

# Presentation for Sunnyvale City Council regarding North County Shelter

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SUPPORTIVE HOUSING

# Shelter Operational History

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- Began operating 20+ years ago at Armory site
- Hamlin site as of Fall 2016 for 125 people
- Shift from walk-in basis to referral
- Former schedule of operations: November 28<sup>th</sup> - March 31<sup>st</sup>
- In August 2017 BOS approved extended the season from 4 to 6 months and increase beds to 175
- In February 2018 BOS suggested Pilot Project of Year Round Operations, approved Pilot in April 2018
- In summer 2018 approved funding for Capital Project

# Community Engagement and Pilot Evaluation

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- Robust outreach to community
  - Neighboring businesses
  - Neighborhood associations
  - Information on county website
- Diverse Stakeholder Involvement
  - At Large Stakeholder Group
  - Working Group
  - Evaluation of shelter utilization, calls for service, client impact

# Short Term Objectives and Activities

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- Collect and analyze data on utilization, needs, current practices
- Measure impact on community and calls for service
- Solicit Stakeholder feedback
- Increase coordination with service providers
- Identifying additional providers

# North County Shelter – Long Term Objectives

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Operate Site in alignment with Best Practices

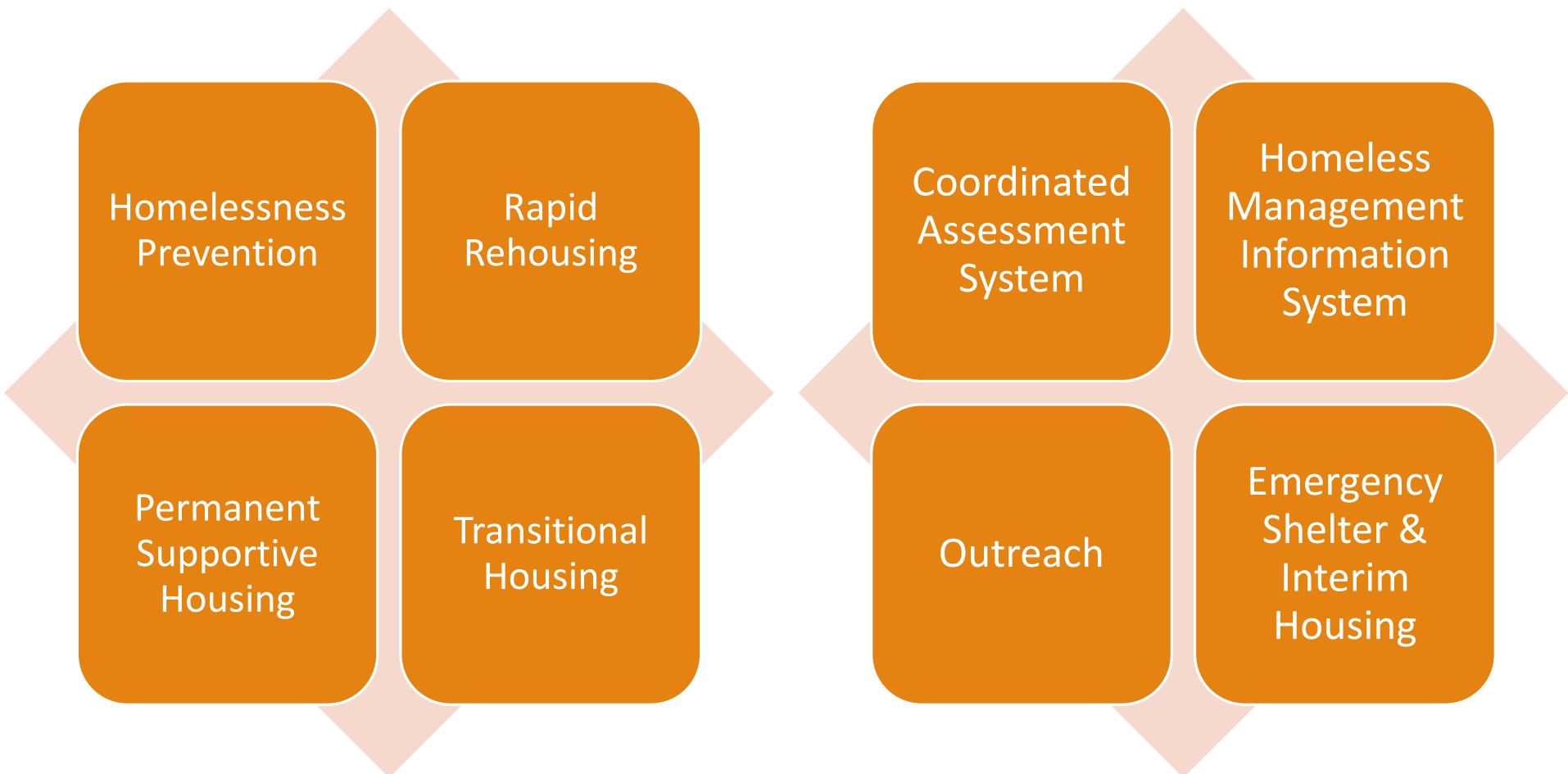
Complete building construction / improvements

Incorporate into Supportive Housing System

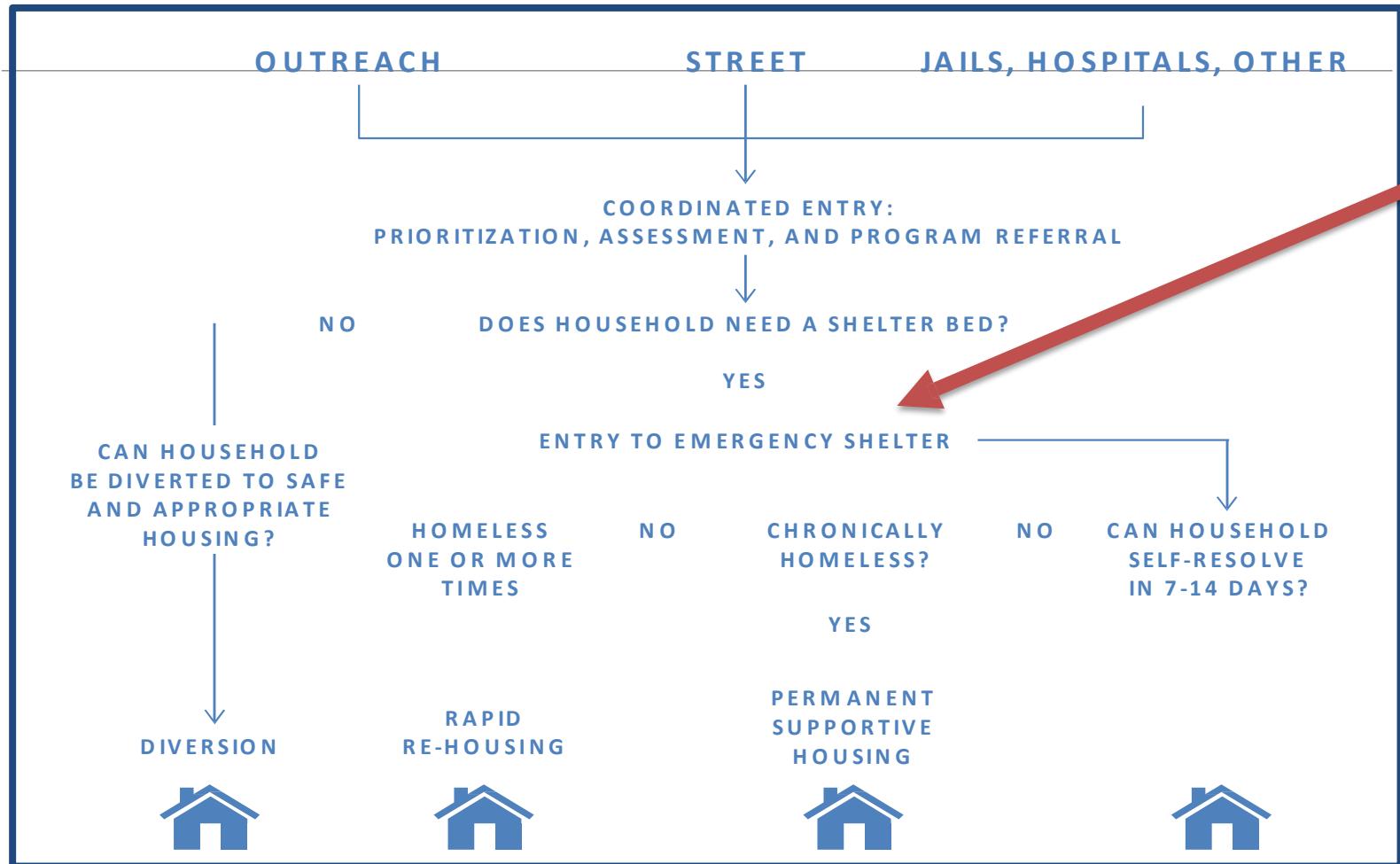
- Focus on housing outcomes
- Refine referral system that ensure case management needs met while allowing for emergency access beds
- Determine appropriate length of stay
- Prioritize North County residents experiencing homelessness

# Supportive Housing System

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# The Role of Shelters in the Crisis Response System



# Current Operations Sunnyvale

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- 140 shelter beds
- 100% referred
- Increased staffing and security during operations
- Clients may stay for full winter
- Clients may store belongings at site
- Staff onsite during day
- Community Outreach
- Shuttle service & transportation assistance
- Singles and families
- Onsite services (medical care, workshops, children's activities)

# Recommendations Regarding Year Round Operations

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- Capacity will increase to 175 once capital project completed
  - **100 interim housing beds for singles and families**
  - **75 shelter beds**
- Daytime use of site for Case Management Uses
  - Requested by north county providers and clients
  - Supported by neighboring business community
  - Consistent Case Conferencing
- Length of Stay
  - Exploring additional case management beyond the 100 currently committed
  - Exploring Increased volunteer support and nutrition services