

# HOMELESS INITIATIVES WORK PLAN - UPDATED DEC. 2017

(Includes Action Items and Summary Status 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"> <li>Topic area and tracking developed</li> <li>Data collected from August 2016 to January 2017</li> <li>Data gathering refinements continue</li> </ul>	<b>ONGOING</b>
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"> <li>Coordination meetings held</li> <li>Business terms and contracting authority approved by the Council on January 24, 2017 and the County Board of Supervisors on December 13, 2016</li> <li>CSA reviewing two operators and will establish a location and date/time for services</li> <li>CSA will aim to supplement with a day, such as Tuesday, to complement the showers at Hope’s Corner presently on Thursday and Saturday</li> <li>Pilot conducted in the spring with Lava Mae while waiting to secure a contract with Dignity on Wheels (DOW)</li> <li>Contract with DOW completed for service on Tuesday afternoons</li> </ul>	<b>COMPLETED</b>

No.	Task/Deliverable	Target Date	Milestones	Status
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"> <li>• Coordination meetings held</li> <li>• Staff purchased and provided waste caps and drip pans</li> <li>• Will be distributed by CSA Outreach Worker and Fire and Environmental Protection staff as needed</li> <li>• Will need to repurchase as needed</li> </ul>	<b>COMPLETED</b>
4	72-hour noticed cleaning of Crisanto Avenue and Latham Street.	December 2016	<ul style="list-style-type: none"> <li>• Coordination meetings held</li> <li>• New permanent street cleaning signs posted December 2016 for Crisanto Avenue</li> <li>• Outreach Workers engaged to advise of street cleaning</li> <li>• Monthly cleaning for Crisanto Avenue</li> <li>• New plan for quarterly clean sweeps on Crisanto</li> <li>• Bimonthly cleaning of Latham Street</li> </ul>	<b>COMPLETED</b>
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"> <li>• Business terms and contracting authority approved by the Council on January 24, 2017</li> <li>• City finalized contract</li> <li>• CSA will purchase and coordinate a location at Hope's Corner/TUMC</li> <li>• Installation pending after for construction on kitchen</li> </ul>	<b>COMPLETED</b>

No.	Task/Deliverable	Target Date	Milestones	Status
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"> <li>• Coordination meetings held</li> <li>• Staff reviewed a selection of sites</li> <li>• Sited on parking lot at Rengstorff Park</li> <li>• LED lights added to the area for enhanced safety</li> </ul>	<b>COMPLETED</b>
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"> <li>• Coordination meetings held along with two faith gatherings</li> <li>• Pilot in development</li> </ul>	<b>IN PROGRESS</b>
8	Further discussion with the County and faith community regarding rotating shelter options.	Ongoing	<ul style="list-style-type: none"> <li>• Coordination meetings held with the County, CSA, and faith-based leaders who want to pilot a safe parking or other program</li> <li>• Focus is on the cold-weather pilot at Trinity United Methodist Church (TUMC).</li> <li>• Outreach continues to the faith community</li> </ul>	<b>ON HOLD - DUE TO NEW PILOT SHELTER AT TUMC</b>

No.	Task/Deliverable	Target Date	Milestones	Status
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"> <li>• County provided temporary outreach in December 2016 through February 2017</li> <li>• CSA hired Outreach Worker in January 2017</li> <li>• Business terms and contracting authority approved by the Council on January 24, 2017 and the County Board of Supervisors on December 13, 2016</li> <li>• County temporary transition to CSA in March 2017</li> </ul>	<b>COMPLETED</b>
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"> <li>• Negotiated contract terms</li> <li>• Business terms and contracting authority approved by the Council on January 24, 2017 and the County Board of Supervisors on December 13, 2016</li> <li>• Peninsula Healthcare Connection (formerly New Directions) selected as County contractor to serve as Case Worker working with CSA Outreach Worker</li> <li>• County transition to contractor Peninsula Healthcare Connection in March 2017</li> </ul>	<b>COMPLETED</b>

No.	Task/Deliverable	Target Date	Milestones	Status
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"> <li>• Staff developed a work plan and associated report outline</li> <li>• Coordination meetings held, including a discussion of Measure A opportunities</li> <li>• Staff reviewed County Plan to End Homelessness</li> </ul>	<b>COMPLETED</b>
12	Continue to explore a waste dumpsite and look for options to bring the cost down.	October 2016 through February 2017	<ul style="list-style-type: none"> <li>• Coordination meetings held</li> <li>• Sites reviewed by staff</li> <li>• Outreach to Water Santa Clara Valley Water District SCVWD</li> <li>• Siting locations discussed at Project Coordinating Committee meeting</li> <li>• Summary of options provided for March 7 Council report</li> <li>• Pending Council direction for a consideration of a CIP for preliminary cost estimates and a schedule for site development</li> </ul>	<b>COMPLETED</b>
13	Follow-up with Fire on RV heating hazards for outreach and communications.	October 2016	<ul style="list-style-type: none"> <li>• RV Fire/Life Safety Hazard Outreach and Enforcement efforts analyzed</li> <li>• Outreach material created in English and Spanish</li> <li>• Fire suppression crews trained in proactive outreach</li> </ul>	<b>COMPLETED</b>

No.	Task/Deliverable	Target Date	Milestones	Status
14	Continued regional engagement like the Cities Association meeting.	October 13, 2016  Follow-up 2017	<ul style="list-style-type: none"> <li>• Presentation made in October by Mayor and staff</li> <li>• New regional stakeholder meetings attended, led by City of San Jose</li> </ul>	<b>PART ONE – COMPLETED</b>
15	Create homeless services web page and update our community contact resources.	November/ December 2016	<ul style="list-style-type: none"> <li>• Added homeless and housing content to newsletter</li> <li>• New <i>Ask MV</i> topics added</li> <li>• Several informational collateral items gathered</li> <li>• New outreach collateral developed in English/Spanish</li> <li>• <a href="http://www.mountainview.gov/homeless">www.mountainview.gov/homeless</a></li> </ul>	<b>COMPLETED</b>
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"> <li>• Coordination meetings held</li> <li>• Staff informed and coordinating activities</li> </ul>	<b>COMPLETED</b>
17	Staff working group for housing options follow-up for 2017.	December 2016 through February 2017	<ul style="list-style-type: none"> <li>• Coordination meetings held</li> <li>• Met with the County on Measure A opportunities</li> <li>• Defined initial options and costs</li> </ul>	<b>COMPLETED</b>
18	Private donor outreach.	Meeting on November 2, 2016  Follow-up meeting in January 2017 with SVCF	<ul style="list-style-type: none"> <li>• Coordination meeting held</li> <li>• List of suggested funding opportunities provided to Silicon Valley Community Foundation (SVCF) for future consideration</li> <li>• Dialogue has continued with other opportunities</li> </ul>	<b>COMPLETED</b>

No.	Task/Deliverable	Target Date	Milestones	Status
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"> <li>• Researched and analyzed</li> <li>• Summary of recent actions for the March 7 Council report</li> </ul>	<b>COMPLETED</b>
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"> <li>• City Attorney analyzed case law</li> <li>• Summary provided for March 7 Council report</li> <li>• This issue remains a matter of concern</li> </ul>	<b>COMPLETED</b>
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"> <li>• Coordination meetings held</li> <li>• PWD surveyed the locations on four days, and based on these points in time, some modifications were recommended for Latham Street</li> <li>• PWD painted limited number of curbs on Latham Street</li> <li>• Additional signage on Oak Lane</li> <li>• Additional review is being conducted</li> </ul>	<b>COMPLETED</b>
22	Look at options and costs for creating a Downtown Streets Team for Mountain View.	Early 2017	<ul style="list-style-type: none"> <li>• Coordination meetings held</li> <li>• Analyzed options and costs</li> <li>• Now that 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</li> </ul>	<b>COMPLETED</b>

No.	Task/Deliverable	Target Date	Milestones	Status
23	Planning for outreach to people living in vehicles.	Ongoing	<ul style="list-style-type: none"> <li>• Coordination meetings held</li> <li>• Temporary outreach plan coordinated with the County</li> <li>• CSA hired Outreach Worker</li> <li>• Transition and Coordination in progress</li> <li>• Plan in Progress for CSA Outreach Worker</li> <li>• Ongoing refinements made</li> </ul>	<b>COMPLETED</b>
24	Ongoing updates to stakeholders.	Ongoing engagement	<ul style="list-style-type: none"> <li>• Eight (8) updates provided to stakeholders</li> </ul>	<b>ONGOING</b>
25	2017 Santa Clara County Point In Time (PIT) Count.	January 2017	<ul style="list-style-type: none"> <li>• Supplied County contractor with maps and associated information</li> <li>• Reviewed data released by the County in June 2017</li> <li>• Seeking enhancements to future contracts for Mountain View data</li> </ul>	<b>COMPLETED WITH DATA ONGOING</b>
26	Update the count of people living in vehicles and locations.	February 2017	<ul style="list-style-type: none"> <li>• Coordination meetings held</li> <li>• IT developed app to count vehicles</li> <li>• PD lead implementation in the field</li> <li>• Currently looking at ESRI mapping options available by IT</li> <li>• New count to be completed by early 2018</li> </ul>	<b>COMPLETED WITH DATA ONGOING</b>



No.	Task/Deliverable	Target Date	Milestones	Status
27	Review developed outreach material for homeless – living in vehicles and encampments.	February 2017	<ul style="list-style-type: none"> <li>• Coordination meetings held</li> <li>• Outreach material received from FD, PD, CSD, CSA, and the County</li> <li>• Added helpful resources to the new web page</li> <li>• New outreach collateral developed in English/Spanish</li> <li>• Outreach on public street notifications also enhanced</li> </ul>	<b>COMPLETED</b>
<b><i>Council Action Items from March 7, 2017 – Phase Two</i></b>				
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"> <li>• Two-year contract amendment coordinated with the County</li> <li>• County Board of Supervisors Agenda - August 15, 2017</li> </ul>	<b>COMPLETED</b>
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"> <li>• Two-year contract amendment coordinated with the County</li> </ul>	<b>COMPLETED</b>
30	Complete the CSA outreach plan (\$75,000).	July 2017	<ul style="list-style-type: none"> <li>• One-time contract drafted</li> </ul>	<b>COMPLETED</b>

No.	Task/Deliverable	Target Date	Milestones	Status
31	Reserve funding for Permanent Supportive Housing (PSH) assistance, Rapid Rehousing, or other needs (\$250,000).	TBD	<ul style="list-style-type: none"> <li>• Hold in reserve until more data is analyzed on current efforts</li> <li>• A number of new options are under consideration</li> </ul>	<b>IN PROGRESS</b>
32	Provide contingency funding for homeless initiatives (\$25,000).	TBD	<ul style="list-style-type: none"> <li>• Hold for as needed – a number of potential needs</li> <li>• Initial use of contingency is in progress</li> </ul>	<b>IN PROGRESS</b>
33	Continue to fund a Porta Potti at Rengstorff Park (\$12,000).	June 2018	<ul style="list-style-type: none"> <li>• Will be available through the end of June 2018</li> <li>• Confirmed with CSD staff and PD</li> <li>• Goal to extend to 2019 if funds available</li> </ul>	<b>ONGOING</b>

No.	Task/Deliverable	Target Date	Milestones	Status
34	Approved a pilot RV waste disposal program (\$25,000).	Fall 2018	<ul style="list-style-type: none"> <li>• Implementation Team meeting</li> <li>• Scope as a numbered voucher program with tracking usage</li> <li>• Draft pilot program and circulate for comments</li> <li>• Submit pilot program RFP to Purchasing for solicitation (NTE \$25,000)</li> <li>• Select service provider and award contract</li> <li>• Draft outreach plan and signage needed for each site</li> <li>• Pilot program data analysis</li> <li>• Engage with the SCVWD and the County – send a letter highlighting pilot program results</li> <li>• 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</li> <li>• Pilot program will run January to April 2018</li> <li>• Final report to Council in winter/spring 2018</li> </ul>	<b>IN PROGRESS</b>

No.	Task/Deliverable	Target Date	Milestones	Status
35	Provided direction to staff on pursuing a shelter option with the County.	On-going	<ul style="list-style-type: none"> <li>• On-going effort on safe parking and pilot sheltering options by local faith community members</li> <li>• Application received for a pilot cold weather shelter in Mountain View at Trinity United Methodist Church (TUMC).</li> <li>• Approved and opening on December 23, 2017</li> </ul>	<b>COMPLETED</b>
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"> <li>• Submitted to FASD and included in the recommended budget narrative</li> </ul>	<b>COMPLETED</b>
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"> <li>• Submitted to FASD and included in the recommended budget narrative</li> <li>• Public Benefits San Antonio (Homeless Initiatives – 720600-55600)</li> </ul>	<b>COMPLETED</b>

No.	Task/Deliverable	Target Date	Milestones	Status
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"> <li>• Contracts coordinated</li> </ul>	<b>COMPLETED</b>
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"> <li>• CDD is the lead department and is drafting a work plan</li> <li>• Overarching housing strategies will be presented to the Council in September 2017</li> <li>• Completed on October 24, 2017</li> </ul>	<b>COMPLETED</b>
40	Direct staff to send a letter of engagement to the faith-based community.	May 2017	<ul style="list-style-type: none"> <li>• Planning and informal conversation with our interfaith community about becoming further engaged in responding collectively to the homeless crisis</li> <li>• Drafted a joint letter – Circulated with Pastors Love and Leong, Mike F., CSA, and the County</li> <li>• Created faith community database</li> <li>• First meeting held May 30</li> <li>• Second meeting held on October 13</li> </ul>	<b>COMPLETED</b>

No.	Task/Deliverable	Target Date	Milestones	Status
41	Develop measurable goals.	April 2017	<ul style="list-style-type: none"> <li>• Detailed data gathering has been requested of CSA</li> <li>• Monthly reports will track outreach status and outcomes</li> <li>• All new March 7 action items added to existing Work Plan for tracking</li> <li>• Refining a theory of change matrix as well to define goals, assumptions, and desired outcomes</li> </ul>	<b>COMPLETED</b>
42	Data points outlined in the Council discussion to be added to surveys.	April 2017	<ul style="list-style-type: none"> <li>• Added items requested to the homeless client assessments administered by CSA Outreach Worker(s)</li> </ul>	<b>COMPLETED</b>
43	Add enforcement as a work plan item.	Spring 2018	<ul style="list-style-type: none"> <li>• Work plan action item</li> <li>• Interdepartmental effort with City Attorney, Police and Public Works</li> <li>• Community Outreach Police Officer starting this summer</li> <li>• Address 72-hour parking enforcement</li> <li>• PD and City Attorney's office working on towing company contract service inconsistencies</li> <li>• 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</li> <li>• Staff to provide a report for March 6, 2018 Council Meeting</li> </ul>	<b>IN PROGRESS</b>

No.	Task/Deliverable	Target Date	Milestones	Status
44	<p>Continue to engage and monitor safe parking options.</p> <p>- Mountain View and Partner Efforts</p> <p>-Regional Efforts</p>	On going	<ul style="list-style-type: none"> <li>• Various ideas and plans are under consideration</li> <li>• Outreach done to other agencies and private companies</li> <li>• City staff continues to dialogue with stakeholders</li> <li>• Lords Grace has a 501(c)(3) nonprofit called MOVE Mountain View for a pilot program (non-profit status approved December 2017)</li> <li>• Lords Grace is working to secure others to partner on a pilot and assist in funding</li> <li>• Work is in progress</li> <li>• The City approved (October 2017) providing grants for the additional insurance costs incurred by the organizations participating in a safe parking program. The cost is estimated at \$800 to \$1,000 per year, per location (~\$20,000 – full estimate unknown).</li> <li>• Monitoring status of the Morgan Hill site and Cupertino pilot program</li> </ul>	ONGOING
<b><i>Additional Staff Action Items</i></b>				
45	Monitor Measure A funding opportunities.	September 2017 and ongoing	<ul style="list-style-type: none"> <li>• CDD actively engaged with the County on progress to implement Measure A and creation of more affordable housing throughout the County</li> </ul>	ONGOING

No.	Task/Deliverable	Target Date	Milestones	Status
46	Provide updates to the Council.	Periodic	<ul style="list-style-type: none"> <li>• August 2017</li> <li>• December 2017</li> <li>• Short weekly updates as needed</li> </ul>	ONGOING
47	Coordinate roles and responsibilities with PD.	August 2017	<ul style="list-style-type: none"> <li>• Onboarding Community Outreach Officer</li> </ul>	COMPLETED
48	Routine ongoing meetings outreach and case management.	On going	<ul style="list-style-type: none"> <li>• Monthly meetings</li> </ul>	ONGOING
49	Routine meetings with PD Outreach and CSA Outreach.	On going	<ul style="list-style-type: none"> <li>• Monthly meetings and as needed</li> </ul>	ONGOING
50	Continue communications efforts to inform our community of the City initiatives	On going	<ul style="list-style-type: none"> <li>• Use of web, social and the City newsletter</li> <li>• Media</li> <li>• Webpage developed</li> <li>• Features in <i>The View</i></li> </ul>	ONGOING