



STAFF REPORT

Date: January 17, 2018
To: Community Services Commission
From: Dana Bailey, Community Services Manager
Subject: Homeless Strategy Update

Ending homelessness is a complex social issue and requires leadership, collaboration, and coordination among multiple federal, state and local programs to align resources and strategies for housing and supportive services. An active, sustained collaboration between the County, cities, and community partners is fundamental to maximize resources, integrate existing programs and services more effectively, and to seize opportunities to leverage mainstream criminal justice, health, and social services.

Within Alameda County, there are regional and local efforts to reduce the number of homeless families and individuals, maximize the alignment and effectiveness of current and future efforts, and lay the foundation for additional effective investments in the future.

REGIONAL EFFORTS:

Coordinated Entry System (CES) is a shared and standardized method for connecting people experiencing homelessness to the resources available in each community. Coordinated entry assesses people's housing-related needs, prioritizes them for resources, and links those in need to a range of types of assistance, including immediate shelter and longer-term housing focused programs.

The U.S. Department of Housing and Urban Development (HUD) and the State of California require that every community that receives Federal or State funds for programs serving homeless people begin using CES no later than January 23, 2018. Some of the other requirements of the system include:

- One low-barrier entry point (or a coordinated set of entry points) that is well publicized and easily accessible; (These may include in-person, over the phone or online)
- A standardized screening, intake and assessment process;
- A referral process that matches people to the services available to resolve their homelessness;
- Prioritization based on housing status and history, vulnerability, and service needs (not "first come, first served");
- A shared data system among participating programs.

Coordinated entry in Alameda County will include regional access points, or Housing Resource Centers (HRC's), which will work with individuals and families experiencing homelessness in specific localities. Each HRC is expected to have assessment and triage capacity, direct access to refer households to vacant emergency shelter beds, rapid rehousing (temporary subsidies to be used to assist with rent in a new home) and other resources, and provide links to community-based services. Two HRC's began operating in early 2017, with three coming online, to ensure that all regions in the county have access. Within the planning conversation, the special needs of youth, veterans, and people fleeing domestic violence were also given special consideration. More information regarding CES can be found at the following:

- [Guiding Principles for Coordinated Entry in Alameda County](#)
- [Alameda County Coordinated Entry Q&A](#)

LOCAL EFFORTS:

The City of Hayward has recently refocused attention towards the coordination of service delivery among partner agencies, including the County and non—profit service providers to address the housing affordability and homelessness challenges we face locally. A new Housing Division Manager position has been created to oversee affordable housing related issues; therefore this additional resource will create greater capacity internally. Meanwhile, the City developed a 120-Day Action Plan to improve internal and interagency coordination to more effectively address homelessness in the City of Hayward with a specific focus on:

- The development of an internal Interdepartmental team to address encampment cleanups and coordinate support services with partner agencies;
- The development of a protocol and communications materials for private property owners and community members on tips to address/report homelessness challenges;
- Re-convening the Interagency Homeless Taskforce to discuss:
 - Short-term 120 Day Action Plan;
 - the development of a **Policy-Level** Leadership Team made up of executive representatives from the County, City, Business, Non-profit, etc., to address system and financial barriers to address the Homeless issue from multiple facets, and
 - the development of a **Direct-Service Provider** group made up of faith-based community, nonprofit partners, community interested parties, etc. to address coordination of services and client cross-referrals to maximize efforts;

The City also applied for \$100,000 in Alameda County Immediate Impact Grants to support Winter Warming location operations and a pilot for a mobile encampment outreach team. Winter storms and extreme cold weather place homeless people at risk when exposed to severe weather conditions and annual Winter Warming Stations (*shelters open only in rainy or cold weather*). *Winter Shelters (open every night during the winter months)* are critical and operate as part of a multi-organizational effort. Additionally, during evenings of inclement weather, a network of homeless shelters, street outreach teams and other community partners provide overnight accommodations and other additional resources.

There are currently two winter warming stations in Hayward: One operated by the South Hayward Parish and the other operated by the First Presbyterian Church. The South Hayward winter warming station is operated by South Hayward Parish at 27287 Patrick Ave, in Hayward and began operations on December 1st with 25 first-come first-served spaces for individuals 18 and older. The WSS is open on evenings with predicted weather 70% chance of rain or less than 40F

temperatures. The First Presbyterian Church winter warming station began its operation on December 1st with 25 spaces for individuals 18 and older. It is located at 2490 Grove Ave, Castro Valley. The First Presbyterian Church winter warming station is open on evenings with cold or rainy weather predicted, with schedules set weekly. Lastly, the City of Hayward is currently in negotiations with New Life Christian Church to open a winter warming station at their B Street location in North Hayward/Downtown.

Who is serve, the process for obtaining overnight shelter and hours of operation varies based on each of the warming stations own policies. Information regarding Winter Emergency Resources and other emergency shelters is updated multiple times a day and available by calling 211. A matrix of Winter Emergency Housing Resources across Alameda County can be found on the [Alameda County Health Care for the Homeless website](#).

LONG TERM EFFORTS: MEASURE A1 AND AFFORDABLE HOUSING

Measure A1, the Alameda County Housing Bond, was passed by over 73% of the voters in November 2016. The \$580 million housing bond addresses the housing affordability crisis by focusing on people experiencing homelessness, low income families, first time home buyers, the disabled, elderly, and veterans. Advocacy work by EveryOne Home ensures that 20% of new rental housing development be reserved for extremely low-income households at or below 20% Area Median Income. The bond will fund three programs related to homeownership and two rental housing development programs.

The City of Hayward has held several work sessions over the 1 ½ years to address both short and longer-term strategies and policy considerations to address the housing affordability and Homeless issues facing the City, while proactively increasing regional coordination efforts. On February 6, 2018, a work session is scheduled with the Council to review options for potential anti-displacement strategies. In preparation for the February 6th work session, initial community conversations were held with tenants and landlords. An online survey will be available on the City of Hayward's website on January 12th, 2018.