



**County Shelter at Hamlin Court  
CWSP OPERATIONAL PLAN  
FY2017**

DRAFT

**Santa Clara County Office of Supportive Housing  
3180 Newberry Drive, Suite 150, San Jose CA 95118**

# County Shelter at Hamlin Court: CWSP Operation Plan

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# **Cold Weather Shelter Program 2016-17: County Shelter at Hamlin Court, Sunnyvale**

## **Introduction**

This emergency shelter program will provide overnight shelter and meals along with restrooms and shower facilities to individuals and families. Health, social services and other services will be provided; they are offered by various service providers. Volunteers are an integral part of the program design. The goal of this program is to meet the basic needs of homeless individuals and families on a nightly basis. All beds will be reserved, i.e., filled by referrals. If a referred client does not show up by 7:00 p.m. on a given day, the bed that was to be occupied

## **Management Plan**

### **Shelter Management**

HomeFirst (formerly EHC LifeBuilders) has been operating the Cold Weather Shelter Program (CWSP) since 1987. Their focus is on providing a safe environment and the basic necessities of life that will give the homeless the opportunity to change their current temporary situation to long-term self-sufficiency and permanent housing.

### **Hiring Standard Operation Procedures**

HomeFirst is an equal opportunity employer, with the policy to provide equal opportunity in all areas of employment, including the areas of recruitment, hiring, training, development, transfer, benefits, promotion and termination.

### **Hiring Procedures:**

1. HomeFirst will be responsible for recruitment, hiring, training, and supervision of all paid and volunteer staff at the shelter. Paid staffing levels at this shelter shall include the following:
  - a. Program Manager responsible for the staffing, budget, logistics supplies and to oversee the operation of the program.
  - b. Site Manager to oversee the day-to-day operation of the facility.
  - c. Drivers to transport food and linen to the facilities.
  - d. Three (3) Shelter Workers per shift which will be at a ratio of 1 worker per 50 homeless individuals served each night.
  - e. One (1) Lead Shelter Worker and one (1) Shelter Worker to oversee the site during the day.
  - f. Two (2) Outreach Workers to respond to community concerns involving the homeless in the neighborhood, nearby parks and businesses.
  - g. Security Guards to search bags, monitor the facility inside/out and patrol the neighborhood.
2. All staff applicants should be hired one month in advance. This will allow adequate time to get applicants backgrounds and training completed.
3. All opening positions should be should be hired by the end of November.
4. All staff will be trained and orientation will be provided to effectively operate the Shelter Outreach Program.

- a. All training will be available during the month of November. Training will include the following:
  - i. Certified CPR and first aid administration.
  - ii. Crisis intervention
  - iii. Mental Health and substance abuse
  - iv. Safety in the work place(proper utilization of all equipment and supplies
  - v. Orientation
  - vi. Volunteer Management
  - vii. Boundaries

### **Staff Duties and Responsibilities:**

1. Greet all guest with a courteous and politely manner.
2. Responsible for the implementation of shelter rules and security of the facility
3. Provide information and referrals to shelter guests
4. Distribute clothing, linens, toiletries, and any other items supplied by the program
5. Provide general site cleanup; reports any maintenance or janitorial needs to the Shift Manager or General Manager
6. Assure safety of guests and safe operation of shelter
7. Conduct bed and facility checks
8. Assist with monitoring meals and determining meal counts where appropriate
9. Complete intake of homeless guests as required
10. Assist with set up and break down for any special events or activities
11. Handle all emergencies by contacting appropriate staff/agencies
12. Report any incidents and completes incident report
13. Represent HomeFirst and the program appropriately to volunteers, donors, outside agencies and the general public
14. Accept donations and hand out donation receipts
15. Assist with office-related tasks as needed
16. Attend meetings, workshops and trainings as requested
17. Perform other duties as assigned by supervisor

### **Daily Cleaning Responsibilities:**

1. Empty trash cans and replace trash can liners throughout the night
2. Sweep floor after dinner-or as needed
3. Clean kitchen after dinner and breakfast-or as needed
4. Check restrooms for cleanliness-as needed
5. Clean outside perimeter throughout the night
6. Graveyard shift –Wash front door area
7. Sanitize all mats on a daily basis-Please alternate mat cleaning on a weekly basis
8. Swing Shift: Clean front desk area before shift change
9. Swing Shift: Take any excess blankets/sheets to storage area before shift change
10. Graveyard Shift: Remove all of our belongings from the building, including kitchen items
11. Clean and organize storage areas

### **The following areas must be checked every hour:**

1. Restroom
2. Showers

3. Entry Ways (lobbies, hallways, corridors, traffic area and stairs)

### **Other Services:**

1. Check for debris in exterior areas that are accessible by clients, to include randomly discarded cigarette butts and paper trash (not located within fenced portion of property)
2. Sweep all exterior entrances and patios, empty and replace liners, clean garbage cans and cigarette urns, clean exterior furniture as needed
3. Janitorial closets and storage spaces shall be kept clean, neat, and orderly
4. Spot clean walls
5. Clean, sanitize, and polish drinking fountains
6. **Clean washers and dryers to keep them operational**

## **Operational Guidelines**

### **Hours of Operation**

The standard hours of operation for staff are 4:00 p.m. to 9:00 a.m. Monday through Sunday.

### **Basic Operation**

The County Shelter will house up to 125 persons per night, providing them services, hot meals, a place to clean up, and somewhere out of the elements to sleep. There are three sleep areas: family, male, and female. All beds will be reserved, i.e., filled by referrals and clients will be able to have their bed reserved for the entire 120-day period, provided they abide by the shelter rules. If clients do not show up by 7:00 p.m., those beds will be filled on a first-come, first-served basis **and those clients will have to obtain a referral within 2 business days in order to continue to stay at the shelter.** Clients will be able to keep some of their possessions stored on site.

### **Daily Schedule**

4:00 p.m.: Staff arrive at the shelter to set up for the night; security arrives, too.

3 Shelter Workers, Manager, Security Guard

5:00 p.m.: Clients start being admitted into the shelter.

6:30 - 7:30 p.m.: Dinner is served

6:00 – 10:00 p.m.: Showers and donated clothing are available.

10:00 pm – 5:30 a.m.: “Lights Out”

5:30 - 7:30 a.m.: Showers are reopened and breakfast is available.

9:00 a.m.: Clients must leave the shelter.

9:00 am to **4:00** p.m.: Additional staff remain on site and monitor the neighborhood:

1 Shelter Worker, 1 Security Guard, 2 Outreach Workers, 1 Lead/Manager

### **Services Offered**

1. Meal Service – Two meals per day are offered; dinner and breakfast.
2. Assessment, Information, and Referral – Staff members provide appropriate information and make referrals to other services as needed.
3. Distribution of Needed Supplies – Staff provides clients with toiletries and clothing that are donated by generous members of the community.

4. Medical Care – Valley Homeless Healthcare and Gardner Health Services provide clients an array of services including basic screening, primary care, dental care, immunizations, TB screening, routine acute care, medication monitoring, and referral follow-up.
5. Additional Services – Services such as haircuts, tutoring, or special workshops are available when individuals or community groups volunteer to provide them.
6. Outreach Work – Staff will monitor the clients’ comings and goings throughout the adjacent neighborhood in order to ensure the safety of both the clients and the neighborhood community and to see to it that the clients do not remain in the area.

### **Participant Eligibility**

Individuals/households are eligible to participate in this program if they meet the following criteria:

1. Literally homeless: Living in places not meant for human habitation: cars, parks, sidewalks, and abandoned buildings.
2. Claim residency (where one stays the most time or one’s last permanent residence) in one of the following jurisdictions/areas: Cupertino, Los Altos, Los Altos Hills, Milpitas, Mountain View, Palo Alto, or Sunnyvale. If occupancy permits, residents from other areas in the County can be accepted.

### **Agencies Participating In This Program**

1. Downtown Streets Team (outreach and referrals)
2. Emergency Assistance Network Agencies (Community Services Agency: Mountain View, Opportunity Center, Sunnyvale Community Services, West Valley Community Services: referrals)
3. Gardner Family Health Network: Mountain View (referrals)
4. HomeFirst Services of Santa Clara County (outreach, referrals and shelter services)
5. Inn Vision Shelter Network (outreach, referrals, shelter and case management services)
6. Project We Hope (referrals, shelter and case management services)
7. Valley Health Care for the Homeless (referrals, outreach and medical services)
8. County Office of Supportive Housing (management and referrals)

### **Outreach**

1. Valley Health Care for the Homeless conducts outreach all throughout the County daily from 5:00 p.m. to 8:00 p.m. during November weekdays and during proclaimed Inclement Weather Episodes.
2. HomeFirst conducts outreach in the north County during proclaimed Inclement Weather Episodes.
3. Downtown Streets Team conducts outreach twice a week in Palo Alto and once a week in Sunnyvale.

### **Referral Process**

1. All beds will be reserved, i.e., filled by referrals. If a referred client does not show up by 7:00 p.m. on a given day, the bed that was to be occupied is declared “open” and will be filled on a first-come, first-served basis.
2. Individuals/households meeting the eligibility criteria can be referred by:
  - a. The above participating agencies doing outreach, providing shelter or case management services; or
  - b. Any of the Emergency Assistance Network agencies; or
  - c. Any city housing or public safety departments in the County of Santa Clara.
3. Please note that all referring entities will use the appropriate referral form designed for this program. When persons are referred, they will know if a bed is available or if they will be put on a waitlist.
4. The referring agency will fill out the referral form and email/fax it to the shelter.
5. Referred clients will be able to stay at the shelter for the whole CWSP period.

6. Public Safety and Emergency Medical Services can refer individuals and bring them to the site.
7. When referred individuals are confirmed by HomeFirst staff, they will be allowed to enter the shelter. Non-referred clientele will have to wait to see if there are beds available that evening.

### **Inclement Weather**

When the Office of Supportive Housing (in collaboration with the National Weather Service) declares an “inclement weather” episode, notice is communicated via the media, outreach is done by Valley Health Care for the Homeless and other agencies/volunteers, emergency shelter beds are expanded as necessary and supplies are delivered.

### **Processing the Clients**

At swipe-in, the Lead/Manager (Shift Supervisor) calls forward 5 clients at a time. In the following order: new intake and special accommodations (clients designated by the Site Manager). As the clients swipe in, the Supervisor adds their number to the clients tracking form “At Swipe” column. Clients in each category are counted as present if they swipe-in or if they are still out but under their curfew. This ensures that if they come in at a later time, the count will not affect the overall count.

### **HMIS and Nightly Intakes**

Only HomeFirst staff members may use computers to access the county Homeless Management Information System (HMIS).

1. All clients utilizing services at the shelter as part of the Shelter Outreach Program must be in the HMIS.
2. Staff members will determine if a client is in HMIS.
3. For “first-timers,” an intake interview will be conducted, and client information gathered on an Intake Form.
4. These interviews may be conducted by volunteers, as well as HomeFirst staff members.
5. Every effort will be made to update HMIS with all intake interview information on the night of the client’s first arrival.
6. At the very minimum, some demographic information will be entered into HMIS that night.
7. In every case, a “swipe” card will be issued to clients; every client must have a card so his or her services can be recorded in HMIS.
8. HomeFirst staff will be responsible for:
  - a. Determining the HMIS status of clients
  - b. HMIS data entry
  - c. Issuing new or replacement cards
  - d. Recording the emergency shelter service for the night.
9. All intake interview paperwork must be reviewed by the senior staff member, and signed. This allows for missing information to be obtained while the client is still on site.
10. All HomeFirst shelter staff members will be given more detailed instructions and “client flow” information at the formal HMIS training.

### **Shelter Rules**

1. A bag search will be conducted and all clients will be wand searched, before being allowed access to the shelter.
2. Clients must provide a photo ID at the time of intake and are required to show photo ID each day before being allowed access to the shelter.

3. Weapons, of any kind, are not permitted in or around the shelter.
4. Clients may not arrive at the shelter under the influence of alcohol or drugs.
5. Alcohol or drugs are not permitted in or around the shelter.
6. All clients with vehicles must park in the shelter parking lot area.
7. Clients may not loiter on or around the shelter property, neighborhood or park, before or after shelter hours.
8. Pan handling is not permitted in or around the shelter property, neighborhood or park.
9. Syringes are to be disposed in the container provided inside of the shelter.
10. Violent or abusive behavior will not be tolerated.
11. Clients may not take recyclables from the neighborhood.
12. Clients may not store any personal items or shopping carts in or around the shelter property, park or neighborhood.
13. Clients may not arrive on the shelter property before 4:00 p.m. each day.
14. All clients must leave the shelter property by 9:00 a.m. each day.
15. Dinner is served at 6:30 p.m. Food will be served to late arrivals, only if available.
16. Once checked into the shelter, clients may not leave without permission from the supervisor on duty.
17. Clients are required to wake up at 6:00 a.m. each day and are required to pick up their mat and bedding and deposit it at the designated area.
18. Clients must assist in the cleaning of the mats and shelter, each day.
19. Showers must be taken at designated times.
20. Fire exits/Doorways must not be blocked at any time.
21. Clients are not allowed to use the staff's telephones.
22. Clients are only allowed into the kitchen area with staff supervision or with the permission of the Supervisor on duty.
23. Children under the age of 18 will be admitted with parents until referred to more appropriate services. Children under the age of 18 must be under parental supervision at all times.
24. CWSP property must not be tampered with.
25. Smoking is permitted at the times designated by staff. Clients must smoke in the designated smoking area outside the shelter.
26. Clients are allowed only one mat, one sheet and one blanket.
27. Lights are turned off at 10:00 p.m. weekdays and 11:00 p.m., weekends and holidays.
28. Male and female clients must sleep in separate areas.

### **Drug and Alcohol Policy**

CWSP does not require absolute sobriety as a criteria for admittance but we have strict rules of behavior. If behavior violates the shelter rules, this could result in denial of services. The length of the denial will depend of the behavior. The minimum of denial will be one program day of operation.

The program will not admit persons who have consumed drugs or alcohol to the point that they are significantly impaired or are a danger to themselves or others. When someone who is inebriated comes to the shelter, staff may refuse services. If the person has someone that staff can call for transportation, staff when possible should make the call. If the person refuses to work or is unable to work with staff to find suitable transportation, HomeFirst will shuttle the person to another shelter (if there is an open bed) or provide him/her with a bus token. If the person demonstrates disruptive behavior, staff will contact the Sunnyvale Department of Public Safety, if necessary. If the police is called, staff should try to keep visual contact with the individual until the police arrive.



Residents are not allowed to have alcohol or drugs in the shelter. All alcohol and illegal drugs must be relinquished to staff at intake. If resident relinquished alcohol or if alcohol is found on the premises, staff will disposed of or destroy it immediately. Staff should never keep or return to resident. Any client found to have stored or left alcohol on shelter property or on the property in the neighborhood shall be denied shelter services for a minimum of one day.

### **Good Neighbor Policy**

The CWSP is committed to being a good neighbor, to the surrounding community within a mile radius of the shelter program. Management is committed to meet with leaders of the local business and neighborhood associations regularly and as needed to address questions and concerns that have arisen and to monitor safety and security of the shelter and the surrounding neighborhood. **With this in mind, please refer to the “Security Plan” later in this section.**

The shelter is committed to providing daily trash pick-up in the areas surrounding the area.

Site Manager will hold regular staff meeting with shelter clients to stress the importance of respecting neighborhood property and to encourage all to pick up litter along their routes to and from the shelter.

To ensure the safety and security of our clients and surrounding neighbors, Staff will be on site at all times while the shelter is available for the program. HomeFirst will contract with a private security firm to assist in providing a safe secure program.

Once a resident checks into the shelter for the night, they may not leave and return without prior permission. Violation of this policy by any resident will result in denial of services for a minimum of one day to the end of the program.

### **Security Plan**

**HomeFirst Security and Outreach Workers will patrol the local neighborhood during the day to monitor and prevent clients from staying in the area and acting inappropriately, according to a schedule that will be communicated to the local businesses. If they view any inappropriate behavior, they will address it appropriately. They will check in with the security or management personnel of the local businesses on a regularly scheduled basis, according to the days/times agreed upon with those businesses. If there are any shelter client issues that need to be addressed, the shelter management will resolve the issues appropriately and report to the respective business on how the issue was resolved. If necessary, the Sunnyvale Department of Public Safety will be contacted to address any problems that warrant their attention.**

**Shelter staff will respond to all calls regarding any shelter client issues that need to be addressed and take the necessary/appropriate steps to resolve the issues. If desired, the staff will report back to the business involved on the status of the issues.**

**County staff will facilitate regular meetings with interested members of the community and the shelter staff to discuss and resolve any issues involving the shelter clients.**

### **Loitering Policy**

Loitering on shelter property is not allowed and will be a violation of shelter rules. Likewise, loitering on any private property around the shelter will be a violation. The shelter will work closely with the Sunnyvale Department of Public Safety to address any loitering issues that may arise.

## Discharges - Gross Violations

**Definition:** Gross violations are resident's behaviors that pose a threat to the health and/or safety of the staff or residents or that is problematic behavior.

**Examples:** Verbal or physical abuse of staff or residents, verbal threats, destruction of shelter property, possession of a weapon in the shelter, stealing, and substance use or dealing within the shelter.

## Process for Handling Gross Violations

1. When the resident commits a gross violation, the shelter Staff may issue the resident a discharge notice. The notice must include:
  - a. Reason(s) for the discharge
  - b. Resident's right to request a reasonable accommodation if the resident feels that his/her ability to comply with the shelter rules or ability to meet the deadline for appealing is limited by the resident's documented physical or mental health disabilities
  - c. Resident's right to appeal and the process and deadline for appealing
  - d. Resident's right to have an advocate represent resident in the appeal process
  - e. Signature of person in charge
  - f. Date that the notice was issued
  - g. The time and date that the resident is expected to leave the shelter even if a request for appeal is filed
2. The resident has a right to appeal the discharge, but does not have the right to remain at the shelter during the appeal process.
3. Upon discharge, the CWSP shall provide the resident with written notice of the conditions or process for re-admission to the shelter, if possible. The shelter must also make reasonable efforts to provide appropriate referral to another shelter or appropriate housing placement for resident.

## Santa Clara County CWSP - Appeal Process

The purpose of the appeal process is to ensure that shelter clients' rights and the rights of HomeFirst and HomeFirst's staff are protected. Furthermore, this process ensures that the winter armories in Santa Clara County have in place a mechanism for due process when a resident is discharged from the shelter.

## Grievances

1. If the resident files an internal grievance and is unsatisfied with the result, the resident may appeal the decision internally according to the internal grievance process. See the *Santa Clara County Shelter Grievance Process*.
2. **Internal appeal:** If the resident is unhappy after receiving the written findings from the internal grievance process, the resident may make a written request to the person in charge at the shelter for an internal appeal. The internal appeal consists of shelter management, other than the person who completed the initial investigation and made written findings, evaluating the initial grievance and written findings with input from the shelter staff and residents involved and a review of the relevant documents. Written decision of the internal appeal must be provided to the resident who filed the initial grievance within 72 hours of the internal appeal request.
3. **External appeal:** External appeals can only be requested once the resident has exhausted every step of the shelter's internal appeal process. If the resident is unsatisfied with the result of a completed internal appeal, the resident has 24 hours to make a verbal request to the Santa Clara County

Housing and Homeless Concerns Coordinator's Office at (408) 793-0566. The Coordinator or a designated person will contact the shelter to confirm that the internal appeal process has been completed. The Coordinator will help the resident complete a written request for an external appeal. A written decision to resident and the shelter will be provided at the conclusion of the meeting. The Coordinator will retain copies of all written external appeal decisions. Residents must be allowed to be represented by a third-party advocate in the grievance process.

4. Residents have a right to request a reasonable accommodation in the grievance process.

**Facility Plan**

**Site Plan**

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**Floor Plan**

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# Transportation Plan

## Hamlin Court Shuttle Plan

<b>Route Sites</b>	<b>From Shelter: Drop-off Process/Description</b>	<b>Departure Time</b>
1. Light Rail Bus Routes Cal-Train	The Shuttle bus will begin in a 30 minute route from the shelter and will make this route several times if needed to all public transportations. The Bus Routes will have several drops off on Bus Line 26 and other requested lines.	6:00 AM 6:30 AM 7:00 Am 7:30 AM
2. SSA, Mountain View CSA Mountain View Sunnyvale Community Service Agency	The community center drop-off will start during business hours of operation in the morning hours. The Shuttle will leave in a 1hr route.	8:00 AM 9:30 AM 10:30 AM
3. Our Daily Bread(M.W.F) Senior Nutrition Program(M-F) First United Methodist	Our Daily Bread and Senior Nutrition Program provide lunches on the days specified. First United Methodist Church provides other supportive services.	11:00 AM 12:00 noon 1:00 PM
4. Other Schedule Community Events approved by Program Manager Sunnyvale Library	When there are job fairs and other events in the community to support the homeless.	
<b>Route Sites</b>	<b>Pick – Up Locations</b>	<b>Return Time</b>
5. Light Rail Bus Routes Cal-Train	Driver will return to drop-off location to transport back to the shelter.	2:00 PM 2:30 PM
6. SSA, Mountain View CSA Mountain View Our Daily Bread Senior Nutrition Program First United Methodist Sunnyvale Community Service Agency	Driver will return to drop-off location to transport back to the shelter	3:00 PM 5:00 PM

## Summary of VTA Routes

### Light Rail

The Lockheed / Martin Station is a 1.5 mile walk up Ross, left on Mathilda then down to the station. Clients can get to the Terminal by **taking the shelter shuttle or** walking/turning left on Mathilda, and then left onto 5<sup>th</sup> Street. There are sidewalks and crosswalks throughout and will take between 10 to 15 minutes to get there.

### Bus Routes

The **nearest bus stop is located at the corner of Ross and Mathilda, a short walk from the shelter.**

**Line 26** - Sunnyvale/Lockheed Martin Transit Center to Eastridge Transit Center. The route is Mathilda and 5<sup>th</sup> up Fair Oaks, Wolf, Campbell, Bascom, Curtner, Tully, and Capital Expressway to Eastridge Mall.

**Line 54** - De Anza College to Sunnyvale/Lockheed Martin Transit Center. The route is Mathilda, Olive, Hollenbeck, to Stevens Creek.

**Line 120** - Fremont BART to Lockheed Martin Transit Center/Moffett Park. The route is 237 to 880 to Mission Blvd. to Stevenson and ending at the Fremont BART Station.

**Line 121** - Gilroy Transit Center to Lockheed Martin Transit Center/Moffett Park. The route is Mathilda, Lawrence Expwy, Great America, 101, Cochran, Monterey Highway, to Gilroy Train Station.

**Line 122** - South San Jose to Lockheed Martin/Moffett Industrial Park. The route is Mathilda, Lawrence Expwy, 101, Capital Expwy, Snell, to Santa Theresa VTA Station.

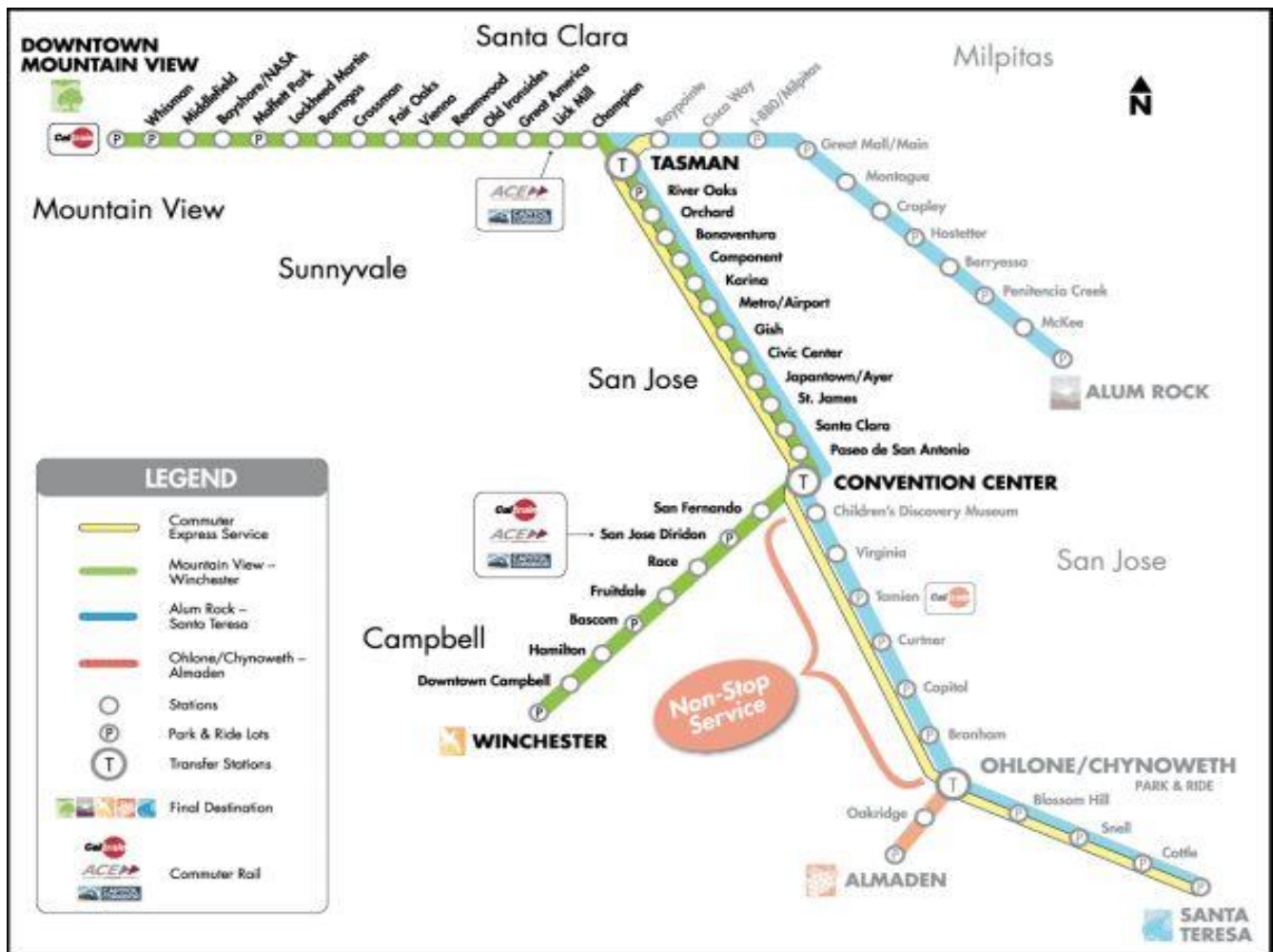
**Line 321** - Great Mall/Main Transit Center to Lockheed Martin/Moffett Industrial Park. The route is Mathilda, Lawrence Expwy, Great America, Montague Expwy, Great Mall to the Great Mall Transit Station.

**Line 328** - Almaden Expy. & Via Valiente to Lockheed Martin/Moffett Park. The route is Mathilda, Lawrence Expwy, Prospect, San Thomas Expwy, Camden, Coleman, Almaden Expwy, to Via Valiente.

### Summary of VTA Route Schedules

Route #	Monday - Friday			Saturday			Sunday		
	First	Last	Frequency	First	Last	Frequency	First	Last	Frequency
MV LR	5:21 AM	11:03 PM	30 Mins	7:08 AM	11:03 PM	30 mins	7:08 AM	11:02 PM	30 mins
26	6:56 AM	9:34 PM	30 mins	7:55 AM	8:35 PM	30 mins	7:55 AM	8:35 PM	30 mins
54	6:38 AM	8:53 PM	30 mins	8:43 AM	7:52 PM	30 mins	9:38 AM	6:57 PM	30 mins
120	6:52 AM	6:13 PM	30 mins	NA	NA		NA	NA	
121	5:34 AM	18:12	30 mins	NA	NA		NA	NA	
122	6:45 AM	4:48 PM	Only 2 runs	NA	NA		NA	NA	
321	8:46 AM	5:50 PM	Only 2 runs	NA	NA		NA	NA	

### Route Maps





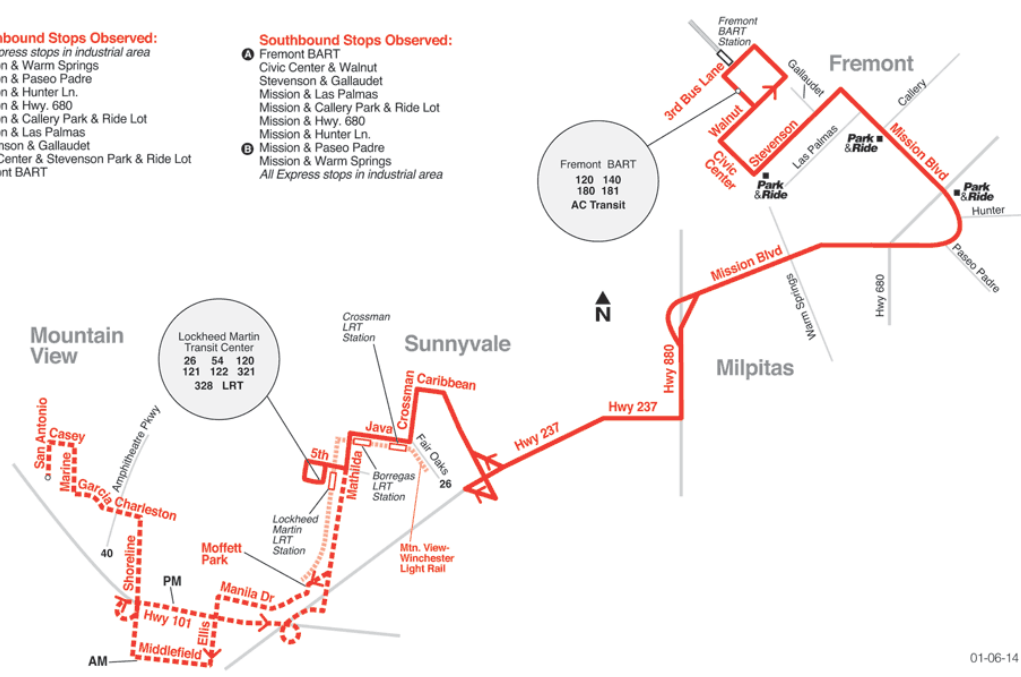


**120**

**Northbound Stops Observed:**  
 All Express stops in industrial area  
 Mission & Warm Springs  
 Mission & Paseo Padre  
 Mission & Hunter Ln.  
 Mission & Hwy. 680  
 Mission & Calley Park & Ride Lot  
 Mission & Las Palmas  
 Stevenson & Gallaudet  
 Civic Center & Stevenson Park & Ride Lot  
 Fremont BART

**Southbound Stops Observed:**  
 Fremont BART  
 Civic Center & Walnut  
 Stevenson & Gallaudet  
 Mission & Las Palmas  
 Mission & Calley Park & Ride Lot  
 Mission & Hunter Ln.  
 Mission & Paseo Padre  
 Mission & Warm Springs  
 All Express stops in industrial area

- Bus route
- - - Scheduled trips only
- A** Timepoint (see schedule)
- > Direction of bus travel
- Point of interest
- 23 Connecting bus
- Start/End of route
- Light rail route
- BART route



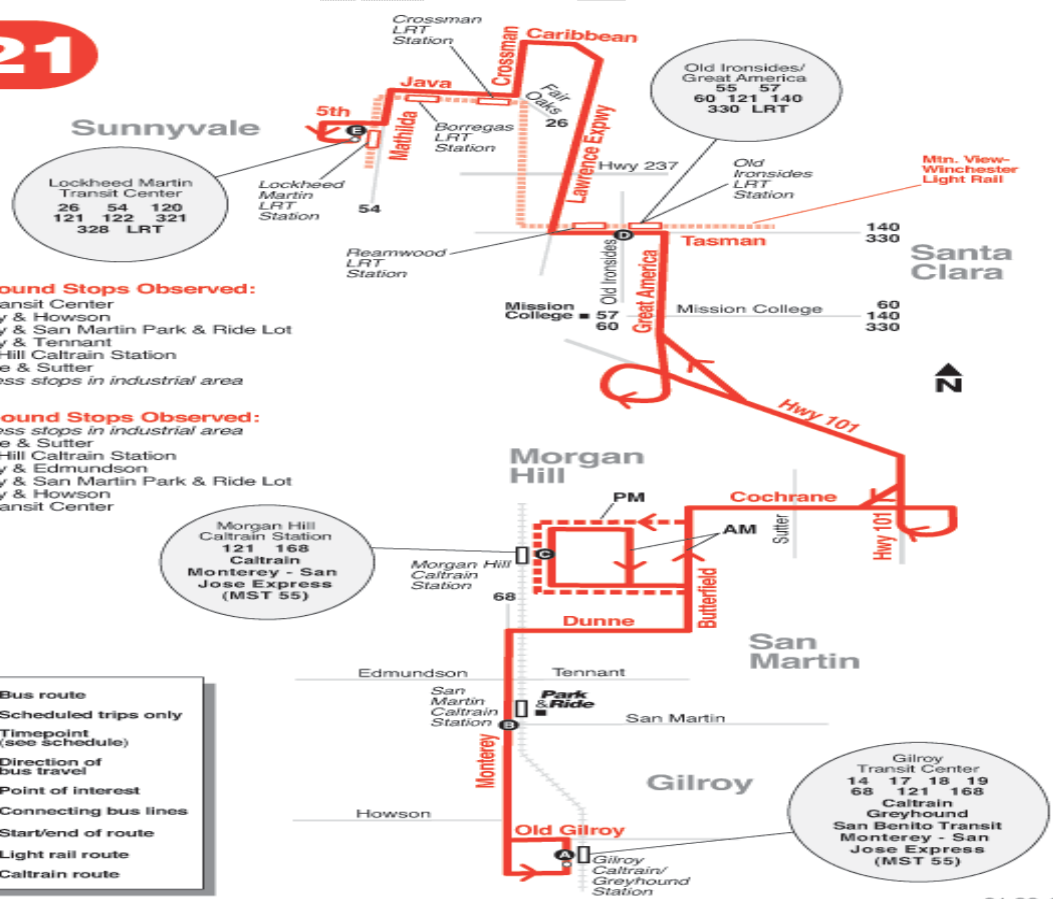
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**Northbound Stops Observed:**  
 A Gilroy Transit Center  
 B Monterey & Howson  
 C Morgan Hill Caltrain Station  
 Cochran & Sutter  
 All Express stops in industrial area

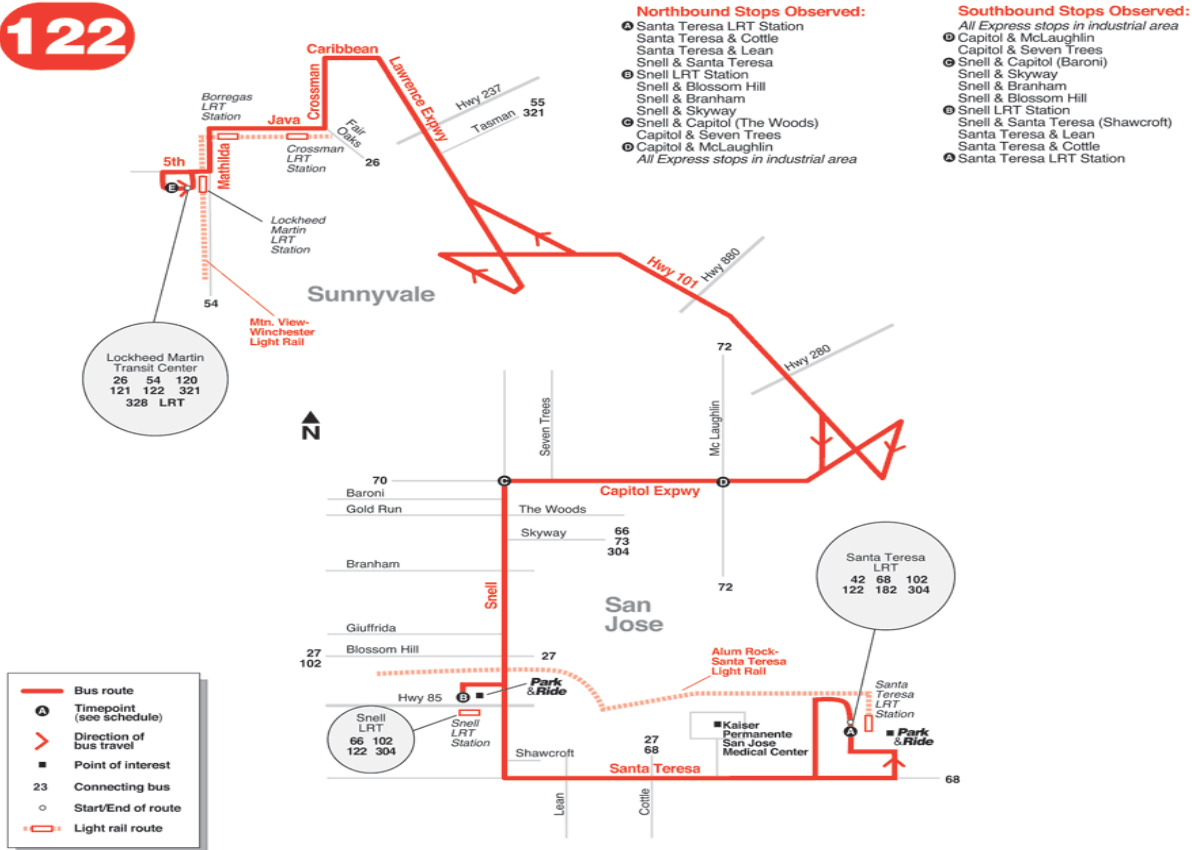
**Southbound Stops Observed:**  
 All Express stops in industrial area  
 Cochran & Sutter  
 Morgan Hill Caltrain Station  
 Monterey & Edmundson  
 Monterey & San Martin Park & Ride Lot  
 Monterey & Howson  
 Gilroy Transit Center

- Bus route
- - - Scheduled trips only
- A** Timepoint (see schedule)
- > Direction of bus travel
- Point of interest
- 23 Connecting bus lines
- Start/end of route
- Light rail route
- Caltrain route



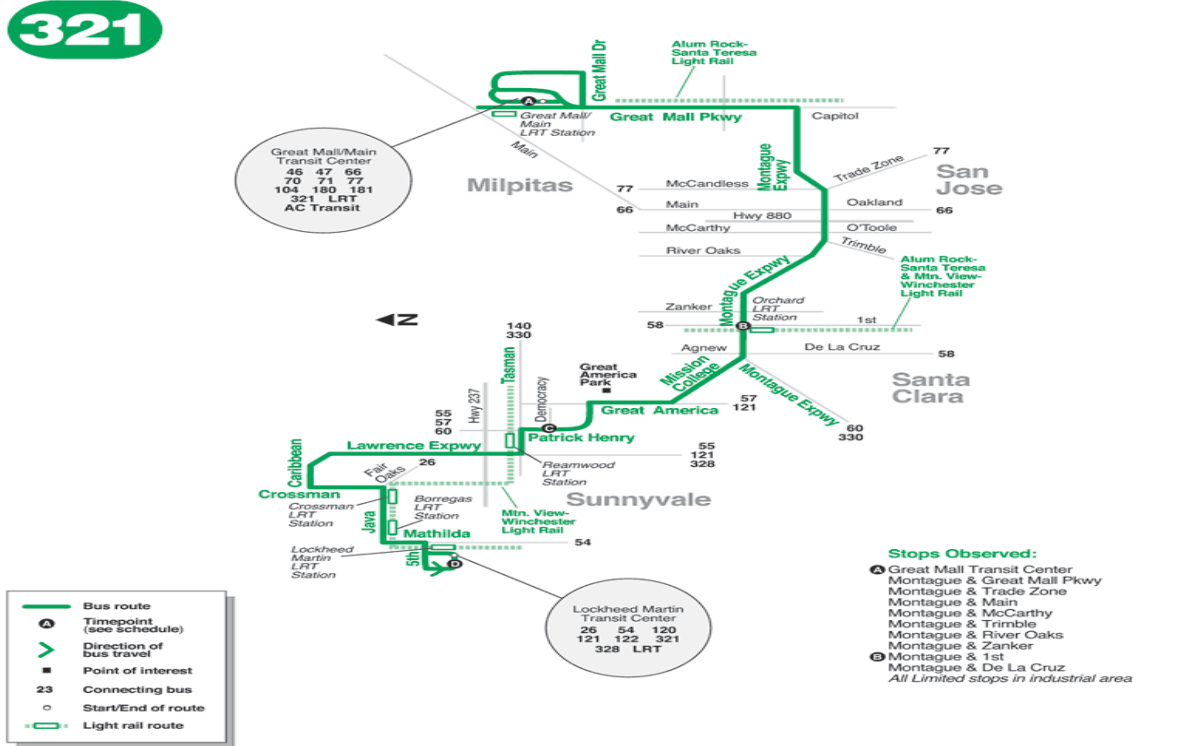
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# APPENDIX

**County of Santa Clara**  
 Office of Supportive Housing  
 3180 Newberry Dr. Suite 150  
 San Jose, CA 95118  
 (408) 793-0550 Main  
 (408) 266-0124 Fax



## **Cold Weather Shelter Program Frequently Asked Questions**

Revised: June 22, 2016

### **Where is the shelter?**

The Inclement Weather Episode shelter for the homeless will be located at 999 Hamlin Court. This is a facility owned by Santa Clara County. It is near the intersection of Mathilda and Ross Avenues.

### **How long are people allowed to stay at the Shelter?**

From the Monday after Thanksgiving until the end of March: on an annual basis. This timeframe can be altered if an Inclement Weather Episode is declared either before or after the usual beginning and ending dates.

### **How many beds does the shelter have?**

The shelter will house up to 125 persons; male, female individuals, including families. Each population will have a separate section in the shelter, with on-site security for the safety of all present in the shelter.

### **What are the hours of operation?**

The shelter will operate from 5:00 p.m. until 7:00 a.m. Quiet hours will be from 10:00 p.m. until 6:00 a.m. Shelter staff will be on site from 4:00 p.m. to 7:00 a.m. and Outreach staff will be on site or in the local neighborhood during the daytime. Clients will be able to come on site beginning at 4:00 p.m.

### **Is there a fee to stay at the Shelter?**

There is no fee charged for staying at the shelter.

### **What are the requirements for being referred to and staying at the Shelter?**

Men and women wishing to stay at the Shelter must be homeless; 18 years or older (or accompanied by a parent or legal guardian).

### **What agency will be managing the Shelter and providing services there?**

HomeFirst Services of Santa Clara County will manage/operate the services at the facility. They will coordinate the referral process and services being provided by other agencies, community groups, church groups, and volunteers. Among the services that will be provided are: breakfast and dinner, TB testing and other medical/dental services, and information and referral services.

### **Where do sheltered clients go during the day?**

Some shelter clients are employed and they go to work during the day. Others are looking for work or are training for new jobs, while others go to parks or ride public transportation. As clients leave, staff and security will monitor their leaving behavior. If he/she becomes aware of any

problem, he/she will address it appropriately. Outreach staff will patrol the neighborhood to prevent any clients from staying in the area. If this staff person views any inappropriate behavior, he/she will act appropriately.

**What types of measures will be taken to prevent loitering and/or trespassing on private properties in the vicinity?**

At intake, on-site staff will present the clients with and explain the shelter rules. Staff will oversee the clients as they arrive and leave the Shelter. Outreach workers on staff will patrol the neighborhood during the day to monitor and prevent clients from staying in the area and acting inappropriately. If they view any inappropriate behavior, they will address it appropriately. If necessary, the Sunnyvale Department of Public Safety will be contacted to address any problems.

**What types of public safety measures will be taken to prevent crimes (theft, drug use/sales, harassment, violence, etc.) from occurring in surrounding neighborhoods/ parks?**

On-site staff will oversee the clients as they arrive and leave the Shelter. If necessary, the Department of Public Safety will be contacted to address any problems. Also, the service collaboration that is a part of the Cold Weather Shelter Program includes outreach work being done by Valley Health Care for the Homeless Project and the CWSP agency that will be providing services on site.

**Will the onsite parking be adequate for shelter staff and volunteers plus those shelter clients who have cars? Yes**

**How many spaces will be provided?** At least 25; on-street parking is also available.

**How many staff and volunteers are expected on a daily basis?** 10

**What type of environmental review is the County completing on this project?**

County Staff from its Planning and Facilities & Fleet Departments have determined that the project qualifies for two Categorical Exemptions under Section 15300 of the CEQA Guidelines—Class 3 (New Construction or Conversion of Small Structures) and Class 4 (Minor Alterations to Land). The project is also exempt under the general rule under CEQA Guidelines 15061(b)(3) because it can be seen with certainty that there is no possibility that the activity in question may have a significant effect on the environment.

**Will there be any public hearing regarding any planning/zoning permits required for this project?** No public hearing is required by the County for planning/zoning permits. The County held community meetings on June 13, 2016 and will present information on this program to the Board of Supervisors on June 21, 2016; all are invited to participate.

**What is the relationship between the City of Sunnyvale and the County on this project?**

**Does the City decide if this is approved or can the County take action on its own?** This is the County's project and the County is involving the City as appropriate and is keeping the City staff informed on all developments.

**Who can neighbors call 24/7 if there are urgent concerns or problems regarding the facility and/or its clients?**

The County staff person's office # is 408-793-0566. When the Program Manager is selected, that person's number will be made available.

**How will overflow demand be managed?**

If no beds are available, individuals will be transported to another shelter or given a bus token. No camping in the vicinity will be allowed. Individuals refused entry will be given a bus token and

their departure will be monitored by the staff. Outreach workers will monitor the area adjacent to the shelter to ensure the safety of the neighbors and businesses.

**What type of traffic safety measures/controls will be provided to avoid vehicle/ pedestrian conflicts during peak hours of client arrival/departure?**

On-site staff will oversee the clients as they arrive and leave the Shelter. Staff will monitor client behavior at the nearby bus stops. **The shelter shuttle will pick up clients from the bus stop (at Ross and Mathilda) and bring them to the shelter. The shuttle will also be available every morning to take clients to the bus stop and other locations.** If there are any behavioral issues, staff will address it and if necessary contact VTA officials. Staff will also patrol the nearby neighborhood to ensure that clients do not remain in the area and monitor them for any inappropriate behavior.

**Will other services/vehicles, like the County mobile health unit (dental van) and/or any mobile shower and mobile laundry trucks be coming to the site?**

The County mobile medical van and mobile dental van will make weekly visits to the County Winter Shelter site and clients from this site can access those services. The shelter occupants will launder their clothes at public laundry facilities.

**What is the County's budget for the operation of this shelter?**

The County has budgeted up to \$650,000 for 120 shelter/service days. Capital improvements that are needed to convert the warehouse into shelter operations **were approved at the Board of Supervisors meeting on June 21, 2016. Those improvements are budgeted at \$3,000,000.**

**Will information be available on a dedicated Website?**

All program information will be posted on the Office of Supportive Housing website.

**What is an Inclement Weather Episode?**

The **County Office of Supportive Housing (OSH)** shall activate inclement weather episodes if:

- There is a forecasted overnight low of 38 degrees or lower with a probability of rain less than 50%; **or**
- There is a forecasted overnight low of 42 degrees or lower with a probability of rain of 50% or greater.

During such episodes, the County's OSH will activate, direct, coordinate and monitor inclement weather episode outreach and service activities.

## CONTACT INFORMATION FOR THE COLD WEATHER SHELTER PROGRAM: FY16-17

JUNE 22, 2016

Purpose/Service	Contact/Department	Contact Information
Any questions or concerns regarding the County Shelter site	<b>Bob Dolci</b> – Homeless Concerns Coordinator, Office of Supportive Housing	<a href="mailto:robert.dolci@hhs.sccgov.org">robert.dolci@hhs.sccgov.org</a> (408) 793-0566
Supervisory District 3 – Office of Dave Cortese	County Supervisor– District 3	<a href="mailto:dave.cortese@bos.sccgov.org">dave.cortese@bos.sccgov.org</a> (408) 299-5030
Reporting Homeless Concerns	Agencies Collaborating in the Cold Weather Shelter Program	<p><b>HomeFirst</b> Linda Jones: <a href="mailto:ljones@homefirstscc.org">ljones@homefirstscc.org</a> Kelcy Fleming: (408)</p> <p><b>InnVision Shelter Network, Hotel de Zink</b> Frances Robertson: <a href="mailto:frobertson@ivsn.org">frobertson@ivsn.org</a> (650) 853-8672</p> <p><b>Project WeHOPE Shelter</b> Alicia Garcia: <a href="mailto:wehopeshelter@projectwehope.com">wehopeshelter@projectwehope.com</a> (650) 779-5049</p> <p><b>Downtown Streets Team</b> (650) 690-5551</p> <p><b>Sunnyvale Community Services</b> (408) 738-4321 <a href="mailto:info@svcommunityservices.org">info@svcommunityservices.org</a></p> <p><b>City of Sunnyvale Housing Division</b> (408) 730-7250 (Answer Point line)</p> <p><b>San Jose Main Homeless Helpline</b> (408) 510-7600 Or email <a href="mailto:outreach@homefirstscc.org">outreach@homefirstscc.org</a> to report your concerns.</p>
Emergency	Public Safety Dept.	<b>Direct:</b> 9-1-1 <b>To access 9-1-1 from cellular phones (Emergency):</b> (408) 277-8911
Non-emergency		(408) 730-7100
County Sheriff's Office	West Valley Patrol Division	(408) 299-2311

# 1<sup>st</sup> Warning of Violation

Person Involved: \_\_\_\_\_

Swipe # \_\_\_\_\_

**This warning is issued because you violated the following shelter rules:**

- Disruptive behavior
- Entrance to restricted areas
- Failure to clean-up
- Loitering in the parking lot
- Refusal to leave the property
- Intentional damage of property
- Entrance to restricted areas
- Refuse to pick up blankets
- Refuse to pick up mats
- Problems with hygiene
- Indecent Exposure
- Profanity
- Sitting on Grass
- Loitering surrounding Building
- Excessive noise
- Failure to attend house meetings
- Refusal to follow directives
- Vehicle violation
- Other Violations

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Description of violation listed above:

\_\_\_\_\_

\_\_\_\_\_ You may request a case conference to discuss this warning with a person in charge at the shelter.

Any Further infraction could result in further disciplinary action including discharge from the shelter.

Staff Signature \_\_\_\_\_

Date: \_\_\_\_\_

## 2nd Warning

**Person Involved:** \_\_\_\_\_ **Swipe #** \_\_\_\_\_

**This warning is issued because you violated the following shelter rules:**

- Disruptive behavior
- Entrance to restricted areas
- Failure to clean-up
- Loitering in the parking lot
- Refusal to leave the property
- Intentional damage of property
- Entrance to restricted areas
- Refuse to pick up blankets
- Refuse to pick up mats
- Problems with hygiene
- Indecent Exposure
- Profanity
- Sitting on Grass
- Loitering surrounding Building
- Excessive noise
- Failure to attend house meetings
- Refusal to follow directives
- Vehicle violation
- Other Violations

\_\_\_\_\_  
\_\_\_\_\_

Description of violation listed above:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

You may request a case conference to discuss this warning with a person in charge at the shelter.

Any Further infraction could result in further disciplinary action including discharge from the shelter.

Staff Signature \_\_\_\_\_

Date: \_\_\_\_\_ Date Issued: \_\_\_\_\_



## Discharge Notice for Minor Violation

**Person Involved:** \_\_\_\_\_ **Swipe #** \_\_\_\_\_

Reason for Discharge: (includes information on prior warnings notice given)

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**Discharge Time:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Appeal process:

- ◆ You may file a written request for internal appeal with the person in charge at the shelter.
- ◆ If you do not appear at the appeal, shelter manager will move forward with the appeal without your input.
- ◆ Written decision of the internal appeal must be provided to you within 72 hours of your filing of the written request for an internal appeal.
- ◆ You may an advocate represent you in the appeal process.
- ◆ You may request a reasonable accommodation if you feel that your ability to comply shelter rules are limited by your documented physical or mental health disabilities.
- ◆ You may remain at the shelter during the internal and external appeals.

**Staff Signature:** \_\_\_\_\_

# Gross Violation Discharge

Date Issued: \_\_\_\_\_ Time: \_\_\_\_\_

Person Involved: \_\_\_\_\_ Swipe # \_\_\_\_\_

## Major Violations of the shelter rules:

- Verbal abuse of staff
- Physical abuse of staff
- Verbal abuse of resident
- Physical abuse of resident
- Verbal threats
- Possession of a weapon in the shelter
- Stealing
- Substance dealing within the shelter
- Illegal use of drugs
- Drinking alcohol
- Others gross violations

## Reason for discharge:

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*You must exit the building:* \_\_\_\_\_

**Time**                      **Date**

## Appeal process:

- ◆ You may file a written request for an internal appeal within 72 hours with the person in charge.
  - ◆ You may have an advocate represent you in the appeal process.
  - ◆ You may request an accommodation if your ability to comply with the shelter rules is limited by the resident’s documented physical or mental health .
  - ◆ You have the right to appeal the discharge, but you may not remain in the shelter.
- You will be eligible for re-admission to the shelter starting on \_\_\_\_\_.
  - Condition for reason for re-admission \_\_\_\_\_

# Grievance Process

Date: \_\_\_\_\_

Time: \_\_\_\_\_

Your Name: \_\_\_\_\_ Person filing the report: \_\_\_\_\_

Please describe your grievance

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Name(s) of other residents involved: \_\_\_\_\_

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Name(s) of staff involved: \_\_\_\_\_

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**\*\* Give this form to a staff person in charge at the shelter.**

Received by: \_\_\_\_\_ Date: \_\_\_\_\_

Shelter Manager Investigation and findings of the grievance:

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\_\_\_\_\_  
Signature \_\_\_\_\_ Staff  
Date: \_\_\_\_\_



# Internal Appeal Decision of Discharge

**Date:** \_\_\_\_\_ **Your Name:** \_\_\_\_\_ **Swipe #:** \_\_\_\_\_

**Shelter Manager making decision:** \_\_\_\_\_

**Type of Decision Being Appealed:**    Admission                       Discharged

Minor     Gross

**Final Decision:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Reason/Basis for Decision:**

\_\_\_\_\_  
\_\_\_\_\_

## Evidence

**considered:** \_\_\_\_\_  
\_\_\_\_\_

- ◆ You must exit the building by \_\_\_\_\_ unless you were discharged for a minor violation and you are appealing.
- ◆ If you disagree with the result of the internal appeal, you can request an External appeal by calling the Santa Clara County homeless concerns coordinator at (408) 299-5117 within 24 hours of receiving the internal appeal decision.
- ◆ You may/may not (circle one) remain at the shelter while while you appeal.

**Staff signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

# INCIDENT REPORT

Date and Time of Filing  
Report \_\_\_\_\_

Date and Time of  
Incident \_\_\_\_\_

Person Filing  
Report \_\_\_\_\_

Incident Involved (check as many as necessary):

- HOMEFIRST Employee
- Guest(s) and/or Resident
- Volunteer
- Physical Injury
- Maintenance
- Property Damage

Name Person(s) Involved in  
Incident: \_\_\_\_\_

Location of Incident: \_\_\_\_\_

What  
Happened: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Person(s) Notified (check as many as necessary):

- Program Manager
- Case Manager
- Property Management
- Police
- Fire
- Ambulance

Name of Person(s)  
Notified: \_\_\_\_\_

Copy