terms of recommending what non-profit programs are funded in the community. Therefore, the Community Programs Committee has an opportunity to enhance funding for public safety programs, such as gang prevention, drug prevention and/or treatment, etc. Public safety oriented programs could help impact some of the underlying issues facing our community. The Community Programs Committee is scheduled to meet in mid-February to begin discussions of their priorities for the FY 2014 Budget process.

Long-term Actions and Policies (1 year and beyond):

Problems of this nature are not resolved by one agency, it requires the efforts of the entire community.

In reality much of the above discussed actions and policies address symptoms. Homelessness, mental health, crime, drug abuse and an overburdened criminal justice system are systemic issues that we must grapple with.

The City is committed to a long-term vision of making Santa Cruz a safer and cleaner community for all its inhabitants. Therefore, it is important that we develop a long-term process and plan to confront and deal with these issues.

Citizen Task Force. City staff researched other communities facing similar public safety circumstances as Santa Cruz. Based on conversations with leaders from these communities, staff learned that tapping into the community for ideas is the first and most important step to changing course.

Commissions of this type provide an unbiased and community view of the issues, unfiltered and reflective of what ordinary citizens experience everyday across the City. Santa Cruz has a long tradition of encouraging our residents to participate in our decision-making process and provide feedback on how we are doing and how we can improve.

Taking this into consideration, staff recommends the formation of citizen task force to review our underlying public safety problems in-depth and deliver a report with recommendations to City Council.

The task force should represent the broad perspectives of our community, and include community members and business owners. Ideally, members of the task force will reflect a broad geographic representation of the City. We do not recommend filling the task force with experts, as they (Sheriff, Court representatives, social service providers, public health and drug treatment administrators, school officials, etc.) can be brought in for the provision of background information and discussion. That way, the task force will not be swayed or distracted by one dominant point of view. Staff further recommends that the full City Council appoint task force members and set further direction for the group.

Countywide Agency Coordination. Staff further recommends partnering with Santa Cruz County and regional agencies to determine effective strategies to address the underlying issues that affect all segments of Santa Cruz County. As noted above, the City alone cannot alter the underlying public safety concerns. A meaningful response requires broad coordination and evidence based approaches, and potentially new funding sources. Consequently, more time is needed for the various agencies to confer, analyze and develop proposals for the various governing bodies to consider. Staff will regularly inform the Public Safety Committee and City Council abreast of developments in this regard.

Cowell and Main Beach Environmental Issues. Cowell and Main Beaches in the City of Santa Cruz, are two of the most popular beach swimming areas in Santa Cruz County. However, over the past years the County of Santa Cruz has posted health warning signs for much of the summer months due to high levels of bacteria in the near-shore waters. In order to help determine the cause of the bacteria, the City of Santa Cruz has entered into a three-year partnership with the Southern California Coastal Water Research Project (SCCWRP) and Professor Ali Boehm (Stanford University) to study the impacts of kelp removal on water quality and beach ecology as part of the City's Beach Management Plan. The results of this kelp-water quality study will provide at a minimum a causal correlation of water quality to kelp removal and should be able to identify discernible trends or relationships associated with the study data (including kelp, wildlife, debris, and water quality) as well as recommendations for adapting kelp removal operations to better protect coastal resources.

Dr. Boehm has worked cooperatively with City of Santa Cruz, Parks and Recreation Department staff and the California Coastal Commission staff to design a study guided by four research objectives: 1.) Define the microbial pollution problem at Cowell Beach spatially and temporally, 2.) Determine if (wrack) kelp affects the concentration of *E. coli* and enterococci in near-shore water, 3.) Assess the presence or absence of human molecular source tracking markers and pathogens on wrack at Cowell Beach and, 4.) Assess whether wrack affects indicator bacteria species in the underlying sand at Cowell Beach. These research objectives were determined to meet the needs of both agencies and provide valuable information that will be used to inform decisions regarding the protection of coastal environmental and recreational resources.

In year two of the three year study, researchers are confident that their work should yield answers as to the cause of high bacteria counts in our Cowell and Main Beach waters and ultimately lead to recommended action to improve the water quality for beach goers and our wildlife.

ATTACHMENTS:

Attachment A – Transportation and Public Works Commission Report (1/16/2013)

Attachment B – Homeless Services Center Report on the Homeward Bound Program

Attachment A



TRANSPORTATION AND PUBLIC WORKS COMMISSION INFORMATION REPORT

DATE: January 16, 2013

AGENDA OF: January 28, 2013

DEPARTMENT: Public Works

SUBJECT: Efforts to Reduce and Clean Up Illegal Campsites, Hazardous Waste, Litter and Disposal

RECOMMENDATION: For Information Only

At the November 2012 Transportation and Public Works Commission meeting, Commissioner Becker asked for more information about the issues of trash and needles in the rocks and area along West Cliff Drive.

Illegal campsites, human waste, litter and illegal disposal of needles and syringes have been long-standing issues in the community. Areas that are heavily impacted include the San Lorenzo River banks and levee, Pogonip Open Space, railroad rights-of-way, Neary Lagoon/Jesse Street Marsh and the beach areas near the Wharf. In November 2012, a local resident videotaped trash and needles found in the rocks and caves along the back of Cowell's Beach, put it on YouTube and notified the media, calling attention to the problems in that area. Citizens' groups have since appeared before the City Council and the Council Public Safety Committee requesting increased City action to address trash, needles and human waste on the beach and along pathways and trails.

The City has been working on many fronts to clean up and reduce illegal camping and disposal for many years. This is a frustrating, expensive and seemingly endless effort, since campsites and debris cleaned up one day may reappear the next day when transient persons and/or drug users move back in or move on to another site. The following is a brief summary of the efforts and approaches the City has used and is using to address these problems.

Illegal Campsite Removal:

Parks and Recreation, Public Works and Police Department staff work cooperatively to locate illegal campsites, notice and cite campers when appropriate, and remove and dispose of debris, human waste and needles found. There has been an ongoing effort for many years, using Parks, Streets and Wastewater crew labor, and using contract labor. An annual budget of \$40,000 from the General Fund for contracted campsite cleanup is administered by the Parks and Recreation Department Chief Ranger.

The passage of the Measure E parcel tax provided a new source of funds that can help clean up campsites contributing to water pollution. In FY2012, \$25,000 of Measure E funds was used to add temporary Parks employees under the Park Rangers to clean up debris and campsites along the

San Lorenzo River. In FY2013 this amount was increased to \$45,000 and now funds two temporary employees to work on this year-round. From January 13, 2012 to December 7, 2012, these Measure E funded temporary Parks staff removed 341.75 yards of garbage (approximately 136 tons) and 878 hypodermic needles from the San Lorenzo River banks and levee.

This past summer, the Police Department coordinated an expanded effort along the river by dedicating a team of police officers to assist Park Rangers to intervene with and cite illegal campers and break up campsites. Parks crews removed the campsite debris and Public Works crews helped dispose of the materials. The improvement along the river was noticeable, but unfortunately, problems seemed to increase in other areas as illegal campers and drug users moved away from the river.

The Police and Parks staff also clarified signage along the river levees mostly regarding smoking. The prior signage was not posted properly and the City had to dismiss several citations. The smoking ban has been useful in reducing the large groups that were loitering on the levee and contributing to the larger amounts of debris and garbage left along the pathway.

In order to try to make more lasting impacts with Police citations, the City modified the Municipal Code to address individuals with multiple citations where they have failed to appear in court or pay the associated fine. The Municipal Code now allows for misdemeanor warrants to be issued for individuals who have multiple "failure to appear" violations after receiving citations and disregarding them. Enforcement of this provision requires Police staff to compile and submit substantial information packets and a report to the city attorney to request a warrant from the court. While the process is an improvement, it is still labor intensive for Police staff.

Cowell's Beach Response:

In response specifically to the issues raised by the YouTube video about trash and needles at Cowell's Beach and in low caves along the base of the cliff at the back of the beach, City staff has taken a number of steps and is making every effort to ensure the conditions that were discovered before the holidays do not reoccur. Parks and Recreation and Public Works staff responded quickly and cleaned up the identified hazards. They have met with Coastal Commission staff to see if permission could be obtained to fill in the low caves behind rocks at the base of the cliff, to remove them as an attractive shelter/hiding area for camping and drug use. No decision has been made, but Coastal Commission staff agreed to consider the request.

The Police Department immediately increased their patrols in the area, have added an extra First Alarm security guard to patrol the beach and Wharf, and there is a Community Service Officer assigned to that area four days a week. Police staff has contacted the volunteer Street Outreach Supporters needle exchange to see if there are any possibilities for reducing used needles left at beaches, parks and other public areas. The City once had metal needle disposal boxes in some park and beach restrooms, but they were removed after they were routinely vandalized and broken off the wall by people trying to obtain access to the needles. Parks has installed lights to light up the Cowell's Beach steps and area under the Wharf at night to discourage illegal activities. Parks staff is opening the beach restrooms an hour later than usual to discourage unlawful early morning activities. Increased maintenance attention to the Cowell Beach restrooms was initiated last summer and will continue this coming year.

The City recently partnered with Save Our Shores to coordinate and promote volunteer beach and cave areas clean ups at Cowell's on a regular basis to supplement the work provided by the City's maintenance teams. Parks and Recreation staff will increase existing levels of sifting, beach raking, and debris removal from the beach as we approach summer.

Parks Beach Cleaning:

City Parks staff assigned to the wharf/beach crew do regular cleaning of Cowell's Beach and portions of Main Beach, including grooming and sifting using tractor-towed equipment in areas permitted by the Coastal Commission that the equipment can reach, and hand raking and hand picking litter in areas they cannot reach with equipment. Measure E currently contributes \$25,000 per year to help pay for this crew and the remainder of the costs come from the General Fund.

Seaside Company Beach Cleaning:

The City has an agreement with the Seaside Company wherein Seaside Company employees clean and groom Main Beach in front of the Casino and Boardwalk down to high water line.

City-Sponsored River and Beach Cleanups by Volunteers:

Using Measure E funds, the City contracts with Save Our Shores to promote and organize four volunteer beach and river cleanups annually, and, in addition, to go to City beaches on July 4 and do an anti-litter campaign and then run beach cleanups at City beaches on July 5. Annual cost for these efforts is \$9,230 and in FY12 volunteers removed 1,433 pounds of trash and 322 pounds of recyclables. On July 4 they educated 3,100 people and distributed 1,350 litter bags. The City also sponsors the Annual Coastal Cleanup event. In 2011, Coastal Cleanup volunteers at 15 beach and river sites in the City removed 1,998 pounds of trash and 537 pounds of recyclables.

Parks Levee Maintenance:

The Parks and Recreation Department has a crew that maintains vegetation, picks up litter and empties trash and recycling containers along the San Lorenzo River levee system pathways and landscaping along with all other Eastside park facilities. Using Measure E funds, five new refuse and recycling containers were added to the levee in 2012, joining 5 existing containers, and cigarette butt receptacles were also added.

Adopt-a-Levee Volunteer Program:

In FY2012, the City worked with and contracted Save Our Shores (SOS) to set up a program for volunteer groups to "adopt" a section of the San Lorenzo River levee and to clean it up on a regular basis. SOS recruits and signs up volunteer groups, gets waivers signed, trains volunteers on safety protocols, and provides equipment for the volunteer groups. SOS also notifies Parks, Police and Public Works of planned cleanups, arranges to haul the collected material to the landfill if necessary, and has volunteers report the amount and type of material collected. Five volunteer groups participated in FY12, performed over 15 cleanups and removed 1,925 pounds of trash and 371 pounds of recyclables. The annual cost of this program is \$10,000 from Measure E budget. In addition, the City has installed locked refuse dumpsters along the levee so that volunteer groups can deposit trash collected.

Illegal Disposal in Public Rights-of Way:

The City receives many calls (sometimes ten a day) about items illegally dumped on streets, sidewalks and alleys. Resource Recovery collection crews are routinely sent out to pick up

abandoned couches, mattresses, refrigerators, televisions, chairs, dressers, etc., as well as just dumped trash. This illegal dumping happens in spite of two free appliance and bulky item pickup days conducted by the City each year, and a “Bulky Item Pickup” service that can be scheduled by residents and visitors at any time.

CalTrans has right-of-way properties under the Highway 1/17 intersection and the Highway 1 Bridge over the river that are attractive to illegal campers.

Illegal Disposal on Private Property:

Illegal dumping on private property is the responsibility of the property owner to clean up. This is typically enforced by the Code Enforcement unit of the Planning Department. Unfortunately, when the property owner is told that it is their responsibility to dispose of illegal dumping on their land, those items initially dumped on private property often “walk” onto the sidewalk or street.

Illegal Campsites and Disposal on Railroad Rights-of-Way:

Much of the area along the railroad lines through the City is attractive to illegal campers, especially near the Trestle Bridge in the beach area and in the Harvey West area. In the past, it has been difficult to get the railroad owner to clean these areas up. Now that the Regional Transportation District owns the rail line and has a new contract line manager, the City will again try to work with them on developing a plan to remove campsites and trash from their lands.

The City Council Public Safety Committee is reviewing these issues of illegal camping, litter and disposal and existing responses by the City and others. Upon completing their review, the Public Safety Committee will report back to Council with any recommendations.

Prepared by: Mary Arman, Public Works Operations Manager

Submitted by:

Robert Solick
Principal Management Analyst

Attachments:
None

Attachment B



Homeless
Services
Center

Homeward Bound Program Overview

Homeward Bound is an initiative of the Homeless Services Center that has successfully reunited over 600 homeless travelers with their families since 2006. The project was founded by an anonymous donor who allocated funds to buy homeless individuals tickets to safely return home to loved ones. The program is in very high demand among service recipients, therefore the program is frequently short of funds. The program is operated through the Daytime Services department, coordinated by a case manager and supervised by the Director of Programs.

Homeward Bound is intended to provide transportation assistance to individuals currently experiencing homelessness who have demonstrated that their most viable pathway out of homelessness exists within another geographic location. Typically the program caters to individuals who have family and/or employment opportunities in another community and consider themselves “stranded” in Santa Cruz without resources for transportation. Program applicants are not eligible for assistance if they cannot prove that they have an appropriate housing placement on the receiving end.

Once interest in the program is expressed, our dedicated case managers work individually with candidates to verify a valid place of relocation, ensuring stability and reconnection with their families upon arrival. All program candidates must fill out an application and participate in a one-on-one case evaluation with staff. Once the application is complete, the case manager confirms the need via phone, and diligently works to create and secure travel reservations. Most transportation is provided via bus ticket. To ensure that funds are used appropriately, HSC writes a check directly to “Love Transportation,” an entity of Greyhound Bus. HSC’s Homeward Bound compassionately addresses our homeless traveler’s request to go home with the necessary resources, care, and personalized attention.

Homeward Bound Report 2012/2013

As recommended by City Council, in July 2012 the Homeless Service Center began spending up to \$10,000 in city-assisted Homeward Bound funding. In December 2012, an additional \$2,000 was allocated by the recommendation of the Assistant City Manager. A summary of the allocation is as follows:

7/6/2012 – 1/3/2013

Total Number of Participants Served: 59*

Total Spent: \$10,047.43

Average ticket cost: \$170.29

Average tickets per month: 10

Tickets were purchased to 24 different U.S. states

18 tickets were purchased to cities within California

Number of people known to return to Santa Cruz: 1**

* As of 1/8/2013, six additional applications have been submitted that are not reflected in this report.

** This individual was a part of a couple sent to stay with an in-law. Shortly after arriving, the relationship dissolved and the individual returned to his last known location of Santa Cruz.



CITY COUNCIL AGENDA REPORT

DATE: April 25, 2013

AGENDA OF: April 30, 2013

DEPARTMENT: City Manager

SUBJECT: Homelessness Study Session (CM)

RECOMMENDATION: Motion to accept the background report on homelessness and provide direction to staff as appropriate.

BACKGROUND: In light of heightening public attention to issues of homelessness and transient individuals in the City of Santa Cruz (City), several Councilmembers requested a Council Study Session on homelessness. A study session setting allows the Council to specifically focus on one topic and receive a deeper level of information than is typically possible in a regular City Council meeting. Study sessions provide the City Council with a solid factual foundation to draw upon during future Council consideration or action.

Accordingly, the purpose of this study session to impart background information and to equalize the City Council to a similar baseline understanding on issues related to homelessness. Due to the vastness of the topic, the scope and content of this report was driven by Councilmember questions solicited in advance. The report will discuss Federal history, policies and support of homelessness prevention and emergency support and regional efforts and resources, including City-specific information on the state of homelessness in our community.

In order to keep the meeting to a manageable scope, the report and presentation on April 30th will not delve into possible solutions for Council action. Should the City Council wish to engage in that discussion, future agenda items can be scheduled.

DISCUSSION: The discussion will begin with a survey of the state of U.S. homelessness and Federal policies and programs targeting homelessness, then move to Santa Cruz County's regional resources and the City's role in those efforts.

(I) National Homelessness Trends and Federal Legislation, Policy and Resources

(a) National Homeless Counts

The U.S. Department of Housing and Urban Development (HUD) produces an annual point-in-time homelessness assessment report, drawn from one-night counts that take place in January

across the country by local Continuums of Care (CoC).¹ The most recent report available, from 2012, estimates that 633,782 people were homeless on a single night in the United States.² This number is a decline of less than 1% from 2011 but represents a decline of 5.7% since 2007. The decline was largely in homeless individuals (1.4% decrease from 2011; 6.8% decrease from 2007). The number of people in homeless families increased by 1.4% from 2011 to 2012, but has decreased 3.7% since 2007.

Other key findings include:

- 62% (394,379) were homeless as individuals; 38% (77,157) were in homeless family households
- Two-thirds of homeless people (390,155) were sheltered in emergency shelter or transitional housing with the remaining one-third (243,627) unsheltered. The percentage of homeless people who are unsheltered did not change from 2011 to 2012.
- 99,894, or 16% of all homeless people, were chronically homeless.³ This represents a decline of 19.3% since 2007.
- Of the five states that comprise almost half of the nation's homeless population, California accounts for the largest, at 20.7%. The other states are New York (11%), Florida (8.7%), Texas (5.4%), and Georgia (3.2%).
- California has the second-highest rate of unsheltered people at 64.9%, it follows Wyoming at 73.8%
- CoCs with the highest percentage of unsheltered homelessness were mostly located in regions with warmer climates. California's major cities (San Jose, Long Beach, Los Angeles and San Francisco) had some of the highest unsheltered homeless populations.
- Since 2007, California was not among the states with the largest increase in homelessness
- Five cities account for 1 in 5 homeless people: New York City (9.0%), Los Angeles (6.7%), San Diego (1.6%), Seattle (1.4%), and Las Vegas (1.4%)
- The San Jose/Santa Clara City & County CoC had the 7th largest number of homeless people among Major City CoCs (7,053)

¹ Continuums of Care (CoC) are local planning bodies responsible for coordinating homeless services in a specific geographic area. The City is part of and actively participates in the CA-508 "Watsonville/Santa Cruz City & County Coc," which is coordinated by the County Planning Department, Housing Section. CoCs are required to conduct point-in-time homeless counts to access Federal funding for homelessness prevention and services.

² Data in this section are taken from "Volume I of the 2012 Annual Homeless Assessment Report to Congress," https://www.onecpd.info/resources/documents/2012AHAR_PITestimates.pdf. See also additional analysis of national homelessness in the National Alliance to End Homelessness report, "The State of Homelessness in America 2013," http://b3cdn.net/naeh/de1739b96dbd9bc68a_cjm6r7cjh.pdf or www.endhomelessness.org.

³ Chronic homelessness describes an individual who has been continuously homeless for a year or more or has experienced at least four episodes of homelessness in the last three years.

- The Watsonville/Santa Cruz City & County CoC was 6th out of the Smaller Cities, Counties and Regional CoCs with the largest numbers of chronically homeless individuals (967). The Santa Rosa CoC was 4th with 1,014 and the Salinas/Monterey CoC was 7th (794).
- Of the Major City CoCs, Los Angeles as the highest number of chronically homeless individuals (9,837) and San Jose/Santa Clara was 3rd highest (2,617)

The data show that while homelessness is decreasing on the national level, its rate of decline has slowed since 2011. Families in homelessness is slightly on the rise and areas with warm climates have the highest rates of chronically homeless and unsheltered homeless individuals. California comprises over 20% of the nation's homeless and coastal California in particular has the highest rates.

Finally, it is important to note that while the point-in-time survey estimates that there were 633,782 homeless individuals counted in one night in January 2012, each year nearly 2 million people experience a night of homelessness that puts them in contact with a homeless service provider.⁴

(b) Federal Legislation and Resources

It was not until the mid-1980s that the Federal government adopted legislation broadly addressing homelessness in the United States. The McKinney Homeless Assistance Act—later renamed the McKinney-Vento Act—was enacted in 1987 and instituted 15 new programs aimed at addressing a broad variety of needs of homeless people including shelter, food, health care and education, to be administered by various Federal agencies. The McKinney-Vento Act also established the U.S. Interagency Council on Homelessness to coordinate the Federal response to homelessness and to create a national partnership at every level of government and with the private sector to reduce and end homelessness in the United States.⁵

In May of 2009, as part of the Helping Families Save Their Homes Act, Congress enacted the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act. Although many other legislative acts address homelessness, the McKinney-Vento and HEARTH Acts are the dominant, comprehensive vehicles under which Federal rules are established and funding flows to local CoCs, agencies and service organizations to prevent and alleviate homelessness. The HEARTH Act strengthened the requirements by which CoCs access HUD funding, including stricter criteria and the mandatory submittal of an annual point-in-time homeless count.

Numerous Federal programs provide funding for homeless individuals and families and are located in the Departments of Education, Justice, Homeland Security, Health and Human Services (HHS), Housing and Urban Development (HUD), Labor, and Veterans Affairs.⁶ The following list highlights a few programs that are particularly impactful for Santa Cruz County's regional efforts to prevent and address homelessness:

⁴ U.S. Interagency Council on Homeless, "Opening Doors: Federal Strategic Plan to Prevent and End Homelessness 2010"

⁵ www.usich.gov.

⁶ The May 2012 Congressional Research Report for Congress, "Homelessness: Targeted Federal Program and Recent Legislation" summarizes the major Federal programs supporting homeless persons.

1. HHS: Health Care for the Homeless (HCH) Program. Provides grants to nonprofit, state or local government entities to operate outpatient health centers for homeless individuals.⁷
2. HUD: Emergency Solutions Grants (ESG). Distributes grants to government to fund nonprofit organizations that provide assistance to homeless individuals.
3. HUD: Supportive Housing Program (SHP). Funding for transitional housing up to 24 months, permanent housing for individuals with disabilities or single room occupancy dwellings.
4. HUD: Shelter Plus Care Program (S+C). Provides tenant- and project-based rental subsidies to homeless adults with disabilities and supportive care services.
5. HUD: Section 8 Moderate Rehabilitation Assistance for Single-Room Occupancy Dwellings (SRO). Provides rental subsidies, through public housing authorities, to support rehabilitation of housing units.
6. HUD/Veterans Affairs: Support Housing (HUD-VASH). Joint HUD and VA program to provide Section 8 rental assistance vouchers to homeless veterans with supportive services, such as mental illness or substance use services.

The bulk of Federal assistance received by the County of Santa Cruz is administered through the County health department. A much smaller amount, about \$1.7 million, is administered through the County's CoC (see later section).

(c) Opening Doors: Federal Strategic Plan to Prevent and End Homelessness, 2010

There have been numerous prior national plans and initiatives to end homelessness. These include the National Alliance to End Homelessness's strategy to end homelessness in 10 years, a 2002 pledge by the Bush Administration to end homelessness by 2012, and the re-activation in 2003 of the U.S. Interagency Council on Homelessness after six years of dormancy. A myriad of Federal strategic reports were published by HHS and HUD, with the overall trend of moving away from predominantly supplying emergency housing to more comprehensive solutions such as permanent supportive housing, particularly as a solution to chronic homelessness.⁸

The most contemporary document outlining the framework to address homelessness is the 2010 report "Opening Doors: Federal Strategic Plan to Prevent and End Homelessness" produced by the U.S. Interagency Council on Homelessness and signed by President Obama.⁹ The plan aims to end chronic homelessness and veteran homelessness in five years and end homelessness for families, youth and children within the next 10 years. Centered around the vision that "No one should experience homelessness—no one should be without a safe, stable place to call home," the plan sets forth 10 objectives under five themes:

1. Increase Leadership, Collaboration and Civic Engagement
2. Increase Access to Stable and Affordable Housing
3. Increase Economic Security
4. Improve Health and Stability

⁷ Santa Cruz County's Homeless Persons Health Project (HPPH) operating in the Homeless Services Center has received funding from the HCH Program since 1989.

⁸ Department of Health and Human Services, "Ending Chronic Homelessness: Strategies for Action," March 2003.

⁹ http://www.usich.gov/opening_doors/

5. Retool the Homeless Crisis Response System

The objectives highlight: participation from all sectors of the community; providing affordable housing to people experiencing or most at risk of homelessness; providing permanent supportive housing to end chronic homelessness; increase stable employment and economic security; integrate health care services with homeless assistance programs; advance health and housing stability for youth leaving the foster care and juvenile justice systems; and, transform homeless crisis response systems to rapidly return people to stable housing.

A 2011 update on “Opening Doors” reported on outcomes drawn from HUD’s point-in-time homelessness estimates (2010). The data showed increases in homelessness for families with children (1.5%) and veterans (1%) but a decrease (1%) for chronically homeless individuals. The inventory of permanent supportive housing, a major strategy to solve chronic homelessness, grew by 17,000 units.

The “Opening Doors” plan was amended in 2012 to address the educational outcomes of children experiencing homelessness and adding steps to prevent and end homelessness for unaccompanied youth.¹⁰

(II) Santa Cruz County Regional Resources and State of Homelessness

Turning to our local community, the following discussion will provide information about the county’s homeless population, including demographics and causes, and the resources leveraged from Federal funds and local service providers. In addition, the impacts of homeless on the City will be examined.

(a) 2011 Santa Cruz County Homeless Census and Survey

As previously discussed, since 2005, Federal HUD funding that flows through CoCs for homeless services requires a biannual point-in-time survey of homeless individuals. Every other year in late January, the CoC commissions a Homeless Census and Survey for Santa Cruz County. Applied Survey Research (ASR), a well-regarded social research firm, has conducted the work, which proceeds in two parts: (1) a homeless count, which comprises a street count and a shelter and institution count; and (2) a survey of homeless persons.¹¹

In addition, the point-in-time count is extrapolated into an annual estimation of homeless. This is done to capture the estimated total number of people in the community who may experience homelessness in our community.

This census and survey is the only comprehensive assessment of homelessness available in the County. County health programs may collect data on their clients, such as with the Homeless Management Information System (HMIS) database, but these data are limited to the

¹⁰ Opening Doors 2012 Amendment can be found at

http://www.usich.gov/resources/uploads/asset_library/USICH_OD_Amendment_WEB_091112v2.pdf

¹¹ The 2011 Santa Cruz County Homeless Census and Survey can be found at

http://www.appliedsurveyresearch.org/projects_database/homelessness/santa-cruz-county-homeless-census-and-survey.html.

subpopulation of individuals receiving services. Thus, the biannual census and survey are our best tools to gauge progress in addressing homelessness in our community.

METHODOLOGY

The census count was conducted by 100 homeless guides and community volunteers who received training in the count methodology and safety. The census teams deployed from centers in Felton, Santa Cruz and Watsonville and covered all 52 U.S. Census Tracts in Santa Cruz County. The count took place on Tuesday, January 25, 2011 in the early morning hours to avoid duplicate counting of sheltered homeless individuals and for best chances of street homeless visibility. The full census count methodology is attached to provide greater detail about logistics, staffing, and challenges and assumptions that make it impossible to achieve 100% accuracy.

ASR surveyed 498 homeless individuals to obtain qualitative data about Santa Cruz's homeless population that is used in the CoC Federal funding application and for local program and policy development. The 29-question surveys were administered by trained homeless workers and service provider volunteers within shelters and on the street. An "every third encounter" survey approach was employed to select a random sample of respondents. The survey instrument used is attached.

The survey of 498 homeless individuals, given the point-in-time homeless count of 2,771 and the survey's randomized sampling, is reported by ASR to assure a 95% confidence level with a +/- 4% confidence interval, allowing ASR to generalize the survey results to the estimated homeless population of Santa Cruz County.

The annual estimation is calculated using a formula that incorporates the point-in-time homeless count (A), the number of currently homeless who became homeless in the last seven days (B) and the proportion of currently homeless individuals who experienced a previous homeless episode in the past 12 months (C). This methodology is HUD-approved.

$$\text{Annual Estimate} = A + [(B*51)*(1-C)]$$

RESULTS

The point-in-time count yielded the following results:

Totals and Shelter Status

- 2,771 homeless individuals were counted, which represents a 22% increase from 2009 (2,265), and a 0.6% reduction from 2007 (2,789)
- The number of unsheltered people increased by 38% since 2009
- 77% were unsheltered (2,125) and 23% were sheltered (646), which exceeds the national average of two-thirds unsheltered. Since 2007, the relative proportion of unsheltered to sheltered individuals has been fairly constant.

- Of individuals sheltered, 13.6% were in emergency shelter and 9.7% were in transitional housing and safe havens
- Ten-year trend data show the number of homeless persons in Santa Cruz County has decreased since 2000, a 14.4% reduction
- The 2011 annual estimate of individuals who experienced homelessness is 9,041

Demographics

Census Count

- 34% were men, 13% were women and 53% were undetermined gender (most service providers did not specify the gender of people in families)
- Youth under 18 years of age comprised 11% (13% in 2009)

Survey Findings

- 67% were male and 32% female
- 79% were between the ages of 22 and 60, with about 19-20% each in the age cohorts of 22-30, 31-40, 41-50 and 51-60
- 63.4% were White/Caucasian, 22.5% were Hispanic/Latino and 5.8% were Black/African American
- 76.1% of respondents were unemployed
- 33% reported income from panhandling. 37.6% reported earning less \$101-200 per month and 21.8% reported earning less than \$50 per month.
- 54.3% reported receiving \$0 from government income monthly. 23% received \$501-1,000 monthly.
- 274 were veterans
- Santa Cruz County has 979 chronically homeless individuals. Chronically homeless individuals were most likely to be White/Caucasian (78%), have two more disabling conditions (68%) with the most common condition of depression (53%) followed by chronic health problems (44%) and physical disability (42%).
- 52.4% reported that this was the first time they have been homeless. Of those who had been homeless previously, 87% reported homelessness only once in the past 12 months.
- The length of homelessness this current time was more than 1 year for 45.5% of the respondents

Primary Causes of Homelessness

The most common response for the cause of homelessness was loss of employment (25.2%), followed by alcohol/drug use (17%), argument with family/friend asking them to leave (12.4%), family or domestic violence (8.7%) and illness or medical problem (4.9%).

Location

- Of the 2,771 total individuals counted, 59% were counted in the incorporated cities of Capitola, Santa Cruz, Scotts Valley and Watsonville.
- 38.6% were counted in the City of Santa Cruz (1,070)
- 19% were counted in Watsonville (530)
- 0.5% were counted in Capitola (14)
- 0.47% were counted in Scotts Valley (13)
- In the unincorporated areas of the County, the most individuals were counted in Live Oak (13.6%; 376), Aptos/Rio Del Mar (7.6%; 211), and South County (9%; 252)
- Sheltered homeless individuals were located in Santa Cruz (394), Watsonville (186), and Live Oak (54)

Residency before Homelessness

A question commonly asked when the Homeless Census and Survey is discussed is the length of time homeless individuals lived in Santa Cruz County before becoming homeless. Survey question 13 asks this question, “Where were you living right before you most recently became homeless?”

The majority of survey respondents, 67.3%, or 329 individuals, indicated that they were living in Santa Cruz County prior to becoming homeless. “Other county in California” accounted for 19.4% of respondents and 13.3% indicated they were living “out of state” when they most recently became homeless.

The pre-homelessness residency breaks down as follows:

- City of Santa Cruz – 22% or 109 respondents
- Watsonville – 17.8% or 88 respondents
- San Lorenzo Valley – 7.1% or 35 respondents
- Live Oak – 4.2% or 21 respondents
- Capitola – 3.2%; 16 respondents
- Soquel – 3.0% or 15 respondents
- Scotts Valley – 2.6% or 13 respondents
- Aptos – 2.4% or 12 respondents
- Davenport – 0.6% or 3 respondents
- Other Areas – 4.2% or 21 respondents
- Other County in California – 19.4% or 96 respondents
- Out of State – 13.3% or 66 respondents

Survey question 13a asks “How long had you lived in Santa Cruz County before becoming homeless?”

Of the 329 respondents, less than 10% indicated 30 days or less. The plurality of respondents, 48.3%, indicated “more than 10 years,” with 13.7% responding “6-10 years,” 15.2% responding “3-5 years.” Overall, 77% indicated they lived in Santa Cruz County for at least three years before becoming homeless; 12.2% lived in Santa Cruz six months or less before becoming homeless.

Prior to becoming homeless, nearly 50% were living in a rented home or apartment and after homelessness 35.7% stay outdoors/streets/parks/encampments at night. Shelters account for 28.9% and 22% report living in their vehicles.

Family and Youth Homelessness

Nationally, subpopulations of homeless individuals thought to be on the rise are youth and families.

The Santa Cruz data showed that 498 people were living in families with at least one child under the age of 18. Most of these homeless families (73%) had female heads of household and typically either White/Caucasian (44%) or Hispanic/Latino (44%). Nearly all (98%) were living in local shelters. The primary causes of homelessness for families were loss of job (22%) and alcohol/drug issues (21%).

Unaccompanied children are defined as children under the age of 18 who are homeless and living independent of a parent or legal guardian. Homeless youth are between the ages of 18 and 24. The Census and Survey report cautioned that these subpopulations are hard to quantify and data both at the local and national levels are extremely limited. Children and youth have a harder time accessing services. ASR administered an additional 28 questions to youth and children, in addition to the standard 29 questions. The following data, with the sample size mode of 50, showed:

- The survey identified 143 unaccompanied children and youth
- Over half of the youth population were male and White/Caucasian. Hispanic/Latino youth respondents comprised 26% and Black/African American 12%.
- Fourteen respondents (28.6%) were living with relatives before becoming homeless this time. Eleven were living in a rented home or apartment and 10 were living with friends. Four became after leaving jail or prison.
- The most common places homeless youth stayed at night were outdoors/streets/parks (16), “a place in a house not normally used for sleeping” (9), a motel/hotel (6) and an automobile or van (6). Of the 50 respondents, six usually stayed in a shelter (emergency or transitional) or a public facility.
- Of the 50 respondents, 31 reported that this episode was the first time they had been homeless
- Of the 50 respondents, 22 were living in the City of Santa Cruz before becoming homeless. Four were from other California counties or out of state.
- 63% (29) reported to have been living in Santa Cruz County for more than 10 years before becoming homeless

- 36% (18) report alcohol or drug use to be the primary event or condition that led to homeless. The next most frequent response (20%; 10) was an argument with family or a friend asking the respondent to leave.
- Lack of income and inability to afford rent were the largest obstacles to getting permanent housing (55 responses; multiple responses allowed, n=50)

The full Survey and Census document contains many more data fields and summary discussions that explore access to shelter, health and food services, economic stability, obstacles to obtaining permanent housing and homelessness conditions.¹²

(b) Continuum of Care (CoC) Resources and Activities

The following information was extracted from the 2011-2012 City of Santa Cruz Consolidated Annual Performance and Evaluation Report (CAPER), submitted to HUD annually. The full CAPER, which describes the programs and activities of the HAP is attached.

Santa Cruz County's homeless CoC covers the County of Santa Cruz, with its 264,298 residents (2011 U.S. Census) and including the Cities of Santa Cruz, Watsonville, Capitola, and Scotts Valley, as well as all unincorporated areas of the County. For many years, leadership for the CoC has been provided by the Homeless Action Partnership (HAP), a community-wide action team that meets regularly to implement the CoC. Currently, the HAP includes 34 active members representing all of the following key sectors: County departments, cities, nonprofit homeless service providers and advocacy groups, healthcare providers, public education, funders, faith groups, interested community members, and homeless and formerly homeless persons.

Strategic Planning: Over the years, community members have worked to develop and implement a comprehensive system for addressing the needs of all homeless populations and subpopulations, such as chronically homeless persons, veterans, and unaccompanied youth. In Project Year (PY) 2003, the HAP and local jurisdictions formally adopted the "Santa Cruz County Ten-Year Plan to End Homelessness, 2003-2013" (Ten-Year Plan).¹³ The Ten-Year Plan creates the conditions for preventing and eventually ending homelessness, and identifies outcome objectives in the areas of housing, jobs and incomes, supportive services, health care and the overall administration and coordination of the County's CoC system. For each outcome objective identified in the Ten-Year Plan, specific action steps are laid out for implementation.

HPRP Planning: Since PY 2009, the HAP has prioritized the implementation of critical prevention and re-housing activities funded by \$4 million from the Homelessness Prevention and Rapid Re-Housing Program (HPRP). Fourteen agencies collaborate in the following three inter-connected projects:

1. Rapid Re-housing for Santa Cruz County Adults Entering Shelter Programs or Discharged from Health, Treatment or Corrections Settings (Re-Connect Collaborative).
2. Prevention and Rapid Re-Housing for Families Collaborative.

¹² 2011 Santa Cruz County Homeless Census and Survey can be accessed at:

<http://www.appliedsurveyresearch.org/storage/database/homelessness/santacruz/2011SantaCruzHomelessReport.pdf>

¹³ Santa Cruz County Ten-Year Plan to End Homelessness can be accessed at:

<https://santacruz.bayareahmis.org/CoCDocs/Santa%20Cruz%2010-Year%20Plan.pdf>

3. Santa Cruz County Emergency Housing Collaborative.

ONGOING AND RENEWAL PROJECTS/PROGRAMS-PY 2011

In PY 2011, Santa Cruz County agencies received a total of \$1,666,085 in HUD CoC Renewal Grants. Twelve projects received funding, including 11 renewals and one new project.

Emergency Shelter and Housing Resources: The following tables identify homeless emergency shelter and housing resources available to homeless people throughout the County during the 2011 PY.

TABLE 1: EMERGENCY SHELTER RESOURCES

ORGANIZATION	BEDS	SUBPOPULATION SERVED
Homeless Services Center		
▪ Rebele Family Shelter	96	Families with children
▪ Paul Lee Loft Shelter	46	Adult men and women
▪ Winter Shelter-Armory	100	Adults and families
Santa Cruz Community Counseling Center		
- River Street Shelter	32	Adults mostly with mental illness
- Project Re-Connect Emerg. Beds	16	Adults and families
Salvation Army		
- Year-round beds	64	Adults and families
- Overflow beds	3	Women and children and adults
Pajaro Valley Shelter		
- Year-round beds	27	Women and children and adults
- Overflow beds	3	Women and children and adults
Defensa de Mujeres	18	Battered women and their children
CAB HOME Program	3	Homeless men and women
Jesus, Mary & Joseph Home	12	Homeless men and women
New Life Community Services	8	Families with children
Sienna House	10	Pregnant women
Front Street, Inc. Paget Center	12	Homeless adult veterans
Total Beds Year-Round	344	
Total Winter/Overflow Beds	106	

TABLE 2: TRANSITIONAL HOUSING RESOURCES

ORGANIZATION/FACILITY	BEDS/ UNITS	MAX STAY	SUBPOPULATIONS
HSC Page Smith Community House	40 beds	18 months	Homeless adults
Community Support Services:			
- THP Plus	17 beds	12 months	Youth with mental illness
- Crossroads	6 beds	12 months	Youth with mental illness
Families in Transition:			
- Clean & Sober Transitional Hsg.	30 beds	18 months	Families with children
- Scattered-site permanent housing with transitional rent assistance	40 beds	18 months	Families with children
- Other transitional housing	30 beds	18 months	Families with children
Housing Authority -Brommer Street	18 beds	18 months	Families with children
Salvation Army--Loma Prieta	8 beds	6 months	Families with children
Pajaro Valley Shelter Services	64 beds	18 months	Families with children
Community Action Board --GEMMA Transitional Housing	6 beds	18 months	Homeless women released from jail
Perlman House	4 beds	2 years	Homeless men and women with HIV/AIDS
TOTALS	50 beds	For homeless individuals	
	213 beds	For families with children	
	263 beds	TOTAL TRANSITIONAL BEDS	

TABLE 3: HPRP HOMELESS ASSISTANCE HOUSING RESOURCES

ORGANIZATION/ FACILITY	BEDS/ UNITS	SUBPOPULATIONS
FIT HPRP Family Project	43 beds	Homeless families & adults
HPHP Project Re-Connect	21 beds	Homeless adults
TOTALS	64 beds	

(1) This table counts the # of beds at a point-in-time for literally homeless persons funded by HPRP.

TABLE 4: HOMELESS-TARGETED PERMANENT SUPPORTIVE HOUSING

HOUSING PROJECT	TOTAL BEDS/CH BEDS ⁽¹⁾	SUBPOPULATION SERVED
South County Housing/ HPHP Nuevo Sol	13/13	Chronically homeless adults with disabilities
SCCCC Freedom Cottages	4/2	Homeless adults with mental illness
SCCCC Anderson House	5/4	Homeless adults with mental illness
SCCCC Grace Commons	15/5	Homeless adults with mental illness
HPHP MATCH	37/37	Chronically homeless with substance abuse
HPHP MATCH III (under development)	5/4	Chronically homeless
County Mental Health Rent Subsidies	5/5	Homeless adults with mental illness
Housing Authority S+C	36/23	Chronically homeless adults with mental illness
Salvation Army Corner House	21	Homeless Families with disabilities
St. Clara HUD-VASH	40/35	Chronically homeless veterans
St. Cruz HUD-VASH I	33/25	Chronically homeless veterans
St. Cruz HUD-VASH II (under development)	29/25	Chronically homeless veterans
TOTAL SUPPORTIVE HOUSING RESOURCES:	222	Total homeless-targeted: adults (176 adult targeted beds from above are designated for chronically homeless)
	21	Total homeless-targeted: families
	243	TOTAL PERM. SUPP. BEDS: HOMELESS-TARGETED

(1) "CH beds" stands for beds designated for serving the "chronically homeless" population

NEW PROJECTS – PY 2011 PROGRAM YEAR CoC NOFA AND OTHER

Despite the economic crisis and government and private funding cuts, CoC agencies have nonetheless launched the following new projects for homeless people, through CoC and other funding sources.

New HUD CoC Funding: In PY 2011, the following new grant was attained using CoC permanent housing "bonus" funds:

- MATCH III - for chronically homeless individuals, 5 beds over 1 year (County Health Services Agency, HPHP) - \$67,559.

New HUD Emergency Shelter Grants: Santa Cruz County agencies compete annually for HUD ESG through the State of California-administered Federal Emergency Shelter Grant (FESG) program. In PY 2011, Santa Cruz County agencies obtained the following 2-year FESG grants:

- Homeless Community Day Center for all homeless people, 112 people served per day (Homeless Services Center) – \$132,000.
- Paul Lee Loft Shelter for homeless adults, 46 people served per day (Homeless Services Center) – \$132,000.
- Emergency Shelter for homeless families and individuals, 70 people served per day (Salvation Army) – \$132,000.

HUD VASH

- As a new project started in PY 2011, the Santa Cruz County Housing Authority secured 25 new tenant-based rental vouchers through the HUD-Veterans Affairs Supportive Housing Program (HUD-VASH). Like the two HUD-VASH programs mentioned above, this program combines HUD rental assistance for homeless veterans with VA case management and clinical services. All told, there are now 85 HUD-VASH vouchers in Santa Cruz County.

While this excerpt provided an overview of the HAP's action, the attached, full City of Santa Cruz 2011-2012 CAPER is the best instrument to explore the full array of HAP activities and supported programs to prevent and end homelessness.

(c) Homeless Services Center History and Operations

The Homeless Services Center (HSC), located at 115 Coral Street in Santa Cruz, is a major hub of homeless services in Santa Cruz County. Several questions as to the history and policies governing HSC were posed. The followed section was crafted to address those questions:

BACKGROUND OF CITY FUNDING FOR HOMELESS SERVICES AT HSC

FIRST FACILITY AT HSC – RIVER STREET SHELTER: The Homeless Services Center Campus has evolved at its current location as a result of a number of decisions made by the City over time. The first was in 1986 when UCSC decided to sell two lots at 109 Coral/733 River Street. The City had previously formed a Shelter Committee to find potential locations for a permanent homeless shelter. The property owned by UCSC was ultimately selected. The City and County then joined together to create a permanent shelter facility that is now known as the River Street Shelter. The cost of the property was \$553,000, of which all but \$50,000 appears to be paid from City CDBG funds. This cost was later offset by the sale of a portion of the property. The City continues to own the property and the River Street Shelter today.

Under a City/County "River Street Shelter Joint Operational Plan", costs for the Shelter were to be split about 50/50 with the County being responsible primarily for operations and the City for site acquisition. The shelter was to have 30-35 beds. The Plan specified that breakfast and lunch as well as laundry facilities were to be provided. Maximum stay was to be 30 days with some case-by-case exceptions. The shelter was to be operated between 5:00 PM and 8:00 AM. The underlying premise of the shelter was that the



1999 Aerial showing 109 Coral St., 733 & 739 River St.

guests who were capable of working would be out of the shelter during the day looking for work. The Plan said that these guests must find work within the first two weeks of their stay. In 1989 the Santa Cruz Community Counseling Center entered into an agreement with the City replacing the Shelter Project as the operator of the River Street Shelter.

COUNTY SERVICES FROM HPHP ADDED: In 1986, the County purchased 739 River Street, adjacent to River Street Shelter for use by the Homeless Persons Health Project (HPHP) under the County's Health Services Agency (HSA). In 1987, The City entered into an MOU with the County that allowed HSA to also use the River Street Shelter facility during the day to assist mentally disabled homeless persons. HPHP is now located in the Rebele Family Shelter.

PAGE SMITH COMMUNITY HOUSE: In 1987, the City declared the unimproved portion of 733 River Street as surplus and issued a Request for Proposals (RFP) to sell the surplus property. Initially two low bid proposals were received. One was from the adjacent property owner, Granite Rock and the other was from the Citizens Committee for the Homeless (CCH). Neither bid was accepted. The initial CCH proposal was to build 30 units of very low-income rental housing. CCH built up significant community support for their proposal and in 1990 successfully entered into a purchase agreement for \$350,000 with the City. CCH was unable to move forward with their original plans for rental housing and in 1996 they were issued permits to install up to 10 mobile homes for what is now known as Page Smith Community House providing transitional housing. Construction was completed in 1998. The City provided about \$1.06 million in HOME and CDBG funds and \$20,000 in General Funds to help with construction. In 2000 and 2004, an additional \$530,000 in HOME and CDBG funds were used to design and build a sound wall that was required by HUD for noise mitigation.

INTERIM USES OF THE PROPERTY: In 1988, the City Council approved the first of several temporary permits to allow food to be served to homeless persons at the River Street Shelter location (other than for those staying at the River Street Shelter). In 1989 the City entered into lease agreement with William James Associates to provide food service from 3:45-6:00. This essentially was the first Day Center type of service provided at the site. For a short time beginning in 1994 the City allowed the vacant portion of the site to be used as an open air summer shelter. Use was discontinued in 1996 as plans developed for Community House progressed.

DAY CENTER: In 1992, Housing for Independent People (HIP) encouraged the City and County to create a homeless day facility at 115-117 Coral Street. This concept of a day center had been supported in part by the business community as a means to help reduce impacts on the downtown. (At its April 7, 1998 meeting the Downtown Commission recommended establishing a day center for this purpose.) As a result, the City and County entered into a Facilities Use Agreement as the foundation for purchasing 115-117 Coral Street.

Under this agreement, which expires in August 2020, the County purchased the site with existing bonds. The City then agreed to make "Use Payments" to the County equivalent to the bond debt service. The amount to be paid was \$830,000. The City had the option to prepay this debt and complete purchase the property after August 1999. Unlike the River Street Shelter which



1999 Aerial showing 115-177 Coral St. (HSC Day Center)

only pays \$1/year rent, the City charged rent for use of the Day Center to offset the acquisition costs.

The Day Center was initially to be operated by HIP, but in 1993 HIP was replaced by the Homeless Community Resource Center (HCRC). In 1994 conversion of the existing commercial building now known as the Day Center began. Under the initial lease agreement, HCRC paid \$2,400/month in rent.

The City has funded three major improvement projects at the HSC Day Center using CDBG grant funds. Between 1998 and 2000, the City allocated about \$477,000 in CDBG funds for improvements for offices and construction of a professional kitchen and dining area. In 2006, about \$850,000 in CDBG funds was used for improvements to the hygiene center and construction of the 46 bed Paul Lee Loft. In 2012, the City allocated \$216,000 for improvements to HSC to renovate the “Locker Bay” area to provide a multi-purpose community room; empowerment center and computer lab; new lockers; and a dentist operatory. Construction is expected to begin in the next year or two for this project.

HSC MASTER PLAN AND THE REBELE FAMILY SHELTER: In 2000, HCRC and its board, SCCCC, County HSA, and the City began to work together to develop a Master Plan for the entire corner property at HW-1, Coral and River Streets. The Plan was to provide the framework to coordinate the various programs, consolidate properties and construct a Family Shelter that incorporated HPHP. About \$154,000 in CDBG funds were used for master planning and design of the Rebele Family Shelter. In 2000 the City of Santa Cruz Redevelopment Agency purchased the corner property at 745 River Street for \$240,000 and later sold it to the City. Also during development of the integrated Master Plan, the City acquired the County owned Coral Street property and 739 River Street. In 2004, the City completed lot consolidation of the City owned properties. In 2008, the City property was appraised “as is” at \$6.37 million.

In 2002 HCRC had been renamed as the Homeless Services Center (HSC), and HSC entered into a new ground lease with the City which was amended in 2004 and again in 2005 to reflect consolidation of City owned parcels. (Note: HSC retained ownership of the Page Smith Community House.) HSC pays a fixed rent of \$3,400 per month for the City owned property and sublets a part of the

Rebele Family Shelter to the County for HPHP (\$2,625/month rent) and to SCCCC for the River Street Shelter (\$1/year rent). This lease expires on January 31, 2060. The lease only restricts use of the property to be used for “the purpose of conducting homeless services”. No restrictions such as hours of operation or other requirements are included in the lease. The lease does include a list of improvements that were anticipated as a part of the Master Plan.



2007 Aerial showing 745 River St. & the Family Shelter

SUMMARY OF CITY FUNDING: The following summarizes most of the funding that the City provided for development of facilities at the HSC Campus based on files retained by the Economic Development Department. (Note, there may be other allocations that may be included in files from other departments.)

USE OF FUNDS	YEAR	SOURCE OF FUNDS			TOTALS
		GENERAL FUND	CDBG/ HOME	RDA	
RIVERSTREET SHELTER					\$553,000
109 Coral/377 River St. Acquisition & rehab.	1987		\$553,000		
COMMUNITY HOUSE					\$1,610,000
Community House Const.	1996-98	\$20,000	\$1,060,000		
Sound Wall Mitigation	2000/2004		\$530,000		
DAY CENTER					\$2,370,000
Acquisition-. 115-117 Coral St.	1992-2000	\$830,000			
Day Center Improvements	1998-2012		\$1,540,000		
MASTER PLAN & FAMILY SHELTER					\$394,000
745 River St. Acquisition	2000			\$240,000	
Master Plan/Family Shelter	2000-2001		\$154,000		
TOTALS		\$850,000	\$3,837,000	\$240,000	\$4,927,000

TRANSITION OF HSC FUNCTIONS OVER TIME: The uses of the different facilities on the HSC Campus appear to generally be consistent with their initial intended purposes -- with the exception of the River Street Shelter. This was initially intended to be the City's year round shelter for the homeless. Since it was developed in 1987, the River Street Shelter has shifted toward primarily providing emergency shelter and assistance for mentally disabled persons. Although the Paul Lee Loft was not envisioned in the Master Plan, this facility is consistent with the original intent of creating a year round homeless shelter. However with the inclusion of other types homeless services beyond just providing shelter and meals, the initial time limitation of being open between 5 PM and 8 AM is only partially applied.

OPERATIONAL FUNDING: The City provides both CDBG and General Funding for operations of the four facilities located on the HSC Campus. The City budget for the 2013 fiscal year allocated \$69,000 for the Day Center and Paul Lee Loft; \$45,000 for the Rebele Family Shelter; \$40,000 for the River Street Shelter; and \$70,000 for Page Smith Community House. All but \$16,000 of CDBG funds in this total of \$224,000 is from the General Fund for Community Programs. In addition, along with the County and other cities, the City funds a pro-rata share by population expenses for the County-wide Homeless Action Partnership and the north county Winter Shelter Program at the Armory (operated by HSC). This funding is from the General Fund under the City Manager's Office budget. In FY2014 the City's share will be \$95,910. This does not include the added share of the biannual homeless census, which will not be conducted in FY2014.

OVERSIGHT: Use of operational funding provided by the City is typically defined in the City contracts with the providers. For CDBG funding, the Housing and Community Development staff in the Economic Development Department annually monitor use of CDBG funds as

required by HUD. CDBG funds are allocated to providers on reimbursement basis. For Community Program funding, the City Manager's Office oversees activities. Service providers use intake forms to document who is using the services such as emergency shelter, transitional housing, health care, or other program assistance. Intake forms are not required to receive meals at the HSC Day Center or use the hygiene facilities although those using the showers must first sign in.

COMPREHENSIVE LIST OF HOMELESS SERVICES: There is no comprehensive list of services or regulations for services for the homeless in the City of Santa Cruz. However, since federal HUD grants provide some funding for most homeless programs, many programs must comply with HUD requirements. Under the City's HUD funded Housing and Community Development Program, staff does compile a list of Emergency and Transitional Housing for the City's annual year-end report to HUD. The following is a list of all of the Transitional and Emergency housing in the City of Santa Cruz.

Agency	Program Name	Family Beds	Family Units	Individual Beds	Total Year-round beds	Seasonal Beds
EMERGENCY SHELTERS						
HSC	Rebele Family Shelter	96	28	0	96	0
SCCCC	River Street Shelter	0	0	32	32	0
Jesus, Mary, & Joseph Home Shelter	Jesus, Mary, and Joseph Home Shelter	0	0	14	14	0
HSC	Paul Lee Loft Shelter	0	0	46	46	0
HSC	HSC Winter Shelter	0	0	0	0	100
TRANSITIONAL HOUSING (TH)						
HSC	Page Smith Com. House	0	0	40	40	
FIT*	Scattered Site TH	40	17	0	40	
SC HA	Brommer St. TH	18	6	0	18	
SCCCC	Stanford House	0	0	8	8	
SCCCC*	Transitional Housing Plus	0	0	13	13	
SCCCC/SCAP	Perlman House	0	0	4	4	
<ul style="list-style-type: none"> • Number represents units located throughout the County. Only a portion of these are in the City of Santa Cruz. 						

OTHER PROGRAMS FUNDING SHELTER BEDS: One of the greatest funding needs for homeless services and shelters is for operating costs. For that reason, both HSC and SCCCC look for opportunities to bring in additional funding. SCCCC has a contract with the County which sets aside beds for persons with psychiatric disabilities following discharge from the hospital or placement from County programs. Both HSC and SCCCC receive funding to provide emergency shelter for homeless persons being released from jail under the Assembly Bill 109. Also, as part of the redevelopment of the Page Smith Community House one of the new mobile homes will include recuperative care beds for homeless persons being discharged from area

hospitals. Staff is not aware of other programs that fund beds to be reserved for specific groups of homeless persons.

(d) City of Santa Cruz: Homelessness Impacts and Mitigations

A discussion of homelessness in our community would be incomplete without confronting the impacts of homelessness on the broader community. Several sets of questions received from City Councilmembers were focused on the effects of homelessness in our parks and open space and to public safety, the business community and City resources.

Impacts on Business, Property Owners and Customers

While businesses recognize that only a fraction of homeless or transient individuals are causing problems in the City, there has been a prolonged state of concern about the impacts on local businesses and particularly, Downtown Santa Cruz. The City and business and property owners have been working for years to mitigate associated problems, at considerable effort and expense.

The overall impression of the business community is that homeless and/or transient individuals are driving customers away. Customers state they are reluctant to walk downtown because of the general presence of transients and their anti-social behavior. Customers will park, visit the business and go directly back to their car. Customers do not want to be confronted by aggressive panhandlers, be a target for verbal abuse and be fearful of some individuals.

Customers and employees feel very uncomfortable when transients enter their store. Employees have to be very careful with how they handle people with mental health issues as these individuals can be verbally abusive to their customers and employees. Although they call 9-1-1, employees must deal with the issue of trying to move the individuals out of the store before they receive a response from the police. This is a huge burden, especially during busy times.

Business and property owners can feel burdened both emotionally and physically. Dealing with the social issues takes time and focus away from running a business and there is an emotional toll from dealing with the social issues and also trying to reassure employees and customers that downtown is safe. One business owner indicated that she tries to emphasize the good that downtown has to offer, but it tends to be met with a “things will never change” attitude.

In addition to working very closely with the Downtown Association (DTA) and downtown businesses and property owners, the City conducts regular business retention visits across the City to learn about successes and problems and to see if the City can offer assistance. A theme in these visits consistently is the severely negative impacts of homeless and transient individuals on the businesses’ success and employee safety.

Specifically, business owners have had to respond to these problems in the following ways:

- Remove human feces, urine, vomit, liquor bottles, cardboard and even mattresses from business exterior.
- Clean up and monitor restroom use. Restrooms have been used for bathing, drug use and vandalism. Some businesses control the use of restrooms through keys, while others have had to install token devices for their patrons.

- Install gates or fencing in the back of their businesses at significant expense. Recently a property owner had to install gates across the back of the building entrance because people were sneaking through during the day and hiding in the upstairs until the business closed.
- Install devices or remove objects on the building in order to prevent people from accessing their roofs, which are sometimes used for camping.
- Seal all entrances to trash enclosures which are used for camping and rummaging through recycling.
- Investment of funds for security guards or cameras. Some businesses are currently considering hiring their own security guards to patrol right outside their store. Their employees and customers, especially women, get verbally harassed or intimidated.
- Many business owners and their employees have had their vehicles broken into and items stolen.

Impacts on the Environment

The City has thousands of acres of regional parks, neighborhood parks and open space/greenbelt land, a rich resource that has been misused by illegal campers for many years. Virtually all Parks and Recreation field staff are impacted in some way by transient individuals. Whether staff is cleaning encampments, removing discarded personal items, handling discarded biological hazards, or, in some cases, being directly inhibited from doing their jobs through the actions of some transient individuals, Parks staff deal with the impacts daily.

The Parks and Recreation Department reports seeing the expected seasonal increase of transient individuals to the City, with the spring and summer months bringing an influx of individuals seeking warm weather and services. The Ranger staff have long-noted this cyclic movement of the transient population. Park Rangers and the police have noticed heightened agitation in many transients as City efforts have increased to push them out of restricted areas and to address their illegal behaviors.

The City has devoted significant resources to encampment clean-ups for many years, with focused efforts taking place since the summer of 2012, led by the Police/Parks Unit and the Ranger Program. Parks staff may spend upwards of \$5,000 per month on contract labor, personnel costs, materials and disposal fees to clear encampments.

Rangers use a variety of ordinances to address the many and myriad issues associated with illegal camping. Initially, rangers will employ Santa Cruz Municipal Code (SCMC) Section 6.36.010, which prohibits camping within the City limits during the hours of 11 p.m. and 8:30 a.m. This prohibition includes constructing and maintaining a campsite, and also having bedding immediately available for sleeping at any time. Rangers will also use SCMC 13.04.010, which describes limitations on access on park lands. This can include entering a closed area, having a bike in a prohibited area, or having a dog in a wildlife area. Additionally, Rangers may write citations if the illegal camp or activity has resulted in resource destruction (SCMC 9.50.030).

Also, urinating or defecation in public is prohibited by SCMC 9.50.016. Lighting a fire in a park (SCMC 13.08.050) and being in a park after hours (SCMC 13.04.011(c)) are employed.

In 2011, Police made contacts or responded to 1,567 calls for service involving illegal camping, issuing 615 citations (SCMC Section 6.36.010). That same year, Park Rangers made 728 contacts and issued 4 citations. On the aggregate, this equates to a monthly average of 191 contacts and 52 citations issued for illegal camping.

In 2012, there was a 24% increase in contacts/calls for service for illegal camping (1,948) and an increase of over 100% in citations issued (1,234). In 2012, Park Rangers saw a 34% increase in contacts/calls for service (973) with a 2,525% increase in citations issued (105). The increase in 2012 can be partially attributed to stepped-up enforcement efforts beginning in the summer in response to significant community concern about illegal encampments. This equates to a monthly average of 243 contacts with 112 citations issued for illegal camping.

For the first three months of 2013, together police and the Park Rangers have 629 contacts/calls for service and have issued 193 citations.

Routinely, Rangers point transient individuals toward the HSC to secure services. For mentally ill individuals, Rangers will work with County Mental Health staff to find resources for those individuals.

Finally, as the following Fire Department section will describe, 49 grass, rubbish, and forest fires—or 15% of the total fires of these types—have been identified as being likely caused by homeless persons between 2008 and 2012.

Impacts to Urbanized Areas of the City

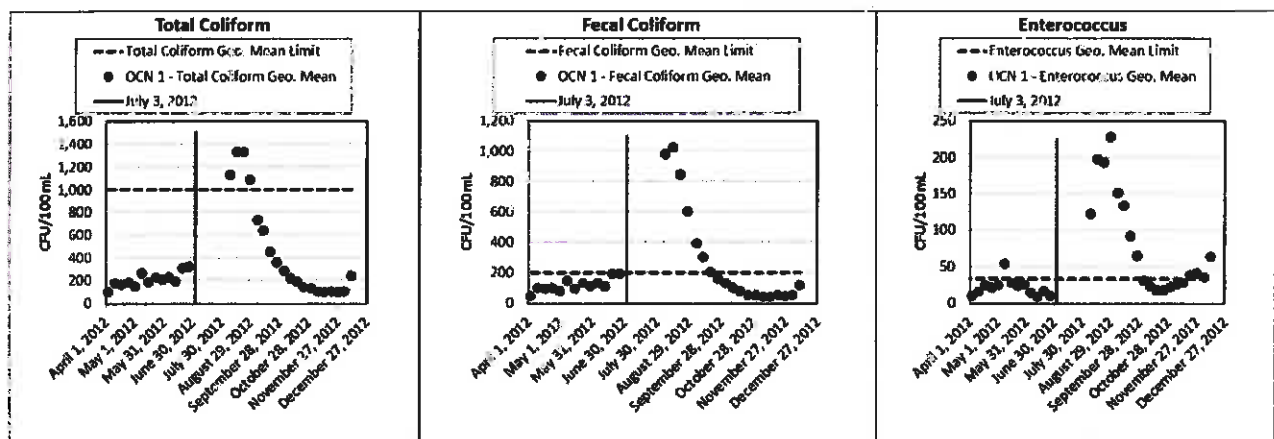
The urbanized areas and public spaces of the City are heavily impacted by homelessness. On a daily basis, Public Works staff clean up feces, urine, drug paraphilia, and trash left by homeless individuals. Staff report public nuisances including odor complaints, garbage strewn in neighborhoods, and a proliferation of syringes along levees and neighborhoods across the City. On a daily basis, staff dislodge homeless individuals sleeping in the parking garages and lots, and clean up the lots, garages, restrooms, sidewalks, landscaping, and bike lockers. Staff frequently make repairs to landscaping and bike lockers that can be directly attributed to vandalism by homeless individuals. Currently, the alleys are a significant problem before sunrise as well as the lots along Front Street at or just after sunrise. Further, although the problem fluctuates, the public restrooms are heavily impacted most of the time, and the City is finding that fewer non-homeless individuals are using the public restrooms.

Another impact is the theft of recyclable material. At least half of the individuals that the City has caught in this illegal act are homeless. Refuse workers also interact with homeless individuals when servicing refuse containers. Staff wake individuals sleeping in the enclosures (mostly on private property) at least a couple times (on different routes) each day. Often the individuals leave when staff start to service the container, but sometimes it requires police interaction to get them to move (maybe 3-4 times each month). The City has experienced these problems for a long time, but it appears to be getting more common within the last year.

Addressing these problems has been a considerable drain on City resources. Large encampments are handled through labor ready services. To clean and repair vandalism in the City garages and lots, the City estimates that eight Facilities Maintenance Assistants spend two to six hours daily on those activities. In direct costs this fiscal year (FY 2013), Public Works have spent \$10,464 in chain link fence, levy wall repairs, vegetation removal and clean-up efforts directly attributed to vandalism with some, but not all, attributed to impacts from actions of homeless individuals. During the City's annual vegetation management activities, staff and the contractors will encounter camp sites, which require a clearing before the vegetation removal can proceed. Approximately 10-15% of time is spent on camp clean-ups while performing vegetation management, at an estimated cost of \$10,000-16,000. The City has one Resource Recovery Collections employee working almost full time cleaning up illegal disposals, but the City estimates 1/10 of the materials coming directly from homeless individuals.

Impacts on Water Quality

There is a direct impact of homelessness on water quality in our streams and bay, seen most prominently in the San Lorenzo River, Branciforte Creek Channel and Neary Lagoon. Staff report that there are sustained high levels of fecal bacteria indicators in the San Lorenzo River, its estuary, Antonelli's Pond and throughout the City. The recent Cowell Beach Study Session addressed this to some degree. Preliminary data from the City's Wastewater Treatment Facility show especially for Enterococcus bacteria, that the regulatory limits are most often exceeded at Cowell's Beach in the summer months, when the homeless seems to camp there, and perhaps use the area for personal hygiene when the public restrooms are closed.



Environmental Compliance Inspectors spend up to 5% of field time on the direct impacts of homeless encampments, especially on the West Side through interactions with property managers/owners, and necessary documentation, as well as direct work with other City units including Parks Rangers and Wastewater Maintenance crews.

As for impacts on the City's drinking water, the City has legitimate water quality concerns, mainly at the San Lorenzo River intake off of River Street, but no documented quality problems. The intake is just outside City limits, in the County of Santa Cruz's jurisdiction. If the City encounters individuals bathing or cleaning their possessions in the water, the City will explain that it is a drinking water source and direct the individual to leave. From time to time, a law enforcement response (County Sheriff) is needed. The Water Department's Chief Ranger coordinates with the Park Rangers to conduct camp abatements. The City recently began to

negotiate conservation easements with the property owners adjacent to the river above the intake to serve as a barrier for water protection.

Impacts on Public Safety

Fire & Medical Response

The Fire Department, as the provider of first response services to fires and medical calls, interacts daily with homeless individuals. This section will consider four broad issues, but it bears emphasizing that the Fire Department does not track information related to homelessness; thus other methods have been employed to identify calls for service linked to homeless persons. The following data are estimates and may underrepresent the true calls for service, but some significant trends emerge nonetheless. The four issues presented are: (1) the percentage of calls for service to the Fire Department that are related to the homeless population; (2) the types of calls and their locations; (3) the trend in rising calls for service originating from Coral Street and the surrounding neighborhood; and, (4) fires related to homeless encampments.

Calls for Service related to Homeless Persons and their Associated Opportunity Costs

Table 1. Percentage of Calls for Service Related to Homeless Individuals

Year	Number of calls	Total number of calls	Percentage
2008	113	6,187	2%
2009	129	6,208	2%
2010	172	6,427	3%
2011	156	6,109	3%
2012	266	6,777	4%
2008-2012	836	31,608	3%

This table illustrates the number of calls for service related to homeless individuals, compared with the total calls for service fielded by the Fire Department. These figures fail to capture the true extent of the Fire Department's services to the City's homeless population (as homeless status is not coded in the data; see next paragraph) but they nevertheless reveal a significant finding: a spike in calls in 2012 calls for service that are readily linked to homeless individuals more than doubled from their 2008 and 2009 levels. Moreover, while the total number of calls for service received by the Fire Department jumped in 2012 to 6,777, calls to locations closely linked to the homeless climbed at an even faster pace. Whereas calls for service to the homeless population constituted 2% of the total calls in 2008 and 2009, and 3% in 2010 and 2011, they comprised 4% of the total call volume in 2012.

A word about how these figures were derived is necessary. Anecdotally, the share of calls for service answered by the Fire Department that are associated with the City's homeless population is certainly much greater than percentages found in Table 1. However, because the Fire Department does not track information on the housing status of the people it helps, the department is unable to detail precisely how many calls that it responds to are linked to the homeless community. Given this limitation, the department prefers to be conservative rather than casting too wide a net in determining which calls are related to the homeless population. To this end, the numbers in Table 1 above have been compiled using two methodologies. First,

these figures are drawn in part from calls for service to locations that are frequented mostly by homeless individuals, such as Coral Street and its immediate neighborhood, the soup kitchens on Mora Street and Elm Street, and the Armory (location of the Winter Shelter). Based on its experience, the Fire Department is confident that its calls for service to these locations are predominately related to homeless persons. The further from these streets one goes, however, the less confident the Fire Department is that calls for service are associated. As a result, calls for service to such areas as Harvey West, West Cliff, and Pacific Ave have generally not been included, though anecdotal evidence certainly suggests that many such calls to these areas and elsewhere are associated with the homeless population.

Second, in addition to calls for service to the abovementioned locations, fire related calls for service that have been tied to homeless persons have also been included in Table 1. Without an easy way to pull these records, these calls for service were identified by first determining whether calls were to locations in or adjacent to open spaces or the levee. If a call met one of these criteria, the narrative associated with the record was researched to confirm if the fire was related to a homeless encampment or drug use. Using this method, 49 grass, rubbish, and forest fires—or 15% of the total fires of these types—have been identified as being likely caused by the homeless between 2008 and 2012. The true number of fires stemming from homeless activity is likely higher, but the Fire Department lacks the information to confirm this supposition.

The monetary costs of these calls for service is difficult to measure, given that the costs of keeping fire fighters on duty remain the same regardless of whether there is a call or not. However, these calls for service do represent opportunity costs: responding to a call takes time that could have been spent on other activities, such as fire prevention and training. In other words, the Fire Department is being paid the same whether or not it receives calls for service; the true cost is to its productivity.

Types of Calls for Service and their Locations

Table 2. Number of Calls by Type Related to Homeless Persons

Call for Service Type	2008	2009	2010	2011	2012	2008-2012
Fire	7	16	9	8	9	49
EMS (Medical)	100	109	160	145	242	756
Other	6	4	3	3	15	31
Total	113	129	172	156	266	836

Table 3. Percentage Breakdown of Calls Related to Homeless Persons

Call for Service Type	2008	2009	2010	2011	2012	2008-2012
Fire	6%	12%	5%	5%	3%	6%
EMS (Medical)	88%	84%	93%	93%	91%	90%
Other	5%	3%	2%	2%	6%	4%

Two types of calls for service are generally associated with the homeless population: Emergency Medical Service (EMS) calls and calls associated with various sorts of fires, such as grass fires, rubbish fires, and forest fires. Of these two types of calls, EMS calls constitute the overwhelming majority: from 2008 to 2012, 90% of calls for service associated with homeless persons were EMS calls. Put in the context of total EMS calls for this period, the 756 EMS calls

for service to the homeless in the neighborhoods of Coral, Elm, Mora, and the Armory constitute 4% of the department's nearly 19,000 EMS calls. Calls associated with fires represent 6% of calls for service related to homeless individuals throughout the City from 2008 to 2012. Other types of calls, such as calls to assist police or to respond to alarm activations, represent about 4% of the calls during this time period.

As can be seen in Table 3 above, EMS calls are trending slightly downward as a percentage of total calls related to homeless individuals from their high in 2008. Over the same period, calls for which a fire company is dispatched but subsequently cancelled have nearly doubled as a percentage of the total calls related to homeless persons.

Table 4. Locations of Calls for Service Related to Homeless Persons

Location	2008	2009	2010	2011	2012
Coral St and its immediate neighborhood	92	100	139	132	229
Elm St.	10	4	6	7	13
Mora St.	4	3	1	1	10
Armory	1	8	17	10	6
Pogonip	2	1	1	0	2
Other	4	12	7	5	5
Total	113	128	172	155	265

In terms of location, EMS calls and cancelled calls for service related to the homeless are concentrated in the vicinity of the 100 block of Coral St. Of EMS calls related to the homeless population between 2008 and 2012, 89% are to this area; of cancelled calls, close to 92%. Calls for service related to fires have a much broader geographic distribution, but they are still clustered around the Coral Street area, with Pogonip, Harvey West, and the Mora-Amat-Portrero triangle being the locations most commonly associated with fires.

Trends in Calls for Service to Coral Street and its Immediate Neighborhood

Table 5. Calls for Service to Coral St and the Immediate Neighborhood

Location	2008	2009	2010	2011	2012
115 Coral St	73	82	113	107	197
Coral St Other	15	12	20	22	26
Limekiln St	0	0	0	0	1
Fern St	4	5	6	1	3
Harvey West (Fires, not medical)	0	1	2	0	1
Hwy 1 and Hwy 9	0	0	0	2	1
Total	92	100	141	132	229

Percentage change in total calls to the area around Coral St between 2011 and 2012: 73%

With the exception of a slight decline in the number of calls to Coral Street and its vicinity in 2011, calls for service have been increasing each year since 2008, with 2012 witnessing a sharp rise in call volume. It should be noted that calls to Harvey West represent fires, not EMS calls.

Fires Related to Homeless Encampments

Table 7. Percentage Breakdown of Fires Associated with the Homeless Population

Year	Fires Associated with Homeless Camps	Total Number of Fires	Percentage
2008	7	96	7%
2009	16	68	24%
2010	9	55	16%
2011	8	60	13%
2012	9	56	16%

As mentioned above, the 49 grass, rubbish, and wild land fires associated with homeless persons between 2008 and 2012 constitutes 15% of the 335 total fires of these types over this time period. While there have been several high profile fires in Pogonip, fires related to homeless camps have been reported in all corners of the City. In fact, the Branciforte Branch Library witnessed a fire in February of 2012 stemming from a homeless camp that had been established on that building's flat roof. Given that camps can be in unexpected locations such as the roof of a library, the number of fires sparked by homeless activity is possibly higher than shown in Table 7. In any case, a five-year average of 15% of grass, rubbish, and wild land fires being associated with homeless activity is high. If 2008 is excluded, the average is just over 17% of fires of these types being started by the homeless.

Police Response

The Santa Cruz Police Department (SCPD), similar to the other City departments, interacts daily with homeless and transient individuals and the department's resources are extremely taxed to deal with the problems that arise. Before delving into data, it must be noted that the Police Department does not track data about a person's housing status. That is, similar to the Fire Department, the police report form does not contain data fields to capture that information. Therefore, to gather statistical data, citation and arrest reports were hand-reviewed for mention of homelessness in the narrative description of the call for service. As such, the data may underrepresent the true calls for service, arrests and citations related to a homeless person.

Also, to keep this information to a manageable level, instead of providing a sweeping analysis of calls for service in the entire City, the data collected were focused to answer questions posed in advance, many of which inquired about calls for service in the Harvey West Area and those of persons who self-affiliate with the Homeless Services Center complex by providing the 115 Coral Street address at the time of arrest.

Table 1. Arrests of Persons Providing Address Information of 115 Coral Street (Transient or Homeless)

	Santa Cruz PD	% of Total	Capitola PD	% of Total	Watsonville PD	% of Total	Scotts Valley PD	% of Total
2012 Arrests	2,044	42%	99	13%	293	13%	21	7%
2012 Citations	3,616	32%	49	3%	33	1%	7	1%
2013 Arrests*	532	43%	34	14%	84	12%	Data unavail.	--
2013 Citations *	639	29%	25	6%	5	0%	Data unavail.	--

Table 2. Total Number of Police Arrests and Citations by Year

	Santa Cruz PD	Capitola PD	Watsonville PD	Scotts Valley PD
2012 Arrests	4,908	739	2,317	289
2012 Citations	11,323	1,873	3,271	999
2013 Arrests*	1,245	240	726	Data unavail.
2013 Citations *	2,172	407	1,277	Data unavail.

*2013 data is through April 22, 2013.

These data show a few trends. First, SCPD is significantly busier than the police departments of the other cities in the County. With SCPD topping over 100,000 calls for service in 2012—an all-time high—this data are consistent with an overall trend of increasing demands for police services in our City that is disproportionately large. SCPD has also noticed a steady rise in the number of calls for service in the Harvey West Area from 2008 to the present.

Second, it is readily apparent that the department devotes a substantial amount of resources to individuals that supply their address as 115 Coral Street at the time of arrest. Over 40% of all arrests made by SCPD in 2012 and 2013 (to date) are of these persons. Of total citations in 2012 and 2013, about 30% are issued to persons who list 115 Coral Street as their address.

It is important to note that these numbers do not represent unique individuals that were arrested and cited; that is, 2,044 unique individuals listing 115 Coral Street as their address were not arrested in 2013. Rather, these data include multiple arrests/citations for the same individual. SCPD's data show that multiple arrests are common and that 325 unique individuals who supplied 115 Coral Street as their address were arrested 1,259 times in 2012. That equates to 3.9 arrests annually for each of these 325 people or about 3.5 of the 325 people being arrested every day.

Stated yet another way, 325 people accounted for 62% of all arrestees who listed 115 Coral as their address that year. Accordingly, a smaller pool of individuals are incurring a staggering number of arrests and consuming an inordinate amount of public safety resources.

The real costs of enforcement was another question posed. While difficult to estimate, a rough calculation can proceed through correlation to SCPD's budget. As 82% of the department's \$22 million annual budget is composed of personnel costs, and there are over 100,000 call for service annually (104,946 in 2012), a general cost of \$180 per call for service is reached. In 2012, there were 5,660 arrests or citations for persons listing 115 Coral Street as an address, which yields a cost estimate of \$1,018,800 to service those public safety needs. Note that this estimate is rife with assumptions and there is no clear methodology with existing data to measure the true cost. However, as with the Fire Department, there is a clear opportunity cost to the investment of police personnel in dealing with public safety issues. Time invested here is time not invested in other public safety efforts.

A direct cost that SCPD is bearing is the extensive First Alarm security operation across the City. Since last year, the City has deployed security guards downtown, in the Harvey West Area, at City Hall (includes the Downtown Library Branch), on the San Lorenzo River Levee, at Cowell Beach and West Cliff, in Downtown City parks and, most recently, in Grant Park, San Lorenzo Park, Oceanview Park and Laurel Park. These guards have produced an improvement in safety and quality of life in these areas and the community has responded very positively to their presence. The program, however, comes with a cost of about \$350,000 annually. Last year, with

the short staffing in SCPD, salary savings were used to pay for the security services. For the upcoming fiscal year, given the renewed effort to fill vacant Police Officer and Community Service Officer positions, the City cannot count on salary savings to cover these costs. Accordingly, this funding will be requested in a separate budget line item for FY 2014.

Another question frequently asked is the alleged crime for which an arrest was made or a citation issued. The most common crime types are:¹⁴

- California Penal Code (PC) PC § 484A – Theft
- PC § 647(f) – Public Intoxication
- PC § 1203.2 – Probation Violation
- SCMC § 6.36 – Camping in City Limits Prohibited
- SCMC § 9.10 – Panhandling (Prohibited Locations, Manner, Time)
- SCMC § 9.12 – Consumption of Alcohol in Public
- SCMC § 9.50 – Prohibited Conduct on Public Property

Also of note is the 2009 strengthening of SCMC § 4.04.015 “Failure to Appear or Post Bail” by the City Council, which allows law enforcement to obtain a warrant for arrest of any person who, in a six-month period, fails to appear in court on three occasions in connection with a citation issued for criminal violation of the SCMC. The City had been having problems with recipients of citations ignoring citations as there were no repercussions. This code section establishes a misdemeanor offense for three failures-to-appear in a six-month period and allows for a warrant for arrest. This process proceeds through the City Attorney’s Office.

Santa Cruz County’s Probation Department reported that of their 2,500 probation clients in the county, 154 adult clients are listed as homeless, transient or with a 115 Coral Street address. This represents about six percent of the total case load. Note that this number was derived from a newly-implemented data system and may be an underrepresentation of the true numbers.

The City was not able to obtain information about court costs as these types of data are not collected.

Finally, it has been asked if other communities are impacted by homeless and transient issues to the degree that Santa Cruz appears to be. The short answer is yes. A survey of newspapers across the nation demonstrate heightened levels of concern about what is seen as an increase in homelessness and intensifying impacts from those individuals. We are also aware that this is an issue of regional concern, as cities like San Jose, Salinas and Monterey noted increases in their homeless populations. In fact, the City of Monterey recently held a study session on homelessness. However, due to the length of this report, an in-depth discussion of those communities will not be provided here but a simple Internet search will yield many examples.

Library Impacts

The Downtown Library Branch staff and contracted First Alarm security guards routinely respond to incidents of illegal and anti-social behavior stemming from Library patrons (over 1056 reported incidents from April 2012 to 2013), ranging from public intoxication and panhandling to disturbing the peace and vandalism of Library books, equipment and facilities.

¹⁴ Santa Cruz Municipal Code can be accessed here: <http://www.codepublishing.com/CA/SantaCruz/>

As staff does not inquire about their living situations, they are unable to specify which reported incidents involve people without homes. However, based upon staff and First Alarm Security reports, some discernible trends have emerged that illuminate the impact of homelessness on Library operations and patrons.

The intended use of the library is information-seeking, it is not designed to be a dining room, storage facility or a dormitory, yet staff regularly encounter individuals in the library who treat it as such. Staff notes that many Library users who carry their bulky possessions/items with them and spread out over tables and aisles. Several times a day on every shift staff have to ask individuals to consolidate their belongings or unblock aisles so that others can use the area safely. Others bring food into the tutoring area of the Downtown Branch and create a dining room from a space meant to accommodate tutors and their students. There are people who leave their belongings for long periods of time even though they have left the building. These are common incidents that staff confronts on a regular basis.

As part of its mission, the Library offers free access to the internet and for many library users this is their only connection to online resources. Patrons are limited to one hour's use per day and they must sign up for time. Many internet users are anxious to be able to use the maximum time they are entitled to and this often leads to conflicts and aggressive behavior that the staff has to monitor. Uncomfortable situations arise when library users whose body odor, or the odor of their possessions, affect patrons trying to work nearby. Staff have reported several instances of lice and flea infestations. Additionally, vandalism, drug paraphernalia, and garbage inside and outside of our buildings are ongoing problems.

Staff often observe the effects of individuals under stress: families with questionable parenting skills, physical and verbal fights among library users, shouting at no one in particular or verbal abuse of staff. Staff also have to cope with direct threats from people in the Library. Some of this behavior is caused by people with mental illness. Such behaviors can be frightening to other people using the Library and frustrating for the staff who feel ill-equipped to deal with these issues. Staff is acutely aware that library users are looking to them to handle these situations in a way that makes people feel safe. Staff does not have the training and skills to diagnose, treat, or solve any of these problems long-term.

As one social worker, who has consulted with Library staff in the past to handle this issue revealed, many homeless and/or mentally ill individuals seek refuge in the library as an antidote to the chaos and uncertainty they face on the streets. He further opined that these individuals are attracted to the order of the building and the relative quiet, which provides an environment that produces a predictable structure for the mentally ill and those on the street. Whatever the motivations, there is a significant impact on the morale of the Library staff and the overall atmosphere in the Library. They feel that they are required to act as social workers, sometimes as police officers, during the business day. They are also very aware of the confusion, fear, and unease of others in the building when incidents occur.

As mentioned above, the City is utilizing First Alarm Security guards in the City Hall campus, which includes the Downtown Library Branch. According to staff, the addition of private security guards has been a tremendous help to all Library staff and their added presence has helped foster a positive effect on the atmosphere of the Library. However, illegal activities and anti-social behaviors, at least in part associated with homeless and/or mentally ill individuals persist in the Library.

(e) City of Santa Cruz Resources for Homelessness Prevention and Support

To conclude this report on homelessness, this final section will detail other City of Santa Cruz resources committed to support the prevention/support of homeless individuals and mitigate the negative effects on our community, in addition to efforts mentioned in preceding sections.

Downtown Resources

The City has deployed a number of strategies and resources to address homelessness downtown:

- Remodeled the Soquel/Front Garage public restrooms in a more open design and will soon remodel the Locust Garage public restroom. The City has also implemented a Visitor Restroom Program, which pays a stipend to businesses willing to open their restrooms to all visitors.
- Participates in funding and administering the Downtown Hospitality Program. The hosts make regular and continuous patrols of each parcel that is subject to the assessment of the Cooperative Retail Management District. They provide assistance to businesses and provide information to shoppers, tourists and local residents while on patrol. The hosts act as additional eyes and ears for the police, advising them of any suspicious activities and requesting their response if needed. They refer individuals in need of services to the Maintaining Ongoing Stability through Treatment (M.O.S.T.) worker or the downtown outreach worker (DOW).
- Contributes funding and office space for a position dedicated to the City in the County's program, M.O.S.T. The program pairs outreach workers with police to perform crisis intervention for mentally ill offenders and provide ongoing case management for those clients. Probation and corrections officials, as well as psychiatrist and a licensed vocation nurse, also are part of the team.
- Contributes funding to the County for a downtown outreach worker (DOW) to provide services to people in need of social services, outreach, evaluation, and linkage to health agencies and other organizations that can be used to improve their quality of life and to reduce their potential need for inpatient psychiatric hospitalization or the criminal justice system.
- Provides \$25,000 for Homeward Bound services (administered through the Homeless Services Center, and M.O.S.T/DOW), a program that provides bus tickets to homeless people who want to return to their home communities.
- Attempts to redirect churches and organizations that distribute food downtown to work with established indoor free meal programs.

Social Services Funding

In addition to the Community Development Block Grant (CDBG) and HOME funds allocated to homeless support services that were discussed in a preceding section, the City, since the 1980s has substantially supported the local safety net services through social services grants. Although cities do not deliver health services as part of their core services (this is a responsibility of county governments), the Santa Cruz community and City Councils have valued these services and elected to support them. In FY 2013, the City Council allocated \$1,034,622 in General Fund dollars toward community programs. The historic high funding for these programs was in FY 2002 when \$2,025,586 was allocated.

Administered under the Community Programs (CP) Council Subcommittee and ultimately the City Council, the City grants funding each year to local human services providers for an array of services from child care, to senior meal delivery, to counseling, to emergency and transitional homeless shelters. This grant funding comes from the City's General Fund.

Although many nonprofits provide services to homeless individuals, the direct homeless services providers supported by the City include:

- Community Action Board – Shelter Project
- Families in Transition
- Homeless Garden Project
- Homeless Services Center – Day Center
- Homeless Services Center – Paul Lee Loft (formerly ISSP)
- Homeless Services Center – Page Smith Community House
- Homeless Services Center – Rebele Family Shelter
- Santa Cruz Community Counseling Center – River Street Shelter

Community Programs Funding Comparison FY 2009 to 2013 (5 years)

Program	FY 2013 City Funding	FY 2009 (Amended) City Funding*	% Change, 2013-2009
CAB – Shelter Project**	\$ 38,500	\$ 67,810	-43%
Families in Transition	11,500	16,331	-30%
Homeless Garden Project	5,000	10,375	-52%
HSC – Day Center***	42,000	61,549	-32%
HSC – Paul Lee Loft	11,000	15,963	-31%
HSC – Page Smith	70,000	99,103	-29%
HSC – Rebele Family Shelter	45,000	57,375	-22%
New Life Community Services	7,000	10,845	-35%
SCCCC – River Street Shelter	40,000	18,856	112
TOTAL	\$ 270,000	\$ 358,207	-25%

*With the sudden decline in City revenue from the Great Recession, the City made mid-year adjustments in December of 2008 (FY 2009) amounting to a 10% decrease

** CAB – Shelter Program also received \$111,000 in Red Cross and RDA Funds from the City for housing support in FY 2013

*** HSC – Day Center also received \$11,000 in CDBG in FY 2013

Outside of the Community Programs budget, the City Council also supported a variety of other programs in the FY 2013 budget to assist homeless individuals:

Program	FY 2013 Funding
Winter Shelter (HAP)	\$79,444
2-1-1 Health and Human Services Information Referral	6,500

System (United Way)	
Homeless Action Plan Consultant (HAP)	12,116
10-Year Strategic Plan to End Homelessness (HAP)	1,061
Homeless Census & Survey Consultant (HAP)	9,164
Homeless Management Information System (HAP)	2,423
Homeless Garden Project Refuse Container	1 300
Participation in Serial Inebriate Program	75,000
M.O.S.T / Downtown Outreach Worker	80,000
Homeward Bound Program	25,000
TOTAL	\$292,008

CONCLUSION: Homelessness is a serious and complex issue, influenced by Federal, State and regional policy and, importantly, the state of the economy and availability of resources. Homelessness affects a spectrum of people and originates from a variety of causes. It has wide ranging impacts on a community's public safety, environmental quality, and economic vitality.

Over time, there have been considerable shifts in thinking how resources can be best deployed to target the needs of subpopulations of homeless individuals to end homelessness. The scope of this study session did not extend to a deep examination of such solutions, case studies from other communities, or the application of the Federal "Open Doors" strategic plan—and ultimately where Santa Cruz goes from here. It is the hope of the many City staff members who assisted in the crafting of this report, that the information will assist the City Council in forming a framework from which to proceed.

FISCAL IMPACT: There is no fiscal impact.

Submitted by:

Approved by:

Tina Shull
Assistant City Manager

Martín Bernal
City Manager

Attachments:

- A. Current Federal Definition of Homeless
- B. "Opening Doors: Federal Strategic Plan to Prevent and End Homelessness 2010" – Executive Summary
- C. 2011 Santa Cruz County Homeless Census and Survey, Methodology and Survey Instruments (Appendix I, II, III)
- D. Homeless Section of 2011-2012 CAPER
- E. FY 2013 Community Programs Funding

Federal Definition of Homeless

HEARTH Act changes to the McKinney-Vento Act Section 103, enacted December 5, 2011

Homeless.

(1) An individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:

- (i) An individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground;
- (ii) An individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, or local government programs for low income individuals); or
- (iii) An individual who is exiting an institution where he or she resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution;

(2) An individual or family who will imminently lose their primary nighttime residence provided that:

- (i) The primary nighttime residence will be lost within 14 days of the date of application for homeless assistance;
- (ii) No subsequent residence has been identified; and
- (iii) The individual or family lacks the resources or support networks, e.g., family, friends, faith-based or other social networks needed to obtain other permanent housing;

(3) Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition, but who:

- (i) Are defined as homeless under section 387 of the Runaway and Homeless Youth Act (42 U.S.C. 5732a), section 637 of the Head Start Act (42 U.S.C. 9832), section 41403 of the Violence Against Women Act of 1994 (42 U.S.C. 14043e-2), section 330(h) of the Public Health Service Act (42 U.S.C. 254b(h)), section 3 of the Food and Nutrition Act of 2008 (7 U.S.C. 2012), section 17(b) of the Child Nutrition Act of 1966 (42 U.S.C. 1786(b)), or section 725 of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a);
- (ii) Have not had a lease, ownership interest, or occupancy agreement in permanent housing at any time during the 60 days immediately preceding the date of application for homeless assistance;
- (iii) Have experienced persistent instability as measured by two moves or more during the 60-day period immediately preceding the date of applying for homeless assistance; and
- (iv) Can be expected to continue in such status for an extended period of time because of chronic disabilities, chronic physical health or mental health conditions, substance addiction, histories of domestic violence or childhood abuse (including neglect), the presence of a child or youth with a disability, or two or more barriers to employment, which include the lack of a high school degree or General Education Development (GED), illiteracy, low English proficiency, a history of incarceration or detention for criminal activity, and a history of unstable employment; or

(4) Any individual or family who:

(i) Is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member, including a child, that has either taken place within the individual's or family's primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence;

(ii) Has no other residence; and

(iii) Lacks the resources or support networks, e.g., family, friends, faith-based or other social networks, to obtain other permanent housing.



Opening Doors

**FEDERAL STRATEGIC PLAN TO
PREVENT AND END HOMELESSNESS**

2010



UNITED STATES INTERAGENCY COUNCIL ON HOMELESSNESS

DEPARTMENT OF AGRICULTURE

Secretary Tom Vilsack

DEPARTMENT OF COMMERCE

Secretary Gary Locke

DEPARTMENT OF DEFENSE

Secretary Robert M. Gates

DEPARTMENT OF EDUCATION

Secretary Arne Duncan

DEPARTMENT OF ENERGY

Secretary Steven Chu

**DEPARTMENT OF HEALTH
AND HUMAN SERVICES**

Secretary Kathleen Sebelius

DEPARTMENT OF HOMELAND SECURITY

Secretary Janet Napolitano

**DEPARTMENT OF HOUSING AND
URBAN DEVELOPMENT**

Secretary Shaun Donovan

DEPARTMENT OF INTERIOR

Secretary Ken Salazar

DEPARTMENT OF JUSTICE

Attorney General Eric Holder

DEPARTMENT OF LABOR

Secretary Hilda Solis

DEPARTMENT OF TRANSPORTATION

Secretary Ray H. LaHood

DEPARTMENT OF VETERANS AFFAIRS

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**CORPORATION FOR NATIONAL AND
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Chief Executive Officer Patrick Corrington

GENERAL SERVICES ADMINISTRATION

Administrator Martha N. Johnson

OFFICE OF MANAGEMENT AND BUDGET

Director Peter Orszag

SOCIAL SECURITY ADMINISTRATION

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U.S. POSTAL SERVICE

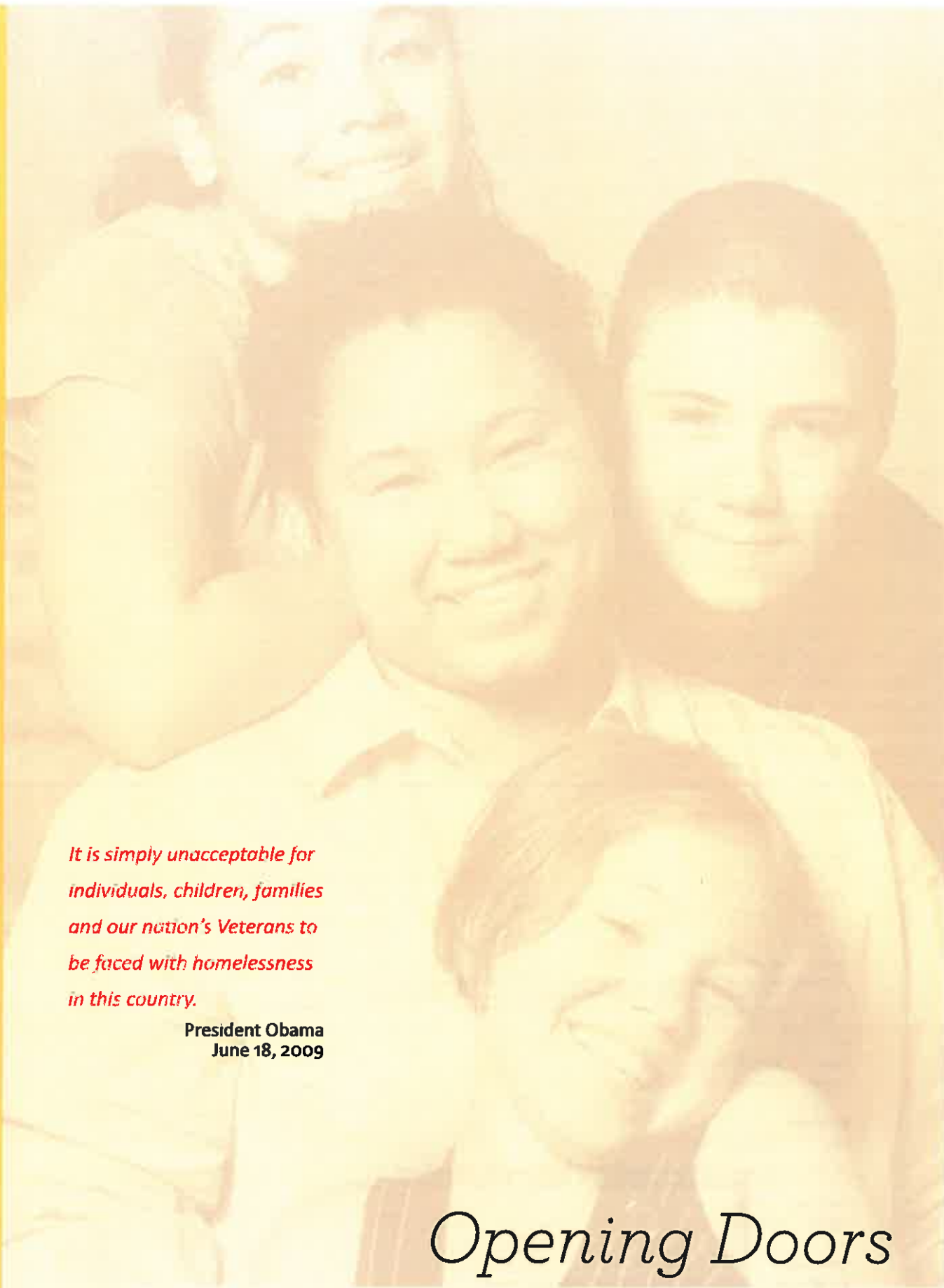
Postmaster General John E. Potter

**WHITE HOUSE OFFICE OF FAITH-BASED
AND COMMUNITY INITIATIVES**

Executive Director Joshua DuBois

**UNITED STATES INTERAGENCY COUNCIL
ON HOMELESSNESS**

Executive Director Barbara Poppe



*It is simply unacceptable for
individuals, children, families
and our nation's Veterans to
be faced with homelessness
in this country.*

**President Obama
June 18, 2009**

Opening Doors

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Contents

Letter from President Obama	
Preface from the Chair	
Executive Summary	4
Vision and Development of the Plan	7
Homelessness in America	10
Sources of Data	11
How Many People Experience Homelessness?	12
<i>Families With Children</i>	12
<i>Unaccompanied Youth</i>	15
<i>Individual Adults</i>	17
<i>Veterans</i>	20
Systems	23
The Plan	25
Increase Leadership, Collaboration, and Civic Engagement	30
Increase Access to Stable and Affordable Housing	35
Increase Economic Security	40
Improve Health and Stability	44
Retool the Homeless Crisis Response System	49
The Steps: Framework for Action	52
References and Endnotes	64

THE WHITE HOUSE

WASHINGTON

Since the founding of our country, “home” has been the center of the American dream. Stable housing is the foundation upon which everything else in a family’s or individual’s life is built—without a safe, affordable place to live, it is much tougher to maintain good health, get a good education or reach your full potential.

When I took office in January 2009, too many of our fellow citizens were experiencing homelessness. We took decisive action through the American Recovery and Reinvestment Act by investing \$1.5 billion in the new Homelessness Prevention and Rapid Re-Housing Program. We have made record Federal investments in targeted homeless assistance in the FY2010 budget and FY2011 budget request. And the recently passed Affordable Care Act will provide new and more effective methods for targeting uninsured, chronically ill individuals as well as children, youth, and adults experiencing homelessness. In addition, through the leadership of the United States Interagency Council on Homelessness, we are coordinating and targeting existing homelessness resources, as well as mainstream programs that can help prevent homelessness in the first place.

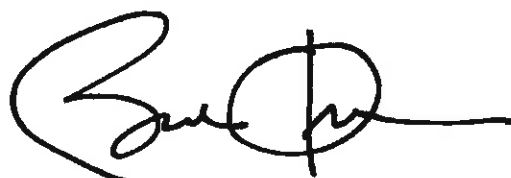
But there is still much more work to do. Veterans should never find themselves on the streets, living without care and without hope. It is simply unacceptable for a child in this country to be without a home. The previous Administration began the work to end chronic homelessness. Now is the time to challenge our Nation to aspire to end homelessness across *all* populations—including families, youth, children, and veterans.

This will take a continued bipartisan effort, as Republicans and Democrats in Congress have collaborated for years to make progress on fighting homelessness.

And preventing and ending homelessness is not just a Federal issue or responsibility. It also will require the skill and talents of people outside of Washington—where the best ideas are most often found. Tremendous work is going on at the State and local level—where States, local governments, nonprofits, faith-based and community organizations, and the private and philanthropic sectors are responsible for some of the best thinking, innovation, and evidence-based approaches to ending homelessness. These State and local stakeholders must be active partners with the Federal Government, and their work will inform and guide our efforts at the national level.

As we undertake this effort, investing in the status quo is no longer acceptable. Given the fiscal realities that families, businesses, State governments, and the Federal Government face, our response has to be guided by what works. Investments can only be made in the most promising strategies. Now more than ever, we have a responsibility to tackle national challenges like homelessness in the most cost-effective ways possible. Instead of simply responding once a family or a person becomes homeless, prevention and innovation must be at the forefront of our efforts.

I was excited to receive *Opening Doors: Federal Strategic Plan to Prevent and End Homelessness*. The goals and timeframes set forth in the Plan reflect the fact that ending homelessness in America must be a *national* priority. Together – working with the Congress, the United States Interagency Council on Homelessness, mayors, governors, legislatures, nonprofits, faith-based and community organizations, and business and philanthropic leaders across our country – we will make progress on ensuring that every American has an affordable, stable place to call home.



Preface from the Chair

As the Chair of the United States Interagency Council on Homelessness (USICH), I am honored to present the nation's first ever comprehensive Federal Strategic Plan to Prevent and End Homelessness.

As the most far-reaching and ambitious plan to end homelessness in our history, *Opening Doors* will both strengthen existing partnerships—such as the combined effort of HUD and the Department of Veterans Affairs to help homeless Veterans—and forge new partnerships between agencies like HUD, HHS, and the Department of Labor.

This is the right time to align our collective resources toward eradicating homelessness. We have a legislative mandate from the HEARTH Act of 2009 and bi-partisan support to adopt a collaborative approach. Most importantly, we now know how to address this important issue on a large scale. Over the past five years, the public and private sectors have made remarkable progress in reducing chronic homelessness. By developing the “technology” of combining permanent housing and a pipeline of support services, we’ve reduced the number of chronically ill, long-term homeless individuals by one-third in the last five years.


I join my fellow Cabinet Secretaries and Council members to call for an alignment of federal resources toward four key goals: (1) Finish the job of ending chronic homelessness in five years; (2) Prevent and end homelessness among Veterans in five years; (3) Prevent and end homelessness for families, youth, and children in ten years; and (4) Set a path to ending all types of homelessness.

This Plan outlines an interagency collaboration that aligns mainstream housing, health, education, and human services to prevent Americans from experiencing homelessness in the future. We propose a set of strategies that call upon the federal government to work in partnership with the private sector, philanthropy, and state and local governments to employ cost effective, comprehensive solutions to end homelessness. Our partners at the local level have already made tremendous strides, with communities across the nation—including over 1,000 mayors and county executives across the country—having developed plans to end homelessness. In the current economic climate, we recognize that from Washington, DC, to Salt Lake City, Utah, everyone is making difficult decisions based on the need for fiscal discipline. Working together, we can harness public resources and build on the innovations that have been demonstrated at the local level and in cities nationwide to provide everyone—from the most capable to the most vulnerable—the opportunity to reach their full potential.

The Council members and the Administration are fully committed to taking these best practices and proven solutions to scale across the federal government. I am committed to leading an open dialogue with all stakeholders as we ensure our efforts reflect the most current research and data on homelessness.

By working together in new ways, we can—for the first time—set a path to end homelessness for the over 640,000 men, women, and children who are without housing on any single night in our country. They cannot afford to wait.

Sincerely,



HUD Secretary and USICH Chair Shaun Donovan



"Homelessness cannot be solved by a single agency or organization, by a single level of government, or by a single sector. Everyone should be reminded of the intricacies of homelessness as a policy area, and remember that preventing and ending homelessness will take real coordination, collaboration, and a constant exchange of ideas."

HHS Secretary
Kathleen Sebelius

Executive Summary

Our nation has made significant progress over the last decade reducing homelessness in specific communities and with specific populations. Communities across the United States—from rural Mankato, Minnesota to urban San Francisco—have organized partnerships between local and state agencies and with the private and nonprofit sectors to implement plans to prevent, reduce, and end homelessness. These communities, in partnership with the federal government, have used a targeted pipeline of resources to combine housing and supportive services to deliver permanent supportive housing for people who have been homeless the longest and are the frailest. The results have been significant.

In many respects, this current period of economic hardship mirrors the early 1980s when widespread homelessness reappeared for the first time since the Great Depression. Communities will need all of the tools in our grasp to meet the needs of those experiencing homelessness, including families and far too many of our nation's Veterans. In particular, we are concerned that recent national data shows a significant rise in family homelessness from 2008 to 2009.¹

HUD Secretary Shaun Donovan, HHS Secretary Kathleen Sebelius, VA Secretary Eric K. Shinseki, and Labor Secretary Hilda Solis declared the vision of the Plan to be centered on the belief that "no one should experience homelessness—no one should be without a safe, stable place to call home." The Plan is focused on four key goals: **(1) Finish the job of ending chronic homelessness in five years; (2) Prevent and end homelessness among Veterans in five years; (3) Prevent and end homelessness for families, youth, and children in ten years; and (4) Set a path to ending all types of homelessness.**

The goals and timeframes we aspire to in this Plan are an important target for the nation. They demonstrate the Council's belief that ending homelessness in America must be a priority for our country. As President Barack Obama has said, in a nation as wealthy as ours, "it is simply unacceptable for individuals, children, families, and our nation's Veterans to be faced with homelessness." We believe it is important to set goals, even if aspirational, for true progress to be made.

This Plan is a roadmap for joint action by the 19-member United States Interagency Council on Homelessness along with local and state partners in the public and private sectors. It will provide a reference framework for the allocation of resources and the alignment of programs to achieve our goal to prevent and end homelessness in America. The Plan also proposes the re-alignment of existing programs based on what we have learned and the best practices that are occurring at the local level, so that resources focus on what works. We will take action in partnership with Congress, states, localities, philanthropy, and communities around the country.

From years of practice and research, we have identified successful approaches to end homelessness. Evidence points to the role housing plays as an essential platform for human and community development. Stable housing is the foundation upon which people build their lives—absent a safe, decent, affordable place to live, it is next to impossible to achieve good health, positive educational outcomes, or reach one's economic potential. Indeed, for many persons living in poverty, the lack of stable housing leads to costly cycling through crisis-driven systems like foster care, emergency rooms, psychiatric hospitals, emergency domestic violence shelters, detox centers, and jails. By the same token, stable housing provides an ideal launching

The second section of the Plan provides an overview of homelessness in America. Since homelessness takes many different forms by population or geographic area, we provide a synopsis of the issues facing these varying groups experiencing homelessness. The section also addresses the sources of data used throughout the Plan.

The third section represents the core of the Plan including the objectives and strategies to prevent and end homelessness. It provides the logic behind each objective, the departments and agencies involved, the key partners, and strategies to achieve the respective objectives.

The Plan concludes with a section that defines the steps USICH partners will take next, providing a framework for action. This includes the impact we aspire to have that will require active work from many partners at all levels of government and across the private sector. This section provides a brief summary about the context in which we move forward in terms of the economic, policy, and political challenges and opportunities. There is a discussion of the measures that will be used to track progress over time toward the Plan goals. Initiatives currently under way that help advance the Plan goals are summarized. Finally, the section lays out the documents USICH will produce to provide information and transparency to the public, Congress, and our partners going forward.

APPENDIX I: HOMELESS CENSUS AND SURVEY METHODOLOGY

Overview

The purpose of the 2011 Santa Cruz County Homeless Census and Survey was to produce a reliable estimate of the number of individuals in Santa Cruz County who experience homelessness based upon results of a Point-in-Time count of homeless individuals. This estimate was based on the results of a street count combined with the results from a shelter count. A more detailed description of the methodology used for the homeless census and survey follows.

Components of the Homeless Count Method

The census methodology had two components:

- The street count – an enumeration of unsheltered homeless individuals.
- The shelter and institution count – an enumeration of sheltered homeless individuals.

Street Count Methodology

Definition

For the purposes of this study, the HUD definition of an unsheltered homeless person was used:

- “Someone who is either living on the streets, or in a vehicle, encampment, abandoned building, unconverted garage, or any other place not normally used or meant for human habitation.”

Research Design

- The purpose of the street count was to conduct an enumeration of unsheltered homeless individuals over a specific measure of time. The unsheltered and sheltered homeless counts were coordinated to occur within the same time period in order to minimize potential duplicate counting of homeless individuals.

Volunteer and Worker Recruitment

- A homeless enumeration effort can only be successful with the assistance of those who possess an intimate knowledge of the activities and locations of homeless individuals. Therefore, the recruitment and training of homeless individuals to work as enumerators was an essential part of the street count methodology. Previous research has shown that homeless individuals, teamed with staff members from homeless service agencies, can be part of a productive and reliable work force.
- To work on the street count, prospective enumerators were required to attend one 1-hour information and training session. Four training sessions were held at multiple locations throughout Santa Cruz County during the weeks prior to the street count. These sessions were attended primarily by homeless individuals, staff from homeless service agencies, and staff from the County of Santa Cruz. The techniques and methods used to identify and enumerate unsheltered homeless individuals were reviewed during these training sessions.

- Homeless individuals who completed the required training session were paid \$10.00 on the morning of the street count. Homeless workers were also paid \$10.00 per hour for their work on the count, and were reimbursed for any expenses (mainly transportation costs) they incurred during the hours they worked. In all, 100 homeless individuals, homeless service providers, city and county workers, and community volunteers were recruited and trained.

Figure 52: Street Count Homeless Guide and Volunteer Participation

	Homeless Guides		Community Volunteers		Total	
	Number trained	Number participated	Number trained	Number participated	Number trained	Number participated
Primary Census	46	52	32	38	78	90
Youth Census	8	8	2	2	10	10
Total	54	60	34	40	88	100

Source: Applied Survey Research. (2011). *Santa Cruz County Homeless Census*. Watsonville, CA.

Street Count Teams

On the morning of the census, two-person teams were created to enumerate designated areas of the county for the street count. A team was ideally composed of one volunteer and one homeless person who had attended a training and information session. Given the expertise each team member brought to working in the field, the “volunteer/homeless worker” teamwork concept was especially beneficial for the street count.

Street count teams were provided with census tract maps of their assigned areas, census tally sheets, a review of the census training documents and techniques, and other supplies. Prior to deployment, volunteers and workers were provided with a brief reminder of how to enumerate thoroughly without disturbing homeless individuals or anyone else encountered during the street census. Over the course of the morning, all 52 census tracts in Santa Cruz County were enumerated.

Safety Precautions

Every effort was made to minimize potentially hazardous situations. Precautions were taken to prepare a safe environment in all deployment centers. Law enforcement districts were notified of pending street count activity in their jurisdictions. No official reports were received in regards to unsafe or at-risk situations occurring during the street count in any area of the county.

Street Count Deployment

Deployment centers in Felton, Santa Cruz, and Watsonville were in operation on the morning of the count. The enumeration effort was conducted between the hours of 5:30 a.m. and 11:00 a.m. This early morning enumeration strategy was selected in order to avoid duplicate counting of sheltered homeless individuals and to increase the visibility of the street homeless. To further mitigate the potential for double-counting individuals as sheltered and unsheltered homeless individuals, the teams enumerating tracts containing shelters were dispatched from the deployment centers first, and shelters were requested to release their occupants later than usual to allow the enumeration team sufficient time to count the unsheltered homeless individuals in the vicinity. In addition, many of the homeless workers had extensive

local knowledge of the homeless population, which enhanced the accuracy of homeless profiling by the enumeration teams and prevented the double-counting of shelter occupants.

Volunteers and County of Santa Cruz staff used personal or agency vehicles to transport homeless workers and volunteers to and from assigned census tracts (although some homeless workers did provide their own transportation). All accessible streets, roads, and highways in the enumerated tracts were traveled by foot, bike, or car. Maps of census tracts that contained both incorporated and unincorporated areas were color-coded with clearly demarcated city boundaries. A separate tally sheet was used for each jurisdiction included in the census tract to ensure the integrity of the jurisdictional census data.

Homeless individuals were counted and tallied according to these observed categories:

Individuals:	Family Members:	Notations:
» Adult male	» Adult male	» Vehicles (cars, vans, RV's, campers, etc.)
» Adult female	» Adult female	» Encampments
» Children (under age 18)	» Children (under age 18)	» Abandoned buildings
» Youth Ages 18-24		» People reported by park ranger
» Adult of undetermined gender		

Homeless enumerators were also instructed to include themselves on their tally sheets if they were not going to be counted by a shelter or institutional census.

Upon their return, teams turned in their census tally forms and were debriefed by the deployment captains. Observational comments and the integrity of the enumeration effort were reviewed and assessed. This review was primarily done to check for double-counting (i.e., counting a family as both family members and individuals) and to verify that every accessible road within the assigned area was enumerated.

To avoid potential duplicate counting of unsheltered and sheltered homeless individuals, it was imperative to enumerate during the narrow timeframe when sheltered and unsheltered homeless do not co-mingle. No direct contact with enumerated homeless individuals was made during the census enumeration. Administering the survey in conjunction with the census would have taken up too much of this narrow timeframe, thereby increasing the likelihood of duplication between the street and sheltered homeless counts, and jeopardizing the accuracy of the census. Thus, observation-only enumeration strategies were employed during the census, and the survey component of this project began after the census was completed.

Additionally, because unaccompanied youth tend to be difficult to enumerate since they do not usually co-mingle with the adult homeless population, special youth enumeration teams consisting of currently and formerly homeless youth were formed to enumerate unaccompanied homeless youth. They focused specifically on known congregation areas for youth and enumerated unaccompanied homeless youth under age 18, as well as 18-24 year old homeless adults who associate in the same social circles. The teams kept track of the locations where the homeless youth were sighted by recording the nearest intersection. The youth enumerated by these special teams were assigned census tract locations post-facto and were integrated into the overall countywide enumeration results.

Although any homeless enumeration is vulnerable to an undercount, all of the people, vehicles, encampments, and abandoned buildings tallied during the Point-in-Time street count were visually observed by enumerators. The report does not include homeless individuals living in highly inaccessible places, such as locations where safety issues prevented enumerators from entering, and remote forest areas. However, methodological improvements to the enumeration process were implemented in 2011 to connect with individuals living in remote areas and those residing in vehicles. Special enumeration teams were recruited by homeless service providers and local advocates to focus on the subpopulations. Nonetheless, groups – such as youth, women, families, and the migrant homeless – who tend not to be as visible as the general homeless population, are challenging to enumerate and were likely undercounted. Many of these populations try to remain hidden for safety reasons. ASR and its partners have tried to minimize any undercount or misrepresentation. Where ASR and its partners believe the enumeration and methodology may have resulted in an undercount or overcount, we have so stated.

Shelter and Institution Count Methodology

Definition

For the purposes of this study, the HUD description of a sheltered homeless individual was used:

- A sheltered homeless person resides in:
 - » An emergency shelter, including temporary emergency shelters only open during severe weather.
 - » Transitional housing for homeless persons who originally came from the streets or emergency shelters.

Goal

The goal of the shelter and institution (S&I) count was to gain an accurate count of the number of homeless individuals temporarily housed in shelters and other institutions across Santa Cruz County. These data were vital to gaining an accurate overall count of the homeless population, to understanding where homeless individuals received shelter, and the percentage of homeless individuals served by local shelters.

Data Collection

The basic approach was to identify and contact as many agencies as possible that temporarily house homeless individuals and request that those agencies send ASR a count of the number of homeless individuals housed in their programs on the night of January 24, 2011. The support and participation of a broad range of agencies, both public and private, was needed to complete the shelter and institution count. These agencies included:

- Emergency Shelters (including agencies who distribute motel vouchers)
- Transitional Housing Programs

These institution types were included in the count because they were most likely to temporarily house persons who were homeless.

Inherent Challenges and Assumptions of the PIT Homeless Census

Challenges

There are many challenges in any homeless enumeration, especially when implemented in a community as diverse as Santa Cruz County. While homeless populations are usually concentrated around city emergency shelters and homeless service facilities, homeless individuals and families can also be found in suburbs, commercial districts, and outlying county areas that are not easily accessible by enumerators. Homeless populations include numerous difficult-to-enumerate subsets such as:

- Chronically homeless individuals who may or may not access social, health, or shelter services,
- Persons living in vehicles who relocate every few days,
- Persons who have children and therefore stay “under the radar” for fear of having to turn their children over to Child Protective Services,
- Homeless youth, who tend to keep themselves less visible than homeless adults,
- Homeless individuals who live in isolated rural or wilderness areas,
- Homeless individuals who sleep in unfit structures, and
- Homeless individuals residing on private property.

Census Undercount

In a non-intrusive, Point-in-Time, visual homeless enumeration, the methods employed, while academically sound, have inherent biases and shortcomings. Even with the assistance of dedicated homeless service providers and currently or previously homeless census enumerators, the methodology cannot guarantee 100% accuracy. Many factors may contribute to missed opportunities.

By counting the minimum number of homeless individuals on the streets at a given point in time, the homeless census methodology is conservative and therefore most likely results in an undercount of homeless individuals with immigration issues, some of the working homeless, families, and street youth. This conservative approach is necessary to preserve the integrity of the data collected. Even though the census is most likely to be an undercount of the homeless population, the methodology employed, coupled with the homeless survey, is the most comprehensive approach available.

Assumptions of Annual Estimation

The calculations used to project an annual estimate of homelessness are based on two very important assumptions.

- The information gathered by the homeless survey is indicative of responses that would have been given at any other time during the year and is representative of the general diversity of the study area’s homeless population.
- The Point-in-Time census count is reasonably indicative of a count that would have been obtained at any other time during the year.

- Service providers have supported these assumptions by indicating that the demand for services stayed relatively consistent over time. Additionally, the total number of homeless individuals accessing services does not fluctuate to a great degree, although the proportion of sheltered versus unsheltered homeless does vary with the seasons.

Estimates of the number of people who experience homelessness in a given year are important for planning purposes and HUD reporting requirements. Because many homeless experiences are relatively short-term (i.e., less than a year), it is important to account for this phenomenon when determining the annual demand for homeless services.

Given the size of the survey sample (498 persons), the statistical reliability of the projections, the undercount inherent in any homeless census, as well as the use of a HUD-approved annualization calculation, the Project Committee and Applied Survey Research have determined that this methodology was the most complete and accurate of all available approaches.

Survey Methodology

Planning and Implementation

The survey of 498 homeless individuals was conducted in order to yield qualitative data about the homeless community in Santa Cruz County. These data were used for the federal Continuum of Care Homeless Assistance funding application and are important for future program development and planning. The survey elicited information such as gender, family status, military service, length and recurrence of homelessness, usual nighttime accommodations, primary cause of homelessness, and access to services through open-ended and multiple response questions. The survey data bring greater perspective to current issues of homelessness and to the provision and delivery of services. The survey findings also provide a measure of changes in the composition of the homeless population since 2009.

Surveys were conducted by homeless workers and service provider volunteers who were trained by Applied Survey Research. Training sessions led potential interviewers through a comprehensive orientation that included project background information and detailed instruction on respondent eligibility, interviewing protocol, and confidentiality. Because of confidentiality and privacy issues, service providers typically conducted the surveys that were administered within shelters. No self-administered surveys were accepted in order to maintain a standardized and consistent protocol. Homeless workers were compensated at a rate of \$5.00 per completed survey.

It was determined that survey data would be more easily collected if an incentive gift was offered to respondents in appreciation for their time and participation. A small duffle bag was selected as an incentive to participate in the survey. These bags were easy to obtain and distribute, were thought to have wide appeal, and could be provided within the project budget. This approach enabled surveys to be conducted at anytime during the day. The gift proved to be a great incentive and was widely accepted among survey respondents.

Survey Sampling

In order to select a random sample of respondents, survey workers were trained to employ a randomized “every third encounter” survey approach. Survey workers were instructed to approach the third person they encountered whom they considered to be an eligible survey respondent.⁴⁵ If the person declined to take the survey, the survey worker could approach the next eligible person they encountered. After completing a survey, the randomized approach was resumed.

Strategic attempts were made to reach individuals in various geographic locations and of various subset groups such as homeless youth, minority ethnic groups, veterans, domestic violence victims, and families, including recruiting survey workers from these subset groups.

Trained homeless interviewers administered surveys to the “street” homeless. These workers were used as interviewers because they were familiar with the conditions, challenges, and likely locations of homeless individuals, and they may therefore be more likely to obtain completed surveys. This peer-to-peer approach may also encourage more candid responses by lessening the suspicion or apprehension of the respondent and helping to build rapport between the survey worker and respondent. Interviewers were asked to verify that the person was homeless and inquire if they had already taken the survey; if they had not taken the survey, they were asked if they were willing to do so, knowing there was a “thank you” gift at the completion of the survey. Workers were also asked to remain unbiased at all times, make no assumptions or prompts, keep all responses anonymous and confidential, and ask all questions, but allow respondents to skip any question they did not feel comfortable answering.

Surveys were also administered in shelters and transitional housing programs. In order to assure the representation of transitional housing residents, who can be underrepresented in a street-based survey, survey quotas were created to reach individuals and heads of family households living in these programs. Four transitional housing programs throughout Santa Cruz County, including family-focused programs, participated in the survey effort. Typically, program staff conducted those surveys. The same survey was used in both shelter and street environments. Twenty-four percent (24%) of all survey respondents were sheltered homeless, and the remaining 76% were unsheltered homeless.

Based on a Point-in-Time estimate of 2,771 homeless individuals, with a randomized survey sampling process, the 498 valid surveys represent a confidence interval of +/- 4% with a 95% confidence level when generalizing the results of the survey to the estimated population of homeless individuals in Santa Cruz County.

Data Collection

Care was taken by interviewers to ensure that respondents felt comfortable regardless of the street or shelter location where the survey occurred. During the interviews, respondents were encouraged to be candid in their responses and were informed that these responses would be framed as general findings, would be kept confidential, and would not be traceable to any one individual.

⁴⁵ The survey method of systematically interviewing every n^{th} person encountered in a location is recommended by HUD in their publication, *A Guide to Counting Unsheltered Homeless People*, Second Revision, January 2008, p. 37.

Overall, the interviewers experienced excellent cooperation from respondents. This may have been influenced by the incentive gift and by the fact that the street interviewers had previously been, or were currently, fellow members of the homeless community.

Data Analysis

In order to avoid potential duplication of respondents, the survey requested respondents' initials and date of birth, so that duplication could be avoided without compromising the respondents' anonymity. Upon completion of the survey effort, an extensive verification process was conducted to eliminate potential duplicates. This process examined respondents' date of birth, initials, gender, ethnicity, and length of homelessness, and consistencies in patterns of responses to other questions on the survey. It was determined that 5 surveys were duplicates. This left 498 valid surveys for analysis.

Survey Administration Details

- The 2011 Santa Cruz County Homeless Survey was administered by the trained survey team between February 6, 2011 and March 20, 2011.
- In all, the survey team administered 498 unique surveys.


Survey Challenges and Limitations

The 2011 Santa Cruz County Homeless Survey did not include an equal representation of all homeless experiences. However, as mentioned previously, based on a Point-in-Time estimate of 2,771 homeless persons, the 498 valid surveys represent a confidence interval of +/- 4% with a 95% confidence level when generalizing the results of the survey to the estimated homeless population of Santa Cruz County. These confidences can be applied to the survey findings because the survey was randomly administered.

In self-reporting survey research, as was conducted by this survey, there is always some room for misrepresentation. Since there is no mechanism to separate truth from fiction in survey responses, it is important to make every effort to elicit the most truthful responses from interviewees. Using a peer interviewing methodology is believed to allow the respondents to be more candid with their answers, and may help reduce the uneasiness of revealing personal information. It should be noted that the responses provided for this survey are consistent based on reviews by service providers who:

- Selected reliable interviewers who had completed a comprehensive training; and
- Reviewed the surveys and ensured quality responses.
- Surveys that were considered to be incomplete or to contain false responses were not accepted, and the interviewer was not compensated.

APPENDIX II: CENSUS INSTRUMENTS



2011 SANTA CRUZ COUNTY HOMELESS CENSUS

Street Count Tally Sheet Map #: _____ City: _____

Team Member 1: _____	Deployment Center: _____	Date: _____
Team Member 2: _____	Deployment Center Captain: _____	
Team Member 3: _____	Deployment Center Phone #: _____	

INDIVIDUALS			
	Under 18 Years	18-24 Years Old	25+ Years Old
Men			
Women			
Undetermined Gender			

FAMILIES			
<i>A family is defined as at least one adult WITH at least one child (under 18) present.</i>			
Family Units	Family Units	Family Units	Family Units
Family #1			
Family #2			
Family #3			
Family #4			
Family #5			

Note: If more than 5, use back of tally sheet.

USE SECTION BELOW WHEN # OF PERSONS NOT VISIBLE

VEHICLES, BUILDINGS, & PARKS	Tally
# of CARS with occupants	
# of VANS with occupants	
# of RVs with occupants	
# of Abandoned/Foreclosed BUILDINGS with occupants	
# of people in PARKS reported by Park Ranger	

ENCAMPMENTS with Occupants	# of tents or structures
Encampment #1	
Encampment #2	
Encampment #3	
Encampment #4	
Encampment #5	

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YOUTH STREET COUNT TALLY SHEET

Team Member 1:

Team Member 9:-

Team Member 2:

Team Member 4:

[illegible]

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2015年12月

APPENDIX III: SURVEY INSTRUMENTS

8764ER2690 2011 Santa Cruz County Homeless Survey

REFUSALS _____ (Office Use) _____ Interview Date: _____

Interviewer's (Your) Name: _____ (Interviewer: Read question & answers to the respondent)

Neighborhood or city: _____ (Office Use)

Respondent's Initials: First _____ Middle _____ Last _____

Shade Circles Like This → ●

Not Like This → ○

1. What is your birth date? (Shade only 1)

Month _____ Day _____ Year _____

2. Which racial / ethnic group do you identify with the most? (Shade only 1)

☐ White/Caucasian ☐ American Indian/Alaskan/Native
☐ Black/African American ☐ Asian
☐ Hispanic/Latino ☐ Pacific Islander
☐ Other/Multiracial

3. How do you identify yourself?

☐ Male ☐ Female ☐ Transgender ☐ Other

4. Have you ever served in the U.S. Armed Forces?

☐ Yes ☐ No ☐ Don't know ☐ Decline to state

5. Were you activated, into active duty, as a member of the National Guard or as a reservist?

☐ Yes ☐ No ☐ Don't know ☐ Decline to state

5a. In which war theater did you serve? (Shade all that apply)

☐ World War II ☐ Gulf War I ☐ Other
☐ Korea ☐ Viet Nam ☐ Afghanistan

6. Do you live alone (by yourself)?

☐ Yes (Skip to question 7)
☐ No

6a. Do you live with: (Shade all that apply)

☐ Spouse or significant other ☐ Other family member(s)
☐ Children ☐ Friend(s)
☐ Parent or legal guardian ☐ Other _____
☐ Street family

6b. If you live with a spouse, significant other or parent, do any of the following conditions prevent them from maintaining work or housing? (Shade all that apply)

☐ Disability physical condition ☐ HIV/AIDS
☐ Substance addiction ☐ Mental illness
☐ Domestic violence ☐ Developmental disability
☐ Post-Traumatic Stress Disorder (PTSD) ☐ None of the above

7. Do you have any children?

☐ Yes ☐ No (Skip to question 8)

7a. Are any of your children currently living with you?

☐ Yes ☐ No

7b. Are your children: (Shade all that apply)

	1	2	3	4+
16 years or over	How many?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13-15 years old	How many?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10-12 years old	How many?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5-9 years old	How many?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7c. Are you children 5-17 in school? ☐ Yes ☐ No

7d. Do you have any children in foster care?

☐ Yes ☐ No

8. Immediately before you became homeless this last time, were you living: (Shade only 1)

☐ In a home owned by your partner ☐ In supervised housing
☐ In a rented home/apartment ☐ In jail or prison
☐ With friends ☐ In a hotel
☐ With relatives ☐ In a treatment facility
☐ In a motel/hotel ☐ Other

9. Where do you usually stay at night, since you have been homeless? (Shade only 1)

☐ Outdoors/street/sidewalk ☐ A place in a house not normally used for sleeping (kitchen, living room, etc.)
☐ Unconverted garage or basement ☐ Emergency shelter
☐ Backyard or storage structure ☐ Public facilities (train station, bus depot, transit center, etc.)
☐ Motel/hotel ☐ Transitional housing
☐ Automobile ☐ Other shelter
☐ Van ☐ Other
☐ Campervan ☐ Other
☐ Abandoned building ☐ Other
☐ How many people, including yourself, usually stay there? _____

10. In the last 30 days, have you ever tried to stay at an emergency shelter or a transitional housing facility in Santa Cruz County and been turned away?

☐ Yes, a shelter ☐ Yes, a transitional housing program
☐ No (Skip to question 11)

10a. Why were you turned away? (Shade all that apply)

☐ There were no beds available ☐ Couldn't follow shelter rules
☐ Didn't accept partnership ☐ Because of your disability
☐ Didn't accept teenage children ☐ Because of your mental illness
☐ Didn't accept pets ☐ You were pregnant
☐ Alcohol/drug problems ☐ Had no identification
☐ Didn't meet work requirement ☐ Have a criminal record
☐ Didn't like the program/service ☐ Don't know
☐ Because you smoke ☐ Other

11. Is this the first time you have been homeless?

☐ Yes (Skip to question 12)
☐ No

11a. In the last 12 months, how many times have you been homeless, including this present time? (Shade only 1)

☐ 1 time ☐ 3 times ☐ 5 times ☐ More than 5 times
☐ 2 times ☐ 4 times ☐ 6 times

11b. In the last 5 years, how many times have you been homeless, including this present time? (Shade only 1)

☐ 1 time ☐ 3 times ☐ 5 times ☐ More than 5 times
☐ 2 times ☐ 4 times ☐ 6 times

12. How long have you been homeless this present time? (Shade only 1)

☐ 7 days or less ☐ 1-2 months ☐ 3-4 months
☐ 5-10 days ☐ 3-6 months ☐ 1 year ☐ More than 1 year

12a. How long have you been homeless since you last lived in a permanent housing situation? (Shade only 1)

☐ 7 days or less ☐ 1-4 months ☐ 5 months ☐ 12 months
☐ 8-10 days ☐ 5 months ☐ 6 months ☐ 1-2 years
☐ 2 months ☐ 6 months ☐ 12 months ☐ 3-5 years
☐ 3 months ☐ 7 months ☐ 11 months ☐ More than 3 years

13. Where were you living right before you most recently became homeless? (Shade only 1)

☐ Live Oak ☐ Capitola ☐ San Lorenzo Valley
☐ Soquel ☐ Watsonville ☐ Scotts Valley ☐ Other area:
☐ Del Norte ☐ Arroyo ☐ City of Santa Cruz ☐ South County

☐ Other County in California (Skip to question 14)
☐ Out of State (Skip to question 14)

13a. How long had you lived in Santa Cruz County before becoming homeless? (Shade only 1)

☐ 1 day or less ☐ 4-6 months ☐ 3-5 years
☐ 8-10 days ☐ 7-11 months ☐ 6-10 years
☐ 1-3 months ☐ 1-2 years ☐ More than 10 years

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14. What do you think is the primary event or condition that led to your homelessness? (Please choose the main reason). (Shade only 1 response)

☐ Evicted job
☐ Evicted because landlord sold/evicted/renting property
☐ Lost home through foreclosure
☐ Landlord raised rent
☐ Alcohol or drug use
☐ Illness or medical problem
☐ Mental health issues
☐ Family/domestic violence

☐ Homelessness treatment program
☐ Argument with family or friend who asked you to leave
☐ Natural disaster
☐ Aging out of foster care
☐ Evicted or separated
☐ Natural disaster/flood etc.
☐ Other _____
☐ Don't know/decline to state

15. What is keeping you from getting permanent housing? (Shade all that apply)

☐ Can't afford rent
☐ No job/no income
☐ No money for moving costs (security deposit, first and/or last month rent)
☐ No housing available

☐ No transportation
☐ Bad credit
☐ Eviction record
☐ Criminal record
☐ Don't want to
☐ Other _____

16. Are you currently receiving any of the following forms of government assistance? (Shade all that apply)

☐ General Assistance
☐ Food Stamps
☐ Medi-Cal/Medicaid
☐ Veterans Benefits
☐ SSI

☐ SSI (Supplemental Security Income) / SSDI
☐ Cash Aid / CalWORKS
☐ VA Disability Compensation
☐ Other governmental assistance (State disability benefits, workers compensation, unemployment, etc.)

(If you qualify for these, go to 17)

17. I am not currently receiving any of these (Add additional 15a)

18a. If you are not receiving any government assistance, why not? (Shade all that apply)

☐ Don't think I'm eligible
☐ Have no identification
☐ No permanent address
☐ No transportation
☐ Never applied
☐ Benefits were cut off
☐ Immigration issues
☐ Paper work too difficult

☐ I have applied for one or more of these services, and I am currently waiting for approval
☐ Don't know where to go
☐ Turned down
☐ Will apply soon
☐ Don't need government assistance
☐ Other _____

17. Are you currently using any of the following services/assistance? (Shade all that apply)

☐ Emergency shelter
☐ Free meals
☐ Bus pass/bus
☐ Job training
☐ Alcohol/drug counseling
☐ Shelter day services

☐ Legal assistance
☐ Health services
☐ Mental health services
☐ Other _____
☐ Not using any services

18. What is your employment status?

☐ Student
☐ Self-employed
☐ Unemployed

☐ Employed part-time
☐ Retired
☐ Migrant worker
☐ Seasonal/Temporary worker

18a. If you are unemployed, what is keeping you from getting employment? (Shade all that apply)

☐ Need education
☐ Need training
☐ Need clothing
☐ No shower facilities
☐ No phone
☐ Health problems
☐ Disabled
☐ Alcohol/drug issues
☐ Criminal record
☐ No child care

☐ No permanent address
☐ No transportation
☐ No tools for trade
☐ No work permit (No S.S.I.)
☐ No photo identification
☐ Don't want to work
☐ No job
☐ Retired
☐ House partner doesn't allow me to work
☐ Not applicable

19. What is your total monthly income from all Government benefits? (County, State, Federal monies) (Shade only 1)

☐ Zero
☐ \$1 - \$150
☐ \$151 - \$250

☐ \$251 - \$500
☐ \$501 - \$1000
☐ \$1001 - \$1500

☐ \$1501 - \$2000
☐ Over \$2000

(Office use)

20. What is your total monthly income from all Non-Government sources? (Job, parhanding, recycling, etc.)

☐ Zero
☐ \$1 - \$150
☐ \$151 - \$250

☐ \$251 - \$500
☐ \$501 - \$1000
☐ \$1001 - \$1500

☐ \$1501 - \$2000
☐ Over \$2000

21. Do you parhandle, or ask people for money or spare change?

☐ Yes
☐ No

☐ SA's to question 22

21a. In a typical month, how much money do you make from parhanding (in dollars)?

(Office use)

22. Were you ever in foster care?

☐ Yes
☐ No

23. Since you became homeless this last time, have you needed medical care and been unable to receive it?

☐ Yes
☐ No

24. Where do you usually get medical care? (Shade only 1)

☐ Hospital emergency room
☐ Homeless Persons Health Project clinic/nurse
☐ Fresno Ave. Clinic
☐ Watsonville Clinic
☐ VA Medical Clinic

☐ Community clinic
☐ Private doctor
☐ Friends/family
☐ Don't ever go
☐ Other
☐ Don't know

24a. How many times in the last 12 months have you used the emergency room for any treatment?

_____ times

(Office use)

25. How many nights, if any, have you spent in jail or prison during the last 12 months?

_____ nights

26. Are you currently experiencing any of the following:

	Yes	Don't prevent you from getting work or housing?	No	Yes	No
26a. Physical disability	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
26b. Mental illness	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
26c. Depression	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
26d. Alcohol/drug abuse	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
26e. Domestic/partner violence or abuse	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
26f. Chronic health problems	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
26g. ADD/ADHD related illness	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
26h. Tuberculosis	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
26i. Hepatitis C	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
26j. PTSD (Post Traumatic Stress Disorder)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
26k. Developmental disability	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

27. Do you have a working cell phone?

☐ Yes
☐ No

28. How often do you use the Internet?

☐ At least once a week
☐ Sometimes
☐ Never

☐ At least once a month

**Encuesta de Personas Desamparadas del 2011
del condado de Santa Cruz**

0497572496 (Office Use)

RECHAZOS _____ (Office Use) _____ Fecha de la Entrevista: _____

Nombre del Entrevistador: _____ (Entrevistador: Lea la pregunta y las opciones de respuesta al entrevistado)

Vicindario-lugar: _____ (Office Use)

Nombre del Entrevistado: 1 Nombre _____ 2 Nombre _____ Apellido _____

Marque los círculos así: ☒ y NO así: ☒ ☒

1. Cuál es su fecha de nacimiento?

Mes _____ Día _____ Año _____

(Office Use) (Office Use) (Office Use)

2. A qué grupo étnico/racial considera Ud. que pertenece? (Marque sólo una respuesta)

☐ Blanco/Californico ☐ Nativo Americano/Indio de Alaska
☐ Negro/Afroamericano ☐ Asiático
☐ Hispano/Latino ☐ Isao del Pacífico
☐ Otro/Multirracial

3. Como se identifica usted?

☐ Hombre ☐ Mujer ☐ Transgénero ☐ Otro

4. Ha prestado servicio en las Fuerzas Armadas de los U.S.? ☐ Si ☐ No ☐ No sabe ☐ No desea responder

5. Fue llamado a prestar servicio, de manera activa, como miembro de la Guardia Nacional o como reservista? ☐ Si ☐ No ☐ No sabe ☐ No desea responder

6a. En cuál de estas escenas de guerra prestó sus servicios? (Marque las que apliquen)

☐ Guerra Mundial ☐ Primera guerra del Golfo ☐ Otra
☐ Corea ☐ Segunda guerra del Golfo ☐ Ninguna
☐ Vietnam ☐ Afganistán

6. Vive usted solo (por su cuenta)? ☐ Si ☐ No (Vaya a la pregunta 7)

6a. Ud. vive con: (Marque las que apliquen)

☐ Esposa/pareja ☐ Otros miembros de la familia
☐ Hijos/as ☐ Amigos
☐ Padre o guardián legal ☐ Otro

6b. Si usted vive con su esposo(a) o su pareja, cuál de las siguientes condiciones le impiden poder tener trabajo o una vivienda? (Marque las que apliquen)

☐ Discapacidad física ☐ SIDA/HIV
☐ Adicción a sustancias ☐ Enfermedad mental
☐ Violencia doméstica ☐ Discapacidad del desarrollo
☐ Estrés post-traumático (PTSD) ☐ Nada de lo anterior

7. Usted tiene hijos? ☐ Si ☐ No (Vaya a la pregunta 8)

7a. Alguno de sus hijos está viviendo actualmente con Ud.? ☐ Si ☐ No

7b. La edad de sus hijos es: (Marque las que apliquen)

Edad	Cuántos?	1	2	3	4+
0-5 años	Cuántos?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6-12 años	Cuántos?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13-17 años	Cuántos?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7c. ¿Sus hijos con edad de 5-17 años están en la escuela? ☐ Si ☐ No

7d. Tiene hijos en foster care o albergue temporal? ☐ Si ☐ No

8. Inmediatamente antes de convertirse en persona sin hogar esta última vez, ¿dónde estaba? (Marque sólo una respuesta)

☐ Viviendo en un lugar cuyo o de su pareja ☐ Viviendo en un hogar subvencionado
☐ Rentando casa/apto. ☐ En la cárcel/prisión
☐ Viviendo con amigos ☐ En un hospital
☐ Viviendo con familiares ☐ Centro de rehabilitación
☐ En un motel/hotel ☐ Otro

9. Donde se queda Ud. generalmente en las noches desde que se quedó sin hogar? (Marque sólo una respuesta)

☐ En un albergue temporal ☐ Un lugar en una casa que normalmente no es suya
☐ Casa en el estado en modificación ☐ En la calle, en la calle, en la calle
☐ País o estructura de pobreza ☐ Refugio de emergencia
☐ Motel/hotel ☐ Albergue público, estación de tránsito, etc.
☐ Vehículo automotor ☐ Hogar de pasadiferencia
☐ Van ☐ Otro tipo de refugio
☐ Campesinaje ☐ Otro
☐ Edificio abandonado

Cuántas personas indocumentadas vive con usted en el? ☐ Cuántas personas indocumentadas vive con usted en el?

10. En los últimos 30 días ha intentado tener acceso a un refugio o hogar de pasadiferencia en el Condado de Santa Cruz y se le ha negado el servicio? ☐ Si ☐ No (Vaya a la pregunta 11)

11. Por qué se le fue negado el servicio? (Marque las que apliquen)

☐ No tenían camas disponibles ☐ No siguió las reglas del lugar
☐ El lugar no acepta a personas ☐ Por estar embarazada
☐ No aceptan niños o jóvenes ☐ Debido a su condición mental
☐ El lugar no acepta mascotas ☐ Estoy embarazada
☐ Problemas con identificación ☐ No tener identificación
☐ No cumplir requisitos de ingreso ☐ Historia de crimen judicial
☐ No pagar de servicios básicos ☐ No se
☐ Porque Ud. fuma ☐ Otro

11a. Es la primera vez que ha estado sin hogar desde reparado? ☐ Si ☐ No (Vaya a la pregunta 12)

11b. En los últimos 12 meses cuántas veces, incluyendo esta, ha sido una persona sin hogar? (Marque sólo una respuesta)

☐ Una vez ☐ 2 veces ☐ 3 veces ☐ Más de 6 veces
☐ 4 veces ☐ 5 veces

11c. En los últimos 3 años cuántas veces, incluyendo esta, ha sido una persona sin hogar? (Marque sólo una respuesta)

☐ Una vez ☐ 2 veces ☐ 3 veces ☐ Más de 6 veces
☐ 4 veces ☐ 5 veces

12. ¿Cuánto tiempo lleva sin hogar esta vez? (Marque sólo una respuesta)

☐ 7 días o menos ☐ 1-3 meses ☐ 4-11 meses
☐ 1-30 días ☐ 3-6 meses ☐ 1 año ☐ Más de 1 año

12a. Hace cuánto ha estado sin hogar desde la última vez que vivió en un hogar permanente? (Marque sólo una respuesta)

☐ 7 días o menos ☐ 4 meses ☐ 5 meses ☐ 12 meses
☐ 6-30 días ☐ 5 meses ☐ 6 meses ☐ 12 años
☐ 3 meses ☐ 6 meses ☐ 10 meses ☐ 2-3 años
☐ 3 meses ☐ 7 meses ☐ 11 meses ☐ Más de 3 años

13. Donde estaba viviendo la última vez que se convirtió en persona sin hogar? (Marque sólo una respuesta)

☐ Live Oak ☐ Garbino ☐ San Lorenzo Valley ☐ Otras áreas del sur del Condado
☐ Soquel ☐ Watsonville ☐ Scotts Valley
☐ Del Norte ☐ Arroyo ☐ Ciudad de Santa Cruz

☐ Otro Condado en California (Vaya a la pregunta 14)

☐ Fuera del estado (Vaya a la pregunta 14)

13a. ¿Cuánto tiempo ha estado en el Condado de Santa Cruz antes de convertirse en persona sin hogar?

☐ 7 días o menos ☐ 4-6 meses ☐ 7-12 años
☐ 6-30 días ☐ 7-11 meses ☐ 8-10 años
☐ 1-3 meses ☐ 1-2 años ☐ Más de 12 años

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14. ¿Cuál piensa Ud. que fue el principal evento o situación que lo llevó a su actual condición de persona sin hogar? (Marque solo una respuesta)

☐ Perdió el trabajo ☐ Reconstrucción por desastres naturales
☐ La vivienda fue vendida o no fue renovada más ☐ Faltó con familia o amigo a quien se le pudo recurrir
☐ Perdió su casa por falta de dinero ☐ Haber estado en cárcel
☐ Incremento de la renta ☐ Estado de salud de tener care
☐ Uso de alcohol o drogas ☐ Se separó o divorció
☐ Enfermo o problema médico ☐ Desastre natural
☐ Asaltos de salud mental ☐ Accidentes, incendios, etc.
☐ Violencia doméstica/familiar ☐ Otro _____

15. ¿Qué es lo que le impide poder tener un lugar para vivir de manera permanente? (Marque las que apliquen)

☐ No puede pagar la renta ☐ Sin transponte
☐ Sin trabajo/ingresos ☐ Sin crédito
☐ Costos iniciales de renta ☐ Historia de desalojo
☐ Depósito de seguridad ☐ Historia de crimen judicial
☐ Pago del primer y/o último mes de renta ☐ Mala salud física o mental
☐ No hay disponibles ☐ Otro _____

16. Actualmente, ¿recibe alguna de las siguientes formas de asistencia del gobierno? (Marque las que apliquen)

☐ Asistencia General ☐ San. (Public Health, Security, etc.)
☐ Estampas de alimentos ☐ Cash Aid, CalWORKs
☐ Medi-Cal, Medi-Care ☐ VA Disability Compensation
☐ Veterans Benefits ☐ Otro tipo de asistencia del gobierno
☐ WIC ☐ Compensación laboral, desempleo
☐ Seguro Social ☐ Beneficios del Estado por incapacidad, etc.
☐ (Si responde alguna de estas, vaya a la pregunta 17)
☐ No recibe actualmente ninguna de estas ☐ (Si no, vaya a la pregunta 18a)

18a. Si no recibe ningún tipo de asistencia del gobierno, ¿por qué no? (Marque las que apliquen)

☐ No cree que es elegible ☐ No aplicó a uno o más de estos servicios y está esperando la aprobación
☐ No tiene identificación ☐ No sabe a dónde ir
☐ Sin dirección permanente ☐ No tiene transponte
☐ No tiene transponte ☐ Se le ha negado
☐ Nunca ha aplicado ☐ Vio a alguien pronto
☐ Beneficios fueron recortados ☐ No necesita asistencia del gobierno
☐ Asuntos de inmigración ☐ Otro _____
☐ Papeleo muy difícil

17. Recibe actualmente alguna de las siguientes formas de servicios/asistencia? (Marque las que apliquen)

☐ Refugio de emergencia ☐ Asistencia legal
☐ Alimentos gratis ☐ Servicios de salud
☐ Rides para el bus ☐ Servicios de salud mental
☐ Entrenamiento laboral ☐ Otro _____
☐ Concesión de a crédito/seguro ☐ No usa ninguno de estos
☐ Servicios diarios del refugio

18. ¿Cuál es su condición laboral actual?

☐ Estudiante ☐ Empleo tiempo parcial ☐ Empleo tiempo completo
☐ Auto-empleado ☐ Retirado ☐ Trabajador por día
☐ Trabajador ☐ Trabajador irregular ☐ Trabajador por temporadas

18a. Si Ud. está desempleado, ¿qué es lo que lo detiene para poder estar empleado?

☐ Necesita educación ☐ No tiene dirección permanente
☐ Necesita entrenamiento ☐ No tiene transponte
☐ Necesita vestuario ☐ Sin permisos para trabajar
☐ No tiene lugar para bañarse ☐ Sin permiso de trabajo (sin S.S. al)
☐ Sin tener refugio ☐ Sin documentación de identificación
☐ Problemas de salud ☐ No desea trabajar
☐ Está discapacitado ☐ No hay trabajo
☐ Asuntos de alcohol/drogas ☐ Está retrasado/ajudado
☐ Historia de crimen judicial ☐ Espera si no quiere que trabaje
☐ No tiene quien lo ayude ☐ No aplica

19. ¿Cuál es el ingreso total mensual que recibe por parte de todas las organizaciones del Gobierno? (Condado, Estado, Federal) (Marque solo una respuesta)

☐ Cero ☐ \$251 - \$500 ☐ \$1,501 - \$2,000
☐ \$1 - \$250 ☐ \$501 - \$1,000 ☐ Más de \$2,000
☐ \$1,001 - \$2,000 ☐ \$2,001 - \$5,000

20. ¿Cuáles el ingreso total mensual que recibe por parte de todas las fuentes distintas al gobierno? (TAXI, mendigando, recibo, etc.) (Marque solo una respuesta)

☐ Cero ☐ \$251 - \$500 ☐ \$1,501 - \$2,000
☐ \$1 - \$250 ☐ \$501 - \$1,000 ☐ Más de \$2,000
☐ \$1,001 - \$2,000 ☐ \$2,001 - \$5,000

21. Usted mendiga o pide dinero a las personas en las calles?

☐ Si ☐ No ☐ Vaya a la pregunta 22

21a. En un mes típico, aproximadamente cuánto dinero obtiene por mendigar?

_____ (Office use)

22. ¿Alguna vez estuvo en un foster care o albergue temporal?

☐ Si ☐ No

23. Desde que está sin hogar esta última vez, ¿ha necesitado atención médica y no le ha sido posible recibirla?

☐ Si ☐ No

24. ¿Dónde se puede generalmente obtener atención médica? (Marque solo una respuesta)

☐ Hospital emergency room ☐ Community clinic
☐ Homeless Persons Health ☐ Private doctor
☐ Project clinic / nurse ☐ Friends / family
☐ Community Health Center ☐ Don't ever go
☐ Walk-in clinic ☐ Other
☐ VA Medical Clinic ☐ Don't know

24a. ¿Cuántas veces en los últimos 12 meses ha usado una sala de emergencias para cualquier tipo de tratamiento?

_____ veces (Office use)

25. ¿Cuántas noches ha pasado en la cárcel o prisión en los últimos 12 meses?

_____ noches (Office use)

26. Para las siguientes pasando por alguna de las siguientes situaciones:

(Marque alguna de estas si puede obtener servicio o una vivienda)

26a. Discapacidad física	<input type="radio"/> Si <input type="radio"/> No	<input type="radio"/> Si <input type="radio"/> No
26b. Enfermedad mental	<input type="radio"/> Si <input type="radio"/> No	<input type="radio"/> Si <input type="radio"/> No
26c. Depresión	<input type="radio"/> Si <input type="radio"/> No	<input type="radio"/> Si <input type="radio"/> No
26d. Abuso de alcohol / drogas	<input type="radio"/> Si <input type="radio"/> No	<input type="radio"/> Si <input type="radio"/> No
26e. Violencia / abuso cometido o familiar	<input type="radio"/> Si <input type="radio"/> No	<input type="radio"/> Si <input type="radio"/> No
26f. Problemas crónicos de salud	<input type="radio"/> Si <input type="radio"/> No	<input type="radio"/> Si <input type="radio"/> No
26g. Enfermedades transmitidas al VIH / HIV	<input type="radio"/> Si <input type="radio"/> No	<input type="radio"/> Si <input type="radio"/> No
26h. Tuberculosis	<input type="radio"/> Si <input type="radio"/> No	<input type="radio"/> Si <input type="radio"/> No
26i. Hepatitis C	<input type="radio"/> Si <input type="radio"/> No	<input type="radio"/> Si <input type="radio"/> No
26j. Desorden de estrés post-traumático (PTSD)	<input type="radio"/> Si <input type="radio"/> No	<input type="radio"/> Si <input type="radio"/> No
26k. Discapacidad en el desarrollo	<input type="radio"/> Si <input type="radio"/> No	<input type="radio"/> Si <input type="radio"/> No

27. Tiene un celular activado con servicio?

☐ Si ☐ No

28. Con qué frecuencia usa Internet?

☐ Al menos una vez a la semana ☐ Al menos una vez al mes
☐ Nunca ☐ Nunca

29. En general, ¿tiene suficiente para comer todos los días?

☐ Si ☐ A veces ☐ No

07909527 00 20-11 Youth Homeless Survey

(Office use)

40. How old were you when you first experienced homelessness?

41. Before becoming homeless, did you live with:

☐ Both parents ☐ Friends

☐ Single mom ☐ Foster family

☐ Single dad ☐ Juvenile hall or other institution

☐ Other family members ☐ Other

☐ Shred parents

42. Were or are your parents homeless? ☐ Yes ☐ No

43. Does your age prevent you from receiving any of the following (shade all that apply)

☐ Permanent housing ☐ Transitional or Emergency shelter

☐ Employment ☐ Government assistance

44. Does your age affect the way you seek services? (shade all that apply)

☐ Adults they will contact your family

☐ Adults you will contact in Child Protective Services

☐ You do not have transportation

☐ Other

45. In the last 12 months have you voluntarily sought formal counseling services through a Government, church, or youth program?

☐ Yes ☐ No

46. What are your current needs?

☐ Food ☐ Transportation

☐ Clothing ☐ Job training and placement

☐ Shower ☐ Substance abuse treatment

☐ Education ☐ Counseling/mental Health Care

☐ Health care ☐ Other

☐ Dental care

47. How would you rate your general physical health?

☐ Poor ☐ Fair ☐ Good ☐ Very good

48. Do you want to get off the streets?

☐ Yes

☐ No (Skip to question 49)

48a. What would help you get off the streets?

☐ Support from friends or family

☐ Drug or alcohol treatment

☐ Job training/employment

☐ Education

49. Did any of the following contribute to your homelessness? (shade all that apply)

☐ Emotional Abuse ☐ Sexual abuse

☐ Physical Abuse ☐ Legal issues

☐ Addiction ☐ Mental health issues

☐ Sexual Abuse ☐ Rights or conflict with parents/guardians

☐ Mental Health issues ☐ Parent/guardian moved or relocated

☐ School issues ☐ Gang violence/activities

☐ Pregnancy

50. How many people are in the group you hang out with on a regular basis?

51. How many nights in the past 2 weeks have you stayed in the streets or shelter? nights

51a. Have you moved four or more times in the past 3 months?

☐ Yes ☐ No

51b. Do you stay in this County year round?

☐ Yes (Skip to question 52)

☐ No

51c. What is the primary reason you leave the County?

52. Have you traded sex or drugs for a place to stay?

☐ Sex ☐ Sex

☐ Drugs ☐ Alcohol ☐ Other

53. If you use drugs or alcohol to get high, what are your primary drug of choice?

☐ Marijuana ☐ Methamphetamine ☐ Alcohol

☐ Cocaine/crack ☐ Heroin ☐ Other

☐ Prescription medicine ☐ Prescription medicine

☐ I don't use drugs/alcohol (Skip to question 54)

53a. Why do you use drugs or alcohol? (shade all that apply)

☐ To relax ☐ To enjoy it

☐ To feel more in control ☐ Other

☐ To make it through the day

☐ Because everyone else does

54. Did your parents or caregivers abuse drugs ☐ Yes ☐ No or alcohol when you were younger?

55. Do you have an adult in the community that you trust?

☐ Yes

☐ No (Skip to question 56)

55a. How did you know this person?

☐ School ☐ Drug in Center

☐ Work ☐ Social Worker

☐ Friend ☐ Other

56. Are you currently in school? ☐ Yes ☐ No

57. Do you plan on finishing school? ☐ Yes ☐ No

58. Do you plan to go to college? ☐ Yes ☐ No

59. Do you have plans for your future? ☐ Yes ☐ No

60. Do you see yourself getting off the streets? ☐ Yes ☐ No

61. Do you usually plan your life day by day? ☐ Yes ☐ No

62. How safe do you feel in your current living situation?

☐ Very safe ☐ Somewhat safe ☐ Not at all safe

63. How many times in the past 30 days has your safety been threatened?

_____ times

64. Since becoming homeless, how often do you feel threatened by:

	Never	Rarely	Sometimes	Very often	Always
Physical abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sexual abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emotional abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gang abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

65. In the past 12 months, how often have you experienced:

	Never	Rarely	Sometimes	Very often	Always
Physical abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sexual abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emotional abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gang abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

66. Before becoming homeless, did you experience:

	Never	Rarely	Sometimes	Very often	Always
Physical abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sexual abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emotional abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gang abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

67. Since becoming homeless, how often do you interact with police officers/sheriff?

☐ Never ☐ Rarely ☐ Sometimes ☐ Very often ☐ Always

68. Have you experienced any youth specific homeless services within the past 12 months?

☐ Never ☐ Rarely ☐ Sometimes ☐ Very often ☐ Always

INTERNAL USE

☐ City ☐ Home ☐ SFO ☐ New

☐ Day ☐ River ☐ San ☐ Day

Final Homeless Sections of the 2011-12 CAPER

Executive Summary

Continuum of Care:

Services and programs for the homeless are coordinated countywide under the Santa Cruz County's Continuum of Care (CoC). Leadership for the CoC is provided by the Homeless Action Partnership (HAP), a community-wide action team that meets regularly to implement the CoC. All local jurisdictions, including the City of Santa Cruz, participate in the HAP. The Collaborative Applicant for the CoC is the County of Santa Cruz Planning Department. In PY 2003, the HAP and all local jurisdictions formally adopted the "Santa Cruz County Ten-Year Plan to End Homelessness" (Ten-Year Plan). The Ten-Year Plan supports conditions needed to prevent and end homelessness.

In the 2011 PY, Santa Cruz County CoC agencies received a total of \$1,666,085 from HUD CoC Homeless Assistance. Additionally, HAP partnerships continued to implement three collaborative Homelessness Prevention and Rapid Re-Housing Program (HPRP) projects, which had received a total of \$4 million in funding from HUD in the 2011 PY. The City of Santa Cruz also provided funding to the HAP and winter shelter through the General Fund. And, CDBG funding was allocated to the Homeless Services Center and the River Street Shelter. The City of Santa Cruz also encouraged both the new Project 180/180 aimed at housing 180 chronically homeless persons and the annual one-day Project Homeless Connect event. Finally, the HAP planned for and began implementing changes required by the federal HEARTH Act to the definition of "homeless," the Emergency Solutions Grant (ESG) Program, and the CoC Program.

After 4 years of decreasing homelessness, the most recent biannual homeless census (January 2011) showed a countywide increase of 22% in the overall homeless population. This short-term increase in homelessness after years of decrease clearly reflected the overall economic decline with higher unemployment and foreclosure rates throughout the country, and a local lack of affordable rental housing. For the City of Santa Cruz alone, there was a 19% increase in the number of homeless from 901 homeless in 2009 to 1,070 in 2011. The largest increase was for homeless families (24%).

A year-round inventory of 914 emergency, transitional, HPRP re-housing, and permanent supportive beds targeted to homeless people has been created plus 100 emergency winter shelter beds. 176 permanent supportive housing beds were targeted for ending chronic homelessness in the 2011 PY.

D. Homeless Continuum of Care Accomplishments

BACKGROUND

Santa Cruz County's homeless Continuum of Care (CoC) covers the County of Santa Cruz, a diverse county of 264,298 residents (2011 U.S. Census) which includes the Cities

of Santa Cruz, Watsonville, Capitola, and Scotts Valley, as well as all unincorporated areas of the County.

Homeless Action Partnership: For many years, leadership for the CoC has been provided by the Homeless Action Partnership (HAP), a community-wide action team that meets regularly to implement the CoC. The HAP's vision is that *"all Santa Cruz County residents will have the stable housing and appropriate services they need to live in dignity and reach their highest potential."* Its mission is to *"develop and implement a coordinated system of housing and services for preventing and ending homelessness in Santa Cruz County."*

The HAP is open to the voluntary participation of any organization or individual interested in resolving homelessness and bettering the lives of the homeless residents of Santa Cruz County. Currently, the HAP includes 34 active members representing all of the following key sectors: County departments, cities, nonprofit homeless service providers and advocacy groups, healthcare providers, public education, funders, faith groups, interested community members, and homeless and formerly homeless persons.

HAP Committees: Much of the HAP's work is carried out through these committees:

- Executive Committee of funding jurisdictions (including the City of Santa Cruz, other Cities, and County).
- Public Education Committee.
- HAP Governance Committee.
- Homeless Prevention and Rapid Re-Housing Program (HPRP) Collaborative Network.
- Homeless Management Information System (HMIS) Technology Committee.
- Homeless Census and Survey Committee.
- CoC Project Review Committee.

Strategic Planning: Over the years, community members have worked very hard to develop and implement a comprehensive system for addressing the needs of all homeless populations and subpopulations, such as chronically homeless persons, veterans, and unaccompanied youth. In PY 2003, the HAP and local jurisdictions took a major step forward by formally adopted the "Santa Cruz County Ten-Year Plan to End Homelessness, 2003-2013" (Ten-Year Plan). The Ten-Year Plan creates the conditions for preventing and eventually ending homelessness, and identifies outcome objectives in the areas of housing, jobs and incomes, supportive services, health care and the overall administration and coordination of the County's CoC system. For each outcome objective identified in the Ten-Year Plan, specific action steps are laid out for implementation.

Since the Ten-Year Plan was adopted, the HAP, the County, and the cities have taken a number of proactive steps to ensure that it is fully implemented. First, various organizations have taken major responsibility for providing a share the housing and/or services called for in the plan. Second, the above-referenced organizational and committee structure was established to promote coordinated action and to measure success and outcomes. Finally, every year the local jurisdictions have shared costs for staffing and implementation of key CoC and Ten-Year Plan implementation activities.

HEARTH Act Implementation: The advent of the federal Homeless Emergency and Rapid Transition to Housing (HEARTH) Act and coming (2013) expiration of the Ten-Year Plan to End Homelessness have invited a re-examination of the HAP structure and approaches to strategic planning. Toward these ends, the HAP formed an *ad hoc* CoC Review and Assessment Committee, which conducted a HUD-sponsored CoC check-up survey and developed a CoC Action Plan to address the key challenges identified in the survey. The HAP is now in the process of implementing the Action Plan, which includes recommendations (among others) for developing a HAP governance charter, increasing diverse participation in the HAP, implementing communitywide performance measures, replacing the expiring Ten-Year Plan, improving HMIS data and reporting, developing a coordinated intake system, and increasing the supply of homeless-targeted affordable and permanent supportive housing.

HPRP Planning: Since PY 2009, the HAP has prioritized the implementation of critical prevention and re-housing activities funded by \$4 million from the Homelessness Prevention and Rapid Re-Housing Program (HPRP). Fourteen agencies collaborate in the following three inter-connected projects:

1. Rapid Re-housing for Santa Cruz County Adults Entering Shelter Programs or Discharged from Health, Treatment or Corrections Settings (Re-Connect Collaborative).
2. Prevention and Rapid Re-Housing for Families Collaborative.
3. Santa Cruz County Emergency Housing Collaborative.

These three collaboratives joined together in the above-referenced HPRP Collaborative Network, which met periodically in the past three years to share prevention and rapid re-housing strategies and best practices, coordinate cross-collaborative referrals, work together on HMIS and quarterly and annual reporting, and most recently to close out HPRP projects and seeking new funding for prevention and rehousing programs.

NEEDS

Every two years, the HAP conducts a comprehensive point-in-time homeless census and needs assessment survey. The planning and conduct of the study are carried out by the HAP Homeless Census and Survey Committee (referred to above) chaired by the United Way of Santa Cruz County. The services of an expert research and statistical consultant, Applied Survey Research, are funded by the cost-sharing jurisdictions (including the City of Santa Cruz). The most recent study was carried out in 2011. Planning is now underway for the 2013 study.

The January 25, 2011 Santa Cruz Homeless Census and Survey indicated that much still needs to be done in the fight against homelessness. Due in large part to the economic recession and housing crisis, homelessness in the Santa Cruz County has increased approximately 22% to 2,771 people on any given night from the 2,265 people counted in 2009. (However, the number is still 18% below 3,371 people counted in 2005.)

The chronically homeless individual population also increased by 16% to 979 people on any given night up from the 842 counted in 2009, but still down from the 1,162 counted in 2007. There were also 25 persons in chronically homeless *families* counted.

Lack of affordable housing is a critical barrier to ending chronic homelessness. As previously noted, Santa Cruz has one of the most expensive rental housing markets in the nation making it extremely difficult to find affordable housing; moreover, only 176 existing beds of permanent housing are set aside for chronically homeless persons. Almost 77% of the County homeless population, or 2,125 people, remains unsheltered (sleeping on the streets, in parks, in camps, in vehicles, or in other places unfit for human habitation) including 931 chronically homeless individuals languishing in public spaces without access to appropriate housing. Clearly, housing the many visible, chronically homeless persons in the county remains a huge challenge.

As mentioned above, the 2011 study also included a random survey, consisting of one-on-one interviews with 498 sheltered and unsheltered homeless people. This survey revealed a varied homeless population encompassing diverse needs. Demographically, 63% of survey respondents identified as White/Caucasian, 23% Hispanic/Latino, 6% Black/African American, and 3% identified as American Indian/Alaskan Native. The homeless population continues aging rapidly, with well over half (59%) of all survey respondents between 31-60 years old.

As detailed by the homeless survey, 67% of respondents were living in Santa Cruz County when they became homeless, 63% had at least one disabling condition, such as serious mental illness or physical illness, 65% received some form of government assistance (most notably Food Stamps), and 11% of women were experiencing domestic violence or partner abuse. About 67% of the homeless people were males, 32% females, and 1% transgender or other. Approximately 17% of all homeless people were in families with at least one child under the age of 18.

As to the cause of homelessness, 2011 survey respondents (as did 2009, 2007, and 2005 respondents) most frequently cited loss of job or unemployment as the primary event or condition that led to their current episode of homelessness; this cause was named in approximately 25% of the responses. Other common causes of homelessness were alcohol or drug use (17%), an argument or family or friends asked them to leave (12%), family or domestic violence (9%), and illness or medical problem (5%). Further, approximately 38% of all homeless respondents were experiencing a substance abuse problem, and 18% a serious mental illness.

The survey has helped clarify that the economic crisis is a key driver of homelessness. With the ongoing rental housing availability and affordability crisis and a high county unemployment rate of 11.0% (July 2012 U.S. Bureau Labor Statistics), it remains very difficult for homeless families and individuals to obtain and afford housing.

With so many homeless people still sleeping out of doors, the number one need is clearly for more affordable housing. In the case of chronically homeless individuals, the primary need is for permanent supportive housing. More accessible and frequent employment opportunities remain a key critical need, as are adequate health care and available supportive services. Key obstacles to becoming permanently housed include inability to

afford rent, inability to find affordable housing, lack of employment, lack of sufficient income from any source, no savings or money for move-in costs, poor credit history, and lack of transportation.

KEY ACCOMPLISHMENTS TOWARD ENDING CHRONIC HOMELESSNESS & HOUSING HOMELESS FAMILIES

The community has made significant progress (despite temporary setbacks from the economic recession) toward ending homelessness for all homeless populations. Following are some of the more important recent measurable accomplishments:

Accomplishments in Reducing Homelessness:

- While homelessness has increased in the short-term due to the economic recession, we have attained the following reductions measured over a longer term:
 - Overall homelessness has been reduced by 18% since 2005;
 - Homelessness among individuals has been reduced 25% since 2007 and 34% since 2005;
 - Homelessness among chronically singles has declined by 18% since 2007; and
- Family homelessness has been reduced by 16% since 2009 and by 29% since 2005.

Accomplishments in Increasing the Homeless Housing Inventory:

- The year-round inventory of emergency, transitional, HPRP re-housing, permanent supportive beds targeted to homeless people has been increased by 15% from 798 beds in 2009 to 914 beds in PY 2011 despite a very difficult budgetary climate; in addition, 106 emergency winter or voucher beds for homeless people have also been sustained, as have numerous supportive and affordable beds for other populations.
- The inventory of permanent supportive housing beds targeted to chronically homeless individuals has been increased 38% from 128 beds in 2010 to 176 beds in PY 2011, an increase of 48 beds. Most of these (85) are HUD-VASH beds for chronically homeless veterans, a previously underserved population.

Accomplishments in CoC-funded Program Outcomes:

- 81% of homeless people housed in Continuum of Care (CoC) permanent housing successfully retained permanent housing for 6 months or longer.
- 87% of homeless people who exited CoC transitional housing successfully moved to permanent housing.
- 33% of homeless people who exited CoC renewal projects successfully were employed in paying jobs. Many other exiting homeless people had also accessed mainstream benefits (e.g., 39% SSI, 30% TANF, 49% Medi-Cal, 42% Food Stamps).

Accomplishments in HPRP-funded Program Outcomes:

- From 10/1/09 - 12/31/11, the three Santa Cruz HPRP collaborative projects served a combined total of 1,924 person, comprising 845 households, who were at imminent risk of homelessness or literally homeless.

- Of 1,653 who exited the HPRP programs, 82% (1,133 persons) obtained or retained permanent housing.

Accomplishments in Community Organizing:

- The third annual Project Homeless Connect event was held in the City of Santa Cruz. More than 300 volunteers and 40 service providers connected with an estimated 1,000 clients. Among many other services, 63 individuals received California identification, 251 received help applying for benefits such as Food Stamps and Cal-Works, 700+ received a meal and hygiene kits, and 194 received medical screening.
- Community members launched Project 180/180 (part of the national 100,000 homes campaign) aimed at helping 180 chronically homeless, medically vulnerable persons to become permanently housed. In a key step, over the course of 3 days, more than 100 volunteers conducted vulnerability assessments/surveys with 325 homeless people, of whom 155 were discovered to be vulnerable (with a high risk of mortality).
- The County and Cities once again successfully collaborated to share costs for CoC planning, 10-Year Plan implementation, HMIS implementation, and winter shelter.

ONGOING AND RENEWAL PROJECTS/PROGRAMS-PY 2011

Contributing to Santa Cruz County CoC success and accomplishments are a number of ongoing projects and programs being carried out and improved each year by Santa Cruz County agencies. Described below are continuing HUD CoC renewal projects, HUD Emergency Shelter Grant (ESG) projects, HPRP projects, and a sampling of other projects. Tables of existing emergency, transitional, HPRP homeless assistance, and permanent housing resources are also provided.

HUD CoC Renewal Grants: In PY 2011, Santa Cruz County agencies received a total of \$1,666,085. Twelve projects received funding, including 11 renewals and one new project (see below). The renewal projects, which totaled \$1,598,526 in one-year grants, are as follows:

Permanent Housing for Homeless Persons with Disabilities

- Anderson House Permanent Supportive Housing for homeless individuals, 5 beds (Santa Cruz Community Counseling Center) - \$41,540
- Freedom Cottages Permanent Supportive Housing for homeless individuals, 5 beds (Santa Cruz Community Counseling Center) - \$15,353
- Shelter Plus Care Program I–III (merged), Permanent Supportive Housing (tenant-based assistance) for chronically homeless individuals and homeless individuals with disabilities, 33 beds (County Housing Authority/Homeless Persons Health Project) - \$417,504
- Shelter Plus Care Program IV, Permanent Supportive Housing (tenant-based assistance) for chronically homeless individuals and homeless individuals with disabilities, 1 bed (County Housing Authority/Homeless Persons Health Project) - \$13,848
- Corner House Permanent Supportive Housing for homeless families, 21 beds (Salvation Army) - \$83,137

- Meaningful Answers to Chronic Homelessness (MATCH) Permanent Supportive Housing for chronically homeless serial inebriate individuals, 33 beds (Homeless Persons Health Project) - \$361,339

Transitional Housing

- Scattered Site Transitional Housing for homeless families with children, 40 beds (Families In Transition) - \$182,448
- Clean and Sober Transitional Housing for single mothers with history of chemical dependency & their children, 30 beds (Families In Transition) - \$181,158
- Brommer Street Transitional Housing for homeless families with children, 18 beds (Housing Authority/Families in Transition) - \$56,000
- Page Smith Transitional Housing for homeless individuals, 40 beds (Homeless Services Center) - \$142,591
- Sudden Street Transitional Housing for homeless families with children, 12 beds (Pajaro Valley Shelter Services) - \$13,623

HMIS

- Homeless Management Information System (County Human Services Department) - \$89,985

Other Ongoing HUD CoC-Funded Program: In PY 2011, Santa Cruz County agencies continued operation of the following programs that had received multi-year HUD CoC funding in previous program years:

- Shelter Plus Care (S+C) Program Permanent Supportive Housing (tenant-based assistance) for chronically homeless individuals and homeless individuals with disabilities (County Housing Authority/Homeless Persons Health Project), 3 beds total. The following 5-year S+C grants were received: 2008, S+C V, \$62,040; and 2009, S+C VI, \$64,560.
- MATCH II Permanent Supportive Housing for chronically homeless serial inebriate individuals, 3 beds (Homeless Persons Health Project) - \$66,074
- Nuevo Sol SRO Permanent Supportive Housing for chronically homeless individuals with disabilities, 13 beds (South County Housing and Homeless Persons Health Project) – in PY 2000, received a 10-Year \$1.8 million CoC Homeless SRO grant.

Ongoing HPRP Funds: As mentioned above, in PY 2011 Santa Cruz County agencies continued the following three prevention and rapid re-housing projects funded the previous year by the California State HPRP Program:

1. ***Rapid Re-housing for Santa Cruz County Adults Entering Shelter Programs or Discharged from Health, Treatment or Corrections Settings***, County Health - Homeless Persons Health Project (lead agency), Homeless Services Center, Santa Cruz Community Counseling Center, and Front St. Housing, Inc., \$1,200,000.
2. ***Prevention and Rapid Re-Housing for Families Collaborative***, Families in Transition (lead agency), Pajaro Valley Shelter Services, Salvation Army

Watsonville, Sienna House Maternity Home, New Life Community Services, and Catholic Charities of the Diocese of Monterey, \$1,600,000.

3. ***Santa Cruz County Emergency Housing Project***, Community Action Board (lead agency), Housing Authority, Santa Cruz AIDS Project, Senior Citizens Legal Services, and Mountain Community Resources, \$1,200,000.

Ongoing HUD Emergency Shelter Grants: Santa Cruz County agencies compete annually for HUD ESG through the State of California-administered Federal Emergency Shelter Grant (FESG) program. In PY 2011, the following 2-year FESG grant continued:

- Homeless Community Day Center for all homeless people, 112 people served per day – \$200,000.

Ongoing Projects Funded Through Other Sources: In PY 2011, the following previously funded projects were continued:

HUD VASH

- The neighboring Santa Clara County Housing Authority continued the use 35 tenant-based rental vouchers in Santa Cruz County through the HUD-Veterans Affairs Supportive Housing Program (HUD-VASH). The HUD-VASH Program combines HUD rental assistance for homeless veterans in Santa Cruz County with case management and clinical services provided by a Veterans Affairs caseworker in Santa Cruz.
- The Santa Cruz County Housing Authority continued the use of an additional 25 tenant-based rental vouchers through HUD-VASH. Like the Santa Clara County Housing Authority program mentioned above, this program combines HUD rental assistance for homeless veterans with VA case management and clinical services.

SAMHSA Treatment for Homeless

- Homeless Persons Health Project continued a previously received 5-year, \$350,000 per year grant for “Project Home Base” from the federal Substance Abuse and Mental Health Services Administration (SAMHSA) Treatment for the Homeless Program. This project offers integrated treatment and intensive, wrap-around housing-based services in a Housing First approach to 250 chronically homeless individuals with co-occurring substance abuse and mental health disorders.

Emergency Services Intake and Assessment Project: Funded by the Food Stamp Employment and Training Program, this project continues to provide intake, assessment, case management, and employment services to homeless clients at the Homeless Services Resource Center in Santa Cruz. The project greatly facilitates homeless people’s ability to access the service system, receive information about all available services and resources, and develop a preliminary service plan with clear and appropriate action steps. The Project provides these services to approximately 200 persons per year.

River Street Shelter: This project, funded by a variety of mainstream sources including from the City’s General Fund, is operated by the Santa Cruz Community Counseling

Center. The Shelter continues to provide a refuge and 32 beds of short-term housing for homeless adults including those with serious mental illness.

The Homeless Persons Health Project (HPHP): Funded with ongoing federal Health Care for the Homeless and other sources, HPHP furnishes health and related services throughout Santa Cruz County to homeless and chronically homeless or marginally housed youth, adults, and families with children. HPHP works along side homeless adults and youth through case management during times of need or crisis. HPHP staff and clinics provide assistance to over 3,000 individuals per year. Services include:

- Information & Referrals
- Benefits Advocacy
- Assistance Accessing Medical Care
- Medical Care and Treatment – (Clinic located on the Homeless Services Resource Center Campus)
- Alcohol & Drug Use Outreach, Counseling, and Support. (An HPHP contract with Janus Inc. funds a 30-day treatment option for many homeless adults.)
- Health Education & Prevention
- Homelessness Prevention and Rapid Re-Housing
- Case Management.

Downtown Santa Cruz Outreach: One full-time Downtown outreach worker is jointly funded by the County's Community Mental Health Services and the City of Santa Cruz. This worker provides street outreach, brief assessment, information and referral, and advocacy to approximately 500 homeless adults, families, and youth per year. One full-time City of Santa Cruz Police-funded Homeless Resource Officer (HRO) helps the homeless persons connect to services and address the issues related to their homelessness. The HRO duties include outreach, liaison, advocacy, referrals, and case management.

Homeless Youth Outreach: The County Office of Education's Homeless Educational Outreach Program employs a .75 FTE outreach worker who provides assessment, information and referral, and advocacy services to youth referred by the Homeless Community Resource Center. In addition, the Youth Services Program of Santa Cruz Community Counseling Center employs a .25 FTE outreach worker who contacts 250 youth per year, providing brief assessment, information and referral.

Community Action Board Shelter Project Hotline: The Community Action Board (CAB) of Santa Cruz County operates an 8-hours-per-day, 5-days-per-week hotline, which provides information and referral to shelters and other services. The CAB Shelter Project also provides a countywide homeless housing and service resource guide, Community Voicemail for homeless people, emergency motel vouchers for homeless people facing a medical emergency, and eviction/foreclosure assistance to prevent homelessness.

Homeless Garden Project: The Homeless Garden Project (HGP) provides job training and transitional employment to homeless people in organic gardens and related enterprises. The project has 30 to 50 positions per year. HGP is an entry into services for some homeless people who do not frequent other agencies. Participants may stay in the program for up to 3 years.

Emergency Shelter and Housing Resources: The following tables identify homeless emergency shelter and housing resources available to homeless people throughout the County during the 2011 PY.

TABLE 1: EMERGENCY SHELTER RESOURCES

ORGANIZATION	BEDS	SUBPOPULATION SERVED
Homeless Services Center		
▪ Rebele Family Shelter	96	Families with children
▪ Paul Lee Loft Shelter	46	Adult men and women
▪ Winter Shelter-Armory	100	Adults and families
Santa Cruz Community Counseling Center		
- River Street Shelter	32	Adults mostly with mental illness
- Project Re-Connect Emerg. Beds	16	Adults and families
Salvation Army		
- Year-round beds	64	Adults and families
- Overflow beds	3	Women and children and adults
Pajaro Valley Shelter		
- Year-round beds	27	Women and children and adults
- Overflow beds	3	Women and children and adults
Defensa de Mujeres	18	Battered women and their children
CAB HOME Program	3	Homeless men and women
Jesus, Mary & Joseph Home	12	Homeless men and women
New Life Community Services	8	Families with children
Sienna House	10	Pregnant women
Front Street, Inc. Paget Center	12	Homeless adult veterans
Total Beds Year-Round	344	
Total Winter/Overflow Beds	106	

TABLE 2: TRANSITIONAL HOUSING RESOURCES

ORGANIZATION/FACILITY	BEDS/ UNITS	MAX STAY	SUBPOPULATIONS
HSC Page Smith Community House	40 beds	18 months	Homeless adults
Community Support Services:			
- THP Plus	17 beds	12 months	Youth with mental illness
- Crossroads	6 beds	12 months	Youth with mental illness
Families in Transition:			
- Clean & Sober Transitional Hsg.	30 beds	18 months	Families with children

- Scattered-site permanent housing with transitional rent assistance	40 beds	18 months	Families with children
- Other transitional housing	30 beds	18 months	Families with children
Housing Authority -Brommer Street	18 beds	18 months	Families with children
Salvation Army--Loma Prieta	8 beds	6 months	Families with children
Pajaro Valley Shelter Services	64 beds	18 months	Families with children
Community Action Board --GEMMA Transitional Housing	6 beds	18 months	Homeless women released from jail
Perlman House	4 beds	2 years	Homeless men and women with HIV/AIDS
TOTALS	50 beds	For homeless individuals	
	213 beds	For families with children	
	263 beds	TOTAL TRANSITIONAL BEDS	

TABLE 3: HPRP HOMELESS ASSISTANCE HOUSING RESOURCES

ORGANIZATION/ FACILITY	BEDS/ UNITS	SUBPOPULATIONS
FIT HPRP Family Project	43 beds	Homeless families & adults
HPHP Project Re-Connect	21 beds	Homeless adults
TOTALS	64 beds	

(1) This table counts the # of beds at a point-in-time for literally homeless persons funded by HPRP.

TABLE 4: HOMELESS-TARGETED PERMANENT SUPPORTIVE HOUSING

HOUSING PROJECT	TOTAL BEDS/CH BEDS⁽¹⁾	SUBPOPULATION SERVED
South County Housing/ HPHP Nuevo Sol	13/13	Chronically homeless adults with disabilities
SCCCC Freedom Cottages	4/2	Homeless adults with mental illness
SCCCC Anderson House	5/4	Homeless adults with mental illness
SCCCC Grace Commons	15/5	Homeless adults with mental illness
HPHP MATCH	37/37	Chronically homeless with substance abuse
HPHP MATCH III (under development)	5/4	Chronically homeless
County Mental Health Rent Subsidies	5/5	Homeless adults with mental illness
Housing Authority S+C	36/23	Chronically homeless adults with mental illness
Salvation Army Corner House	21	Homeless Families with disabilities
St. Clara HUD-VASH	40/35	Chronically homeless veterans
St. Cruz HUD-VASH I	33/25	Chronically homeless veterans
St. Cruz HUD-VASH II (under development)	29/25	Chronically homeless veterans
TOTAL SUPPORTIVE HOUSING RESOURCES:	222	Total homeless-targeted: adults (176 adult targeted beds from above are designated for chronically homeless)
	21	Total homeless-targeted: families
	243	TOTAL PERM. SUPP. BEDS: HOMELESS-TARGETED

(1) "CH beds" stands for beds designated for serving the "chronically homeless" population

In accordance with HUD guidelines for the annual CoC Housing Inventory Chart (HIC), the above identifies only beds that specifically target homeless persons. However, there are many other beds that do serve homeless people at times, but specifically target other related populations, such as persons with mental illness, persons living with HIV/AIDS, or other subsidized housing.

NEW PROJECTS – PY 2011 PROGRAM YEAR CoC NOFA AND OTHER

Despite the economic crisis and government and private funding cuts, CoC agencies have nonetheless been successful in launching the following new projects for homeless people, through CoC and other funding sources.

New HUD CoC Funding: In PY 2011, the following new grant was attained using CoC permanent housing “bonus” funds:

- MATCH III - for chronically homeless individuals, 5 beds over 1 year (County Health Services Agency, HPHP) - \$67,559.

New HUD Emergency Shelter Grants: Santa Cruz County agencies compete annually for HUD ESG through the State of California-administered Federal Emergency Shelter Grant (FESG) program. In PY 2011, Santa Cruz County agencies obtained the following 2-year FESG grants:

- Homeless Community Day Center for all homeless people, 112 people served per day (Homeless Services Center)– \$132,000.
- Paul Lee Loft Shelter for homeless adults, 46 people served per day (Homeless Services Center)– \$132,000.
- Emergency Shelter for homeless families and individuals, 70 people served per day (Salvation Army) – \$132,000.

New Projects Funded Through Other Sources: In PY 2011, the following new projects were started:

HUD VASH

- The Santa Cruz County Housing Authority secured 25 new tenant-based rental vouchers through the HUD-Veterans Affairs Supportive Housing Program (HUD-VASH). Like the two HUD-VASH programs mentioned above, this program combines HUD rental assistance for homeless veterans with VA case management and clinical services. All told, there are now 85 HUD-VASH vouchers in Santa Cruz County.

DISCHARGE PLANNING – GOVERNMENT COORDINATION

In PY 2011, the Homeless Action Partnership has taken the CoC lead role in planning and implementing discharge protocols relating to key institutions as follows to help ensure people are discharged to housing rather than directly to homelessness:

Foster Care:

CoC members assisted the County of Santa Cruz Human Services Department (HSD) Families and Children's Services to develop policies and protocols to prevent emancipated youth from becoming homeless. As defined in written protocols, foster youth who will need assistance are identified prior to reaching the age of 21. Once

identified, the unit works to reunite the youth with family, or to identify an adult to provide support. At age 16, youth are eligible for the County Independent Living Program (ILP), which assists them in many ways, e.g., life skills workshops and limited financial assistance for housing. No state law mandates housing placement. Each youth is assigned an Independent Living Consultant, who convenes transition planning meetings with the youth to make sure support systems are in place and to help find housing.

Housing options are in place to assist youth as follows. The ILP uses 18-month Section 8 vouchers from the County Housing Authority for youth ages 18-21, and permanent vouchers, to place youth in apartments. The County Transitional Housing Project-Plus (THP-Plus) provides transitional housing for youth ages 18-24. And, foster youth are being prioritized and screened for HPRP financial assistance to obtain or retain apartments and other housing.

Collaborators include HSD, Housing Authority, Santa Cruz Community Counseling (ILP and THP Plus), and CASA (provides ILCs), local colleges, and the CoC.

Health Care:

The County Homeless Persons' Health Project (CoC member) led development of policies and protocols for indigent persons leaving hospital care, 40% of whom are homeless. HPHP's Project Connect provides frequent users of emergency rooms with intensive services to prevent hospitalization. HPHP collaborates with 2 hospitals; when persons are hospitalized, procedures are put in place to prevent discharge into homelessness. Discharge planners at both hospitals contact HPHP when a homeless person is hospitalized. HPHP nurses and caseworkers visit the hospital to assist with discharge, including housing plans. All uninsured or Medi-Cal individuals must be discharged to a primary clinic. Thus, discharge into homelessness is avoided, as HPHP operates through the 6 community clinics to which homeless are linked upon discharge. No state law requires housing placement, but prohibits moving a patient to another county for service.

Clinics connect homeless people to case management and housing. A 12-bed recuperative care unit is available for those who are frail or ill. Housing options include permanent supportive housing, group homes, and SROs.

HPHP works with the County Health Services, hospitals, community clinics, and various agencies, e.g., Community Action Board, Santa Cruz Community Counseling, South County Housing, and Housing Authority.

Mental Health:

The County of Santa Cruz Health Services Agency (HSA) has a formal procedure, designed with CoC member input, for discharging patients from the psychiatric and other behavioral health units. A process has been established whereby the patient's status is reviewed, and the patient is assigned to a Mental Health Services Team for follow-up care. Discharges from the hospital are stepped down to an appropriate level of care from sub-acute facilities to specialized beds for mental health consumers. Step-down treatment

programs include social rehabilitation programs, dual diagnosis programs, and non-McKinney-Vento-funded transitional or permanent housing. HSA has a Housing Council that meets weekly and includes mental health and counseling staff from nonprofit housing providers. The Council identifies housing and coordinates placements. No state law requires housing placement.

Housing resources include crisis beds, adult residential care facilities, and supportive housing, among others. Mental health housing includes Front Street units, Willowbrook, and Drake, as well as other social rehabilitation and licensed residential care facilities. HPRP financial assistance is available for eligible persons to retain or obtain housing.

Collaborators include County Mental Health, Santa Cruz Community Counseling, Mental Health Action Network, Front St. Inc., and other mental health housers, all members of CoC.

Corrections:

CoC agencies work with the Santa Cruz County Jail to implement discharge protocols that provide a coordinated system of care for mentally ill inmates which includes probation, County Jail staff (jail psychiatrist, crisis intervention team, jail nursing staff, and detention staff), County Mental Health, the criminal justice system, detention facilities, district attorney, public defender, nonprofit organizations, state hospital care, family members, and court interpreters. A Jail Discharge Planner works with the client while in jail, establishes a discharge plan, and monitors aftercare services (mental and health, outpatient referrals, probation, employment, community referrals and resources, and housing). Gemma, a program of the Community Action Board, works with women coming out of the Womens Jail to provide a range of support and housing assistance. No state law requires housing placement.

The Jail Discharge Planner works to find housing placements that include acute inpatient facilities, residential board and care homes, sub-acute residential care, dual diagnosis residential programs, mental health independent housing, SROs, and non-McKinney-Vento-funded transitional housing and permanent supportive housing. Gemma places women in Gemma transitional housing.

CoC members regularly work with the Jail Discharge Planner. Gemma participates in CoC and coordinates consistently with other CoC agencies.

F. A Summary of Leveraging of Non-Federal Funds

CONTINUUM OF CARE

During PY 2011, the County of Santa Cruz Planning Department prepared a Continuum of Care (CoC) application, which was submitted in Fall, on behalf of the Santa Cruz County Homeless Action Partnership. Thirteen projects in the application, which included twelve renewals and one new permanent housing bonus project, were awarded a

total of \$1,666,085. Taken together, these projects leveraged an estimated \$1,700,000 in resources from other public and private sources. The Santa Cruz CoC 's consolidated application each year represents an opportunity for HUD to effectively leverage its resources and to invest in a community that has demonstrated its commitment to providing high quality, cost-efficient, and innovative housing and services to homeless individuals and families.

FY 2013 City Council Approved Community Programs Funding	Approved General Fund	CDBG	Other City Funding	Total Funding	Comments
Advocacy, Inc.	16,522			16,522	
Big Brothers Big Sisters	15,000			15,000	
Cabrillo College Stroke Center	18,000			18,000	
CAB-Gemma Program	5,000			5,000	
CAB-Immigration Project	5,000			5,000	
CAB-Shelter Project	38,500		11,000	49,500	\$11,000 Red Cross
California Grey Bears	25,000			25,000	
California Rural Legal Assistance	25,000			25,000	
Campus Kids Connection	6,000			6,000	
Central Coast Center for Ind Living	6,000			6,000	
Community Bridges - Beach Flats Com Ctr	0	25,000	25,000	50,000	\$25,000 Red Cross
Community Bridges - Child Develop Div	70,000			70,000	
Community Bridges - Lifeline	15,000			15,000	
Community Bridges - LOFRC	5,000			5,000	
Community Bridges - Meals on Wheels	25,000			25,000	
Court Appointed Special Advocates	5,000			5,000	
Dientes Community Dental Clinic	24,500			24,500	
Emeline Childcare Center	5,000			5,000	
Familia Center	10,000	65,000		75,000	
Families in Transition	11,500			11,500	
Fam Svc Agncy - Counseling Services	8,000			8,000	
Fam Svc Agncy - I-You Venture	3,000			3,000	
Fam Svc Agncy - Senior Outreach	5,000			5,000	
Fam Svc Agncy - Suicide Prevention	2,000			2,000	
Fam Svc Agncy - Survivors Healing Center	5,000			5,000	
Homeless Garden Project	5,000			5,000	
Homeless Svcs Ctr - Day Resource Ctr	42,000	16,000		58,000	
Homeless Svcs Ctr - Paul Lee Loft	11,000			11,000	
Homeless Svcs Ctr - P. Smith CH	70,000			70,000	
Homeless Svcs Ctr - Rebele Fam Shel	45,000			45,000	
Neighborhood Childcare Center	47,000			47,000	
New Life Community Services	7,000			7,000	
Parents Center	10,000			10,000	
Planned Parenthood Mar Monte	59,000			59,000	
SC Boys and Girls Club	13,600			13,600	
SC Barrios Unidos	7,000			7,000	
SC Toddler Care Center	50,000			50,000	
SC Women's Health Center	42,000			42,000	
SC Comm Cnslg Ctr-River St Shelter	40,000			40,000	
SC Comm Cnslg Ctr-Youth Services	58,000			58,000	
SC Comm Cnslg Ctr-SC Aids Project	5,000			5,000	
SC Teen Center	0	35,000		35,000	
Second Harvest Food Bank	35,000			35,000	
Senior Citizens Legal Services	12,000			12,000	
Senior Network Services	6,000	9,000		15,000	
Seniors Council - Project SCOUT	10,000			10,000	
Vista Center for Blind Visually Imprd	1,000				
Volunteer Centers of SC County	20,000			20,000	
Volunteer Centers - YouthSERVE	5,000			5,000	

FY 2013 City Council Approved Community Programs Funding	Approved General Fund	CDBG	Other City Funding	Total Funding	Comments
Walnut Avenue - Family Support Svcs	5,000			5,000	
Walnut Avenue - PAT Childcare Services	25,000			25,000	
Women's Crisis Support/DdM	45,000			45,000	
WomenCARE	5,000			5,000	
Totals	1,034,622	150,000	36,000	1,219,622	

* City approved two-year funding cycle starting FY 2012.

Total of: 36 agencies
53 programs

Multi-Program Agency Roll-Up

Agency	Total FY 2013
Community Action Board (3 prgms)	59,500
Community Bridges (5 prgms)	165,000
Family Service Agency (5 prgms)	23,000
Homeless Services Center (4 prgms)	184,000
SCCCC (3 prgms)	103,000
Volunteer Center (2 prgms)	25,000
Walnut Avenue (2 prgms)	30,000