

HOMELESS INITIATIVES WORK PLAN

(Includes Action Items from two phases from the October 4, 2016 and
March 7, 2017 Council Meetings)

No.	Task/Deliverable	Target Date	Milestones	Status
<i>Council Action Items from October 4, 2016 – Phase One</i>				
1	Continuation of City data gathering on calls for service and staff activity related to the issue of people living in vehicles.	Monthly	<ul style="list-style-type: none"> Topic area and tracking developed Data collected from August 2016 to January 2017 Data gathering refinements continue 	ONGOING
2	Contract via the City for a grant to CSA for one-half day per week for mobile hygiene services.	January 2017	<ul style="list-style-type: none"> Coordination meetings held Business terms and contracting authority approved by the Council on January 24, 2017 and the County Board of Supervisors on December 13, 2016 CSA reviewing two operators and will establish a location and date/time for services CSA will aim to supplement with a day, such as Tuesday, to complement the showers at Hope's Corner presently on Thursday and Saturday Pilot conducted in the spring with Lava Mae while waiting to secure a contract with Dignity on Wheels (DOW) Contract with DOW completed for service on Tuesday afternoons 	COMPLETED

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3	Provide free waste tank caps to RV owners to help ensure tanks are not leaking onto City streets.	December 2016	<ul style="list-style-type: none"> • Coordination meetings held • Staff purchased and provided waste caps and drip pans • Will be distributed by CSA Outreach Worker and Fire and Environmental Protection staff as needed • Will need to repurchase as needed 	COMPLETED
4	72-hour noticed cleaning of Crisanto Avenue and Latham Street.	December 2016	<ul style="list-style-type: none"> • Coordination meetings held • New permanent street cleaning signs posted December 2016 for Crisanto Avenue • Outreach Workers engaged to advise of street cleaning • Monthly cleaning for Crisanto Avenue • Bimonthly cleaning of Latham Street 	COMPLETED
5	Fund the purchase of a commercial washer and dryer for CSA and/or Hope's Corner.	January 2017	<ul style="list-style-type: none"> • Business terms and contracting authority approved by the Council on January 24, 2017 • City finalized contract • CSA will purchase and coordinate a location – TBD 	COMPLETED

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6	Contract for Porta Pottis that are ADA compliant, equipped with a hand sanitizer at Rengstorff Park, and include servicing at least three times per week.	November 2016	<ul style="list-style-type: none"> • Coordination meetings held • Staff reviewed a selection of sites • Sited on parking lot at Rengstorff Park • LED lights added to the area for enhanced safety • Screening options under review 	COMPLETED
7	Provide grants for the additional insurance costs incurred by the nonprofit faith-based organizations who may participate in a safe parking program.	Pending further development of the pilot concept	<ul style="list-style-type: none"> • Coordination meetings held along with two faith gatherings • Pilot in development 	PENDING
8	Further discussion with the County and faith community regarding rotating shelter options.	Ongoing	<ul style="list-style-type: none"> • Coordination meetings held with the County, CSA and faith-based leaders who want to pilot a safe parking or other program • Focus is on the cold-weather pilot at Trinity United Methodist Church (TUMC). • Outreach continues to the faith community 	ON HOLD

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9	Share cost of an Outreach Worker with the County to be sited at CSA/ locally for contacting people living in vehicles, assessing needs, and linking to services and housing.	January 2017 Ongoing coordination	<ul style="list-style-type: none"> • County provided temporary outreach in December 2016 through February 2017 • CSA hired Outreach Worker in January 2017 • Business terms and contracting authority approved by the Council on January 24, 2017 and the County Board of Supervisors on December 13, 2016 • County temporary transition to CSA in March 2017 	COMPLETED
10	Fund a Case Worker via an agreement with the County for intense case management for Permanent Supportive Housing needs.	January 2017 Ongoing coordination	<ul style="list-style-type: none"> • Negotiated contract terms • Business terms and contracting authority approved by the Council on January 24, 2017 and the County Board of Supervisors on December 13, 2016 • Peninsula Healthcare Connection (formerly New Directions) selected as County contractor to serve as Case Worker working with CSA Outreach Worker • County transition to contractor Peninsula Healthcare Connection in March 2017 	COMPLETED

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11	Conduct further analysis and return to Council in early 2017 with specific options for how the City might enhance its involvement with the County to expand the availability of housing programs to Mountain View homeless and unstably housed residents.	October 2016 through February 2017	<ul style="list-style-type: none"> • Staff developed a work plan and associated report outline • Coordination meetings held, including a discussion of Measure A opportunities • Staff reviewed County Plan to End Homelessness 	COMPLETED
12	Continue to explore a waste dump site and look for options to bring the cost down.	October 2016 through February 2017	<ul style="list-style-type: none"> • Coordination meetings held • Sites reviewed by staff • Outreach to Santa Clara Valley Water District (SCVWD) • Siting locations discussed at Project Coordinating Committee meeting • Summary of options provided for March 7 Council report • Pending Council direction for a consideration of a CIP for preliminary cost estimates and a schedule for site development 	COMPLETED
13	Follow-up with Fire on RV heating hazards for outreach and communications.	October 2016	<ul style="list-style-type: none"> • RV Fire/Life Safety Hazard Outreach and Enforcement efforts analyzed • Outreach material created in English and Spanish • Fire suppression crews trained in proactive outreach 	COMPLETED

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14	Continued regional engagement like the Cities Association meeting.	October 13, 2016 Follow-up 2017	<ul style="list-style-type: none"> • Presentation made in October by Mayor and staff 	PART ONE – COMPLETED
15	Create homeless services web page and update our community contact resources.	November/ December 2016	<ul style="list-style-type: none"> • Added homeless and housing content to newsletter • New <i>Ask MV</i> topics added • Several informational collateral items gathered • New outreach collateral developed in English/Spanish • www.mountainview.gov/homeless 	COMPLETED
16	Project Work Plan developed; inter-departmental team coordinated; kick-off all staff meeting and ongoing monthly meetings established.	October 2017	<ul style="list-style-type: none"> • Coordination meetings held • Staff informed and coordinating activities 	COMPLETED
17	Staff working group for housing options follow-up for 2017.	December 2016 through February 2017	<ul style="list-style-type: none"> • Coordination meetings held • Met with the County on Measure A opportunities • Defined initial options and costs 	COMPLETED
18	Private donor outreach.	Meeting on November 2, 2016 Follow-up meeting in January 2017 with SVCF	<ul style="list-style-type: none"> • Coordination meeting held • List of suggested funding opportunities provided to Silicon Valley Community Foundation (SVCF) for future consideration • Dialogue has continued with other opportunities 	COMPLETED

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19	Research the new effort for development of Long Beach, Los Angeles Safe Parking programs, new ordinances, etc.	November 2016	<ul style="list-style-type: none"> • Researched and analyzed • Summary of recent actions for the March 7 Council report 	COMPLETED
20	Provide direction for people earning rental income from use of the right-of-way.	January through February 2017 report	<ul style="list-style-type: none"> • City Attorney analyzed case law • Summary provided for March 7 Council report • This issue remains a matter of concern 	COMPLETED
21	Review of street locations that may pose visibility or other safety concerns on driveway visibility, safety near curves, etc.	December 2016 through February 2017	<ul style="list-style-type: none"> • Coordination meetings held • PWD surveyed the locations on four days, and based on these points in time, some modifications were recommended for Latham Street • PWD painted limited number of curbs on Latham Street • Additional signage on Oak Lane • Additional review is being conducted 	COMPLETED
22	Look at options and costs for creating a Downtown Streets Team for Mountain View.	Early 2017	<ul style="list-style-type: none"> • Coordination meetings held • Analyzed options and costs • If the pilot Trinity United Methodist Church (TUMC) is approved there will be a contract funded by the County for job training in the culinary arts 	COMPLETED

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23	Planning for outreach to people living in vehicles.	Ongoing	<ul style="list-style-type: none"> • Coordination meetings held • Temporary outreach plan coordinated with the County • CSA hired Outreach Worker • Transition and Coordination in progress • New Plan in Progress for CSA Outreach Worker 	COMPLETED
24	Ongoing updates to stakeholders.	Ongoing engagement	<ul style="list-style-type: none"> • Five updates provided to stakeholders 	ONGOING
25	2017 Santa Clara County Point In Time (PIT) Count.	January 2017	<ul style="list-style-type: none"> • Supplied County contractor with maps and associated information • Reviewed data released by the County in June 2017 • Seeking enhancements to future contracts for Mountain View data 	COMPLETED WITH DATA ONGOING
26	Update the count of people living in vehicles and locations.	February 2017	<ul style="list-style-type: none"> • Coordination meetings held • IT developed app to count vehicles • PD lead implementation in the field • Currently looking at ESRI mapping options available by IT 	COMPLETED WITH DATA ONGOING
27	Review developed outreach material for homeless – living in vehicles and encampments.	February 2017	<ul style="list-style-type: none"> • Coordination meetings held • Outreach material received from FD, PD, CSD, CSA, and the County • Added helpful resources to the new web page • New outreach collateral developed in English/Spanish 	COMPLETED

No.	Task/Deliverable	Target Date	Milestones	Status
<i>Council Action Items from March 7, 2017 – Phase Two</i>				
28	Continue to fund an Outreach Worker through FY 2018-19 (\$90,000* for the City's share of the cost with the County (*\$30,000 in October 2017 budget authorization).	July 2017	<ul style="list-style-type: none"> Two-year contract amendment coordinated with the County County Board of Supervisors Agenda – August 15, 2017 	COMPLETED
29	Continue to fund a Case Worker to continue through FY 2018-19 with the County for Permanent Supportive Housing (PSH) (\$250,000).	July 2017	<ul style="list-style-type: none"> Two-year contract amendment coordinated with the County 	COMPLETED
30	Complete the CSA outreach plan (\$75,000).	July 2017	<ul style="list-style-type: none"> One-time contract drafted 	COMPLETED
31	Reserve funding for Permanent Supportive Housing (PSH) assistance, Rapid Rehousing, or other needs (\$250,000).	TBD	<ul style="list-style-type: none"> Hold in reserve until more data is analyzed on current efforts 	PENDING
32	Provide contingency funding for homeless initiatives (\$25,000).	TBD	<ul style="list-style-type: none"> Hold for as needed – a number of potential needs 	PENDING
33	Continue to fund a Porta Potti at Rengstorff Park (\$12,000).	June 2018	<ul style="list-style-type: none"> Will be available through the end of June 2018 Confirmed with CSD staff and PD 	ONGOING

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34	Approved a pilot RV waste disposal program (\$25,000).	Fall 2018	<ul style="list-style-type: none"> • Implementation Team meeting • Scope as a numbered voucher program with tracking usage • Draft pilot program and circulate for comments • Submit pilot program RFP to Purchasing for solicitation (NTE \$25,000) • Select service provider and award contract • Draft outreach plan and signage needed for each site • Pilot program data analysis • Engage with the SCVWD and the County – send a letter highlighting pilot program results • The District is funding a new pilot program that focuses on the impacts of homeless encampments in each city where the net rental income is being utilized – details TBD • Final report to Council in fall 2017/winter 2018 	PENDING – AS NO BIDS RECEIVED FOR RFP
35	Provided direction to staff on pursuing a shelter option with the County.	Ongoing	<ul style="list-style-type: none"> • Ongoing effort on safe parking and pilot sheltering options by local faith community members • Application received for a pilot cold weather shelter in Mountain View at Trinity United Methodist Church (TUMC) 	PENDING

No.	Task/Deliverable	Target Date	Milestones	Status
36	Provide direction to the City Manager to include appropriations of \$250,000 in one-time housing funds in the FY 2017-18 Budget to be used for housing or services to low-income residents.	April 2017	<ul style="list-style-type: none"> Submitted to FASD and included in the recommended budget narrative 	COMPLETED
37	Provide direction to the City Manager to include appropriations of \$477,000 in the FY 2017-18 budget for homeless initiatives from one-time funds Public Benefits – San Antonio.	April 2017	<ul style="list-style-type: none"> Submitted to FASD and included in the recommended budget narrative Public Benefits San Antonio (Homeless Initiatives – 720600-55600) 	COMPLETED
38	Authorize the City Manager to execute contracts consistent with approved recommendations with Santa Clara County or other provider for homeless support programs, up to \$370,000, for a Caseworker and Outreach Worker services.	July 2017	<ul style="list-style-type: none"> Contracts coordinated 	COMPLETED

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39	Provided input on six longer-term strategies to house the homeless. Based on the input, staff will develop a work plan and next steps to implement a homeless housing strategy.	September 2017	<ul style="list-style-type: none"> • CDD is the lead department and is drafting a work plan • Overarching housing strategies will be presented to the Council in September 2017 	IN PROGRESS
40	Direct staff to send a letter of engagement to the faith-based community.	May 2017	<ul style="list-style-type: none"> • Planning and informal conversation with our interfaith community about becoming further engaged in responding collectively to the homeless crisis • Drafted a joint letter – Circulated with Pastors Love and Leong, Mike F., CSA, and the County • Created faith community database • First meeting held Tuesday, May 30 • Second will be coordinated for September 2017 	PART ONE – COMPLETED
41	Develop measurable goals.	April 2017	<ul style="list-style-type: none"> • Detailed data gathering has been requested of CSA • Monthly reports will track outreach status and outcomes • All new March 7 action items added to existing Work Plan for tracking • Refining a theory of change matrix as well to define goals, assumptions, and desired outcomes 	COMPLETED

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42	Data points outlined in the Council discussion to be added to surveys.	April 2017	<ul style="list-style-type: none"> • Added items requested to the homeless client assessments administered by CSA Outreach Worker(s) 	COMPLETED
43	Add enforcement as a work plan item.	Spring 2018	<ul style="list-style-type: none"> • Work plan action item • Interdepartmental effort with City Attorney, Police and Public Works • Community Outreach Police Officer starting this summer • Address 72-hour parking enforcement • PD and City Attorney's Office working on towing company contract service inconsistencies • A future discussion of revising City codes such as the City's suspended ordinance prohibiting living in vehicles would need to be reviewed again for Council direction <ul style="list-style-type: none"> – SEC.19.71. Parking between the hours of 2:00 AM and 6:00 AM prohibited; exceptions (not currently enforced) – SEC.19.111(c). Prohibits vehicles parked on public streets from being used for dwelling purposes (currently suspended) – SEC. 27.11. Obstructions – Prohibited generally – Exceptions (currently enforced) • Staff to provide a report in spring 2018 • Work on ongoing issues near Yuba Drive and looking at new enforcement options 	IN PROGRESS

No.	Task/Deliverable	Target Date	Milestones	Status
47	Coordinate roles and responsibilities with PD and New Community Outreach Officer.	August 2017	<ul style="list-style-type: none"> • Onboarding Community Outreach Officer. • PD developing a process for internal monitoring, awareness and communication of reports and incidents involving the homeless and residents living in RVs. • Enhancing relationships with partner agencies. • Proactively contact and engage with homeless individuals, assess needs, provide support and liaison with service providers, conduct enforcement as needed. • Working closely with parking enforcement operations to ensure compliance as well as campaigns for increased community education specific to violations, proper and timely reporting, etc. • Develop and maintain a Top 5 list of those most in need of services and prioritize subjects who need and are willing to accept assistance or are at risk. 	IN PROGRESS
48	Routine ongoing meetings outreach and case management.	Ongoing	<ul style="list-style-type: none"> • Monthly meetings 	ONGOING
49	Routine meetings with PD Outreach and CSA Outreach.	Ongoing	<ul style="list-style-type: none"> • Monthly meetings and as needed 	ONGOING

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50	Continue communications efforts to inform our community of the City initiatives and show new highlights of efforts on community outreach with CSA the PD	Ongoing	<ul style="list-style-type: none"> • Use of web, social , the City newsletter and other communication channels • Media • Webpage developed • Features in <i>The View</i> 	ONGOING