

# REVIEW OF HOMELESS SERVICES AND RESPONSES

---

- May 19, 2015 Study Session: Education – Review What's in Place
- June 9, 2015 Analyze Options, Seek Policy Direction

1. Prevention Services
2. Intervention Services
3. Department Responses
4. Community Services / Responses
5. National / State Initiatives
6. Consider Expectations and Options

# Homeless Prevention Services

---

- CONTINUUM OF CARE:  
HUD Directed Regional Coordination/Funding
- FAIR HOUSING:  
Tenant & Landlord Assistance
- HCA ADMINISTRATIVE SUPPORT:  
Rental Deposit/Payments, Mortgage Assistance

# Homeless Intervention Services: Operational Support

---

- HOMELESS SERVICE CENTER:  
Centralized Intake, Counseling Services
- FAMILY SUPPORT CENTER:  
Family Shelter, Supportive Services
- SAMUEL JONES HALL:  
Family/Individual Shelter, Supportive Services
- WINTER SHELTER:  
Open November-March

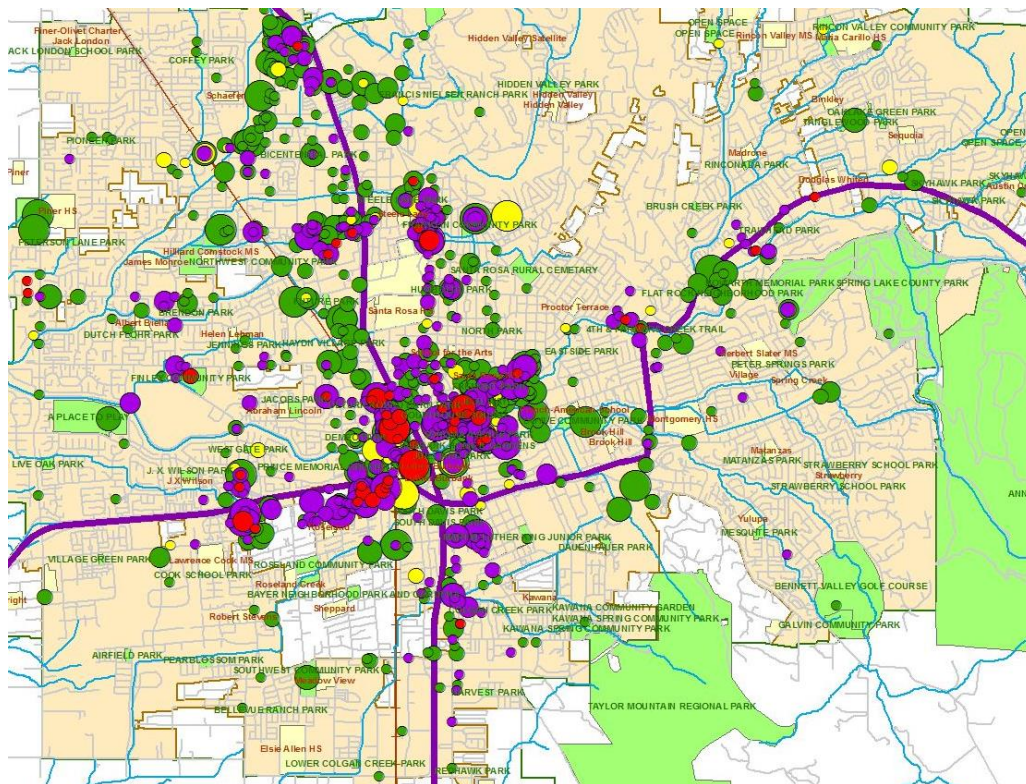
# Homeless Intervention Services: Development Support

---

- BROOKWOOD HEALTH SERVICE CENTER:  
SR Community Health/Nightingale Program
- SPECIAL NEEDS FACILITIES:  
Women & Children/Recovery Services
- ACQUISITION/REHABILITATION FUNDING:  
Acquire & Rehabilitate Facilities

# Homeless Responses: Police

- Calls Concentrated in Downtown; Public Intoxication, Panhandling, Urinating in Public, Encampments
- Experiencing complaints from outlying areas



# Homeless Responses: Police

- Citywide approximately 20% of calls are homeless related
- 75% Downtown Enforcement Team work is dealing with homeless related issues
- Calls for Service associated with homeless are twice as high in Downtown and surrounding areas



# Homeless Responses: Police

## Challenges

- Citations are issued for City Code violations and are referred to Traffic Court
- 376 citations from 2014 to Present
  - Majority are in Collections
  - Example - 6 individuals who owe over \$150,000 in violation fees
- Working with a variety of property owners in downtown area including SMART, CalTrans, landlords in order to enforce trespassing and encampments.



# Homeless Responses: Police

## Approaches

- Patrol officers are the primary for calls for service
- DET focuses on Downtown, Railroad Square, Greenway, and Parks
- Environmental Crimes Unit:
  - Officer working with Santa Rosa Water staff to clear out encampments in creeks and waterways.
  - Camps reoccupied within days of notice/removal

# Homeless Responses: Police

## Approaches (cont'd)

- Working closely with Community Based Organizations
  - Working with HOST to actively address issues
- Citizen Complaints
  - Assigned as Beat Projects
  - Over 100 projects since 2013



# Homeless Responses: Water

## Creek Cleanup, Water Quality Maintenance



**Steele Creek near Jennings Ave**



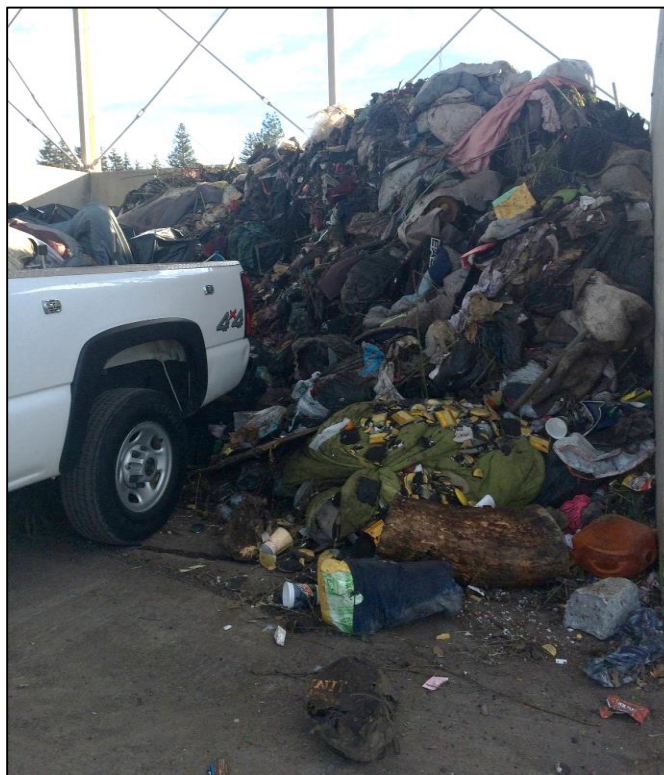
**Santa Rosa Creek on Mission Blvd  
(behind Union Hotel)**



# Homeless Responses: Water



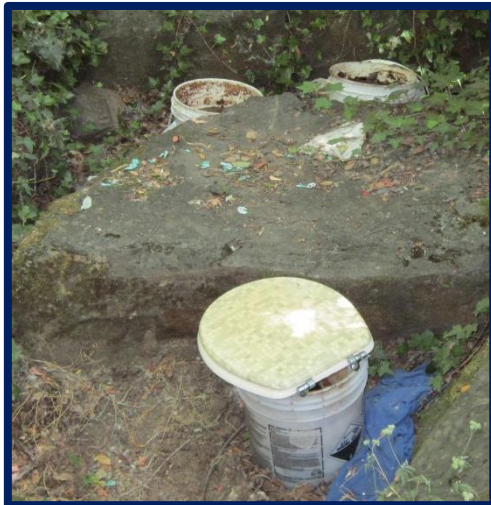
**Piner Creek,  
North of Piner Rd**



**Collected trash from encampment  
cleanup along College Creek**



# Homeless Responses: Water





# Homeless Responses: Water



**Spring Creek East of Yulupa Avenue**

# Homeless Responses: Recreation & Parks

---

## Safety & Security in Community Spaces

- Patrons avoid using parks, facilities and programs
- Staff operations include asking individuals to move from blocking doorways & park assets
- Aggressive responses/retaliation
- Additional staff assigned for safety

# Homeless Responses: Recreation & Parks

## Impact to Community Spaces

- Use of amenities for unintended purposes
- Opening facilities can include trash, human waste and sharps removal
- Encampments





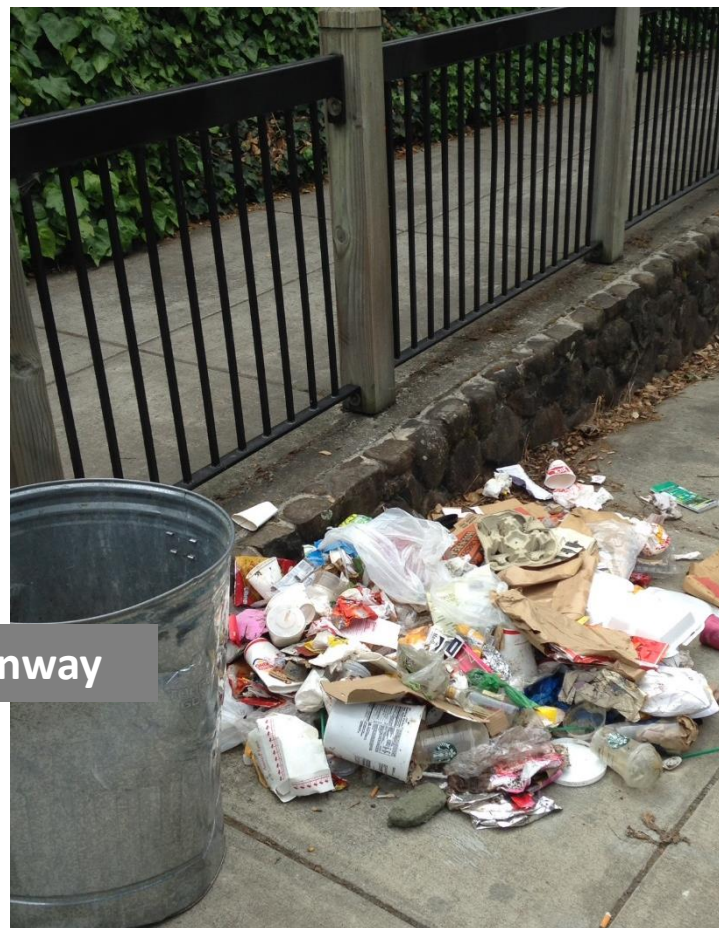
# Homeless Responses: Recreation & Parks



Olive Park Restrooms



Prince Memorial Greenway





# Homeless Responses: Recreation & Parks



Howarth Park Encampment Cleanup





# Homeless Responses – Economic Development & Housing

- Parking 24/7 Operation
- Customer Expectations
- Referrals to Homeless Service Center



# Homeless Responses – Transportation & Public Works

- Public Works – Road Cleanup (Debris & Cart Removal), Support Creek & Other Encampment Cleanups
- Transit - Ridership Management, Maintain Shelters & Restrooms, Bus Tickets



# Homeless Responses –Fire

## Issues

- Increased call volume (medical, fires, good intent, etc.)
  - 23% increase since 2009 (outside of shelters)
  - 19% increase since 2009 (inside of shelters)
- Multiple contacts with same individual
- Delayed responses to other priority calls
- Multiple responses per day for same individual
- Many times hospital not appropriate but law requires transport

# Homeless Responses – Community Development

---

## Illegal Occupancy Complaints

- Vacant Private Property & Structures
- Notify Transient to Leave
- Request Owner to Secure Property

## Necessary Advance Permitting

- Start Discussions in July with Providers and Public Safety to Complete Needed Permitting at Supervised Service Locations

# Community Services and Responses

---

- Non-Profit Service Providers
- Homeless Advocacy Groups
- Ecumenical Community Support
- Hospitals /Clinics/ Veterans Administration Assistance

# National and State Initiatives

---

- Continuum of Care- Housing First & Regional Partnerships
- Housing Choice Vouchers
- Tax Credit Program; Proposition 41
- Pending State Legislation:
  - AB 35
  - AB 1335
  - SB 608



# Council Considerations - Next Steps

---

- Expectations for Enforcement
- Expectations for Services and Responses
- Options