

Presentation for Sunnyvale City Council regarding North County Shelter

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SUPPORTIVE HOUSING

Shelter Operational History

- 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 28th - March 31st
- 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

- 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

- 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

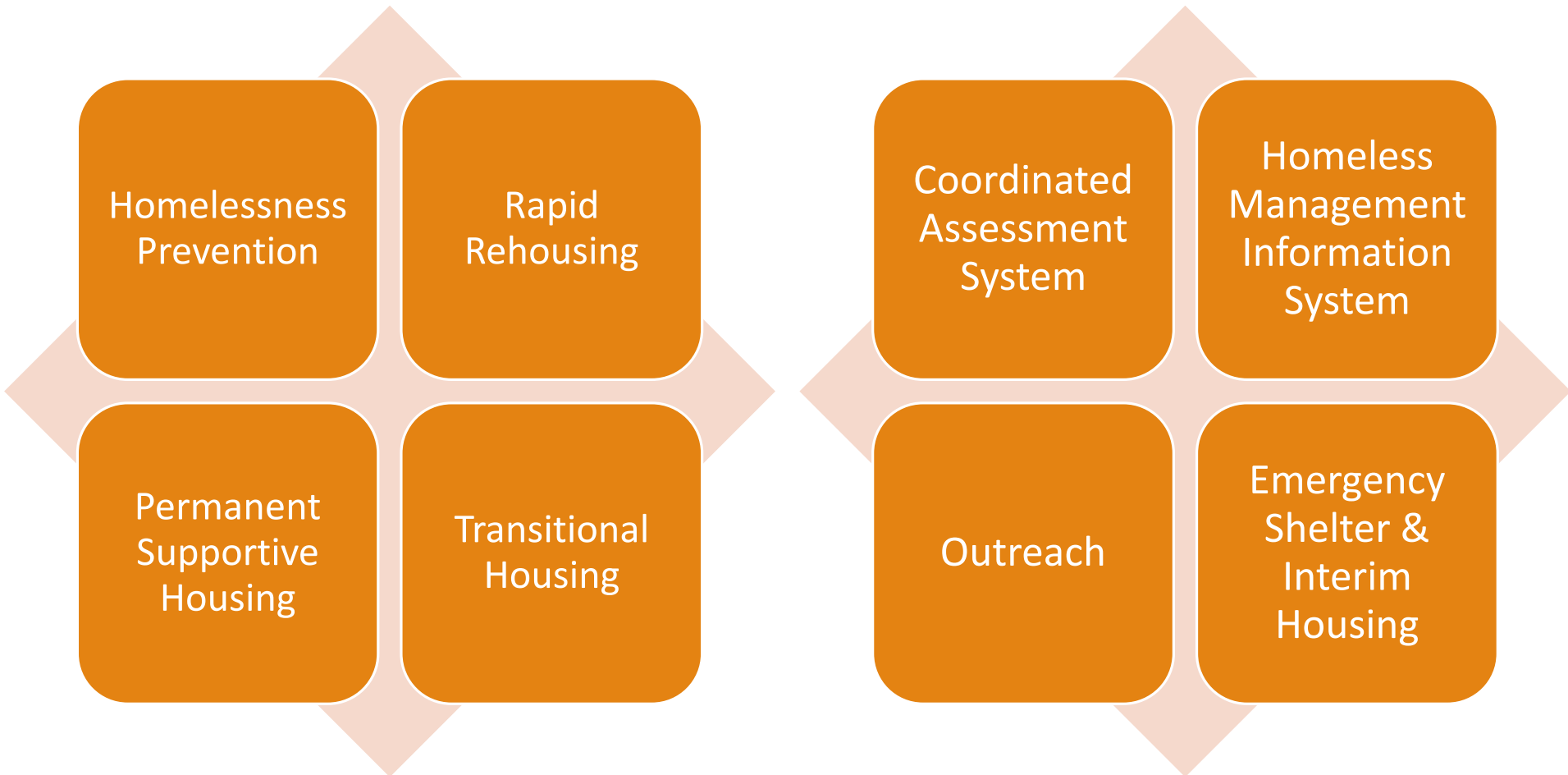
Operate Site in alignment with Best Practices

Complete building construction / improvements

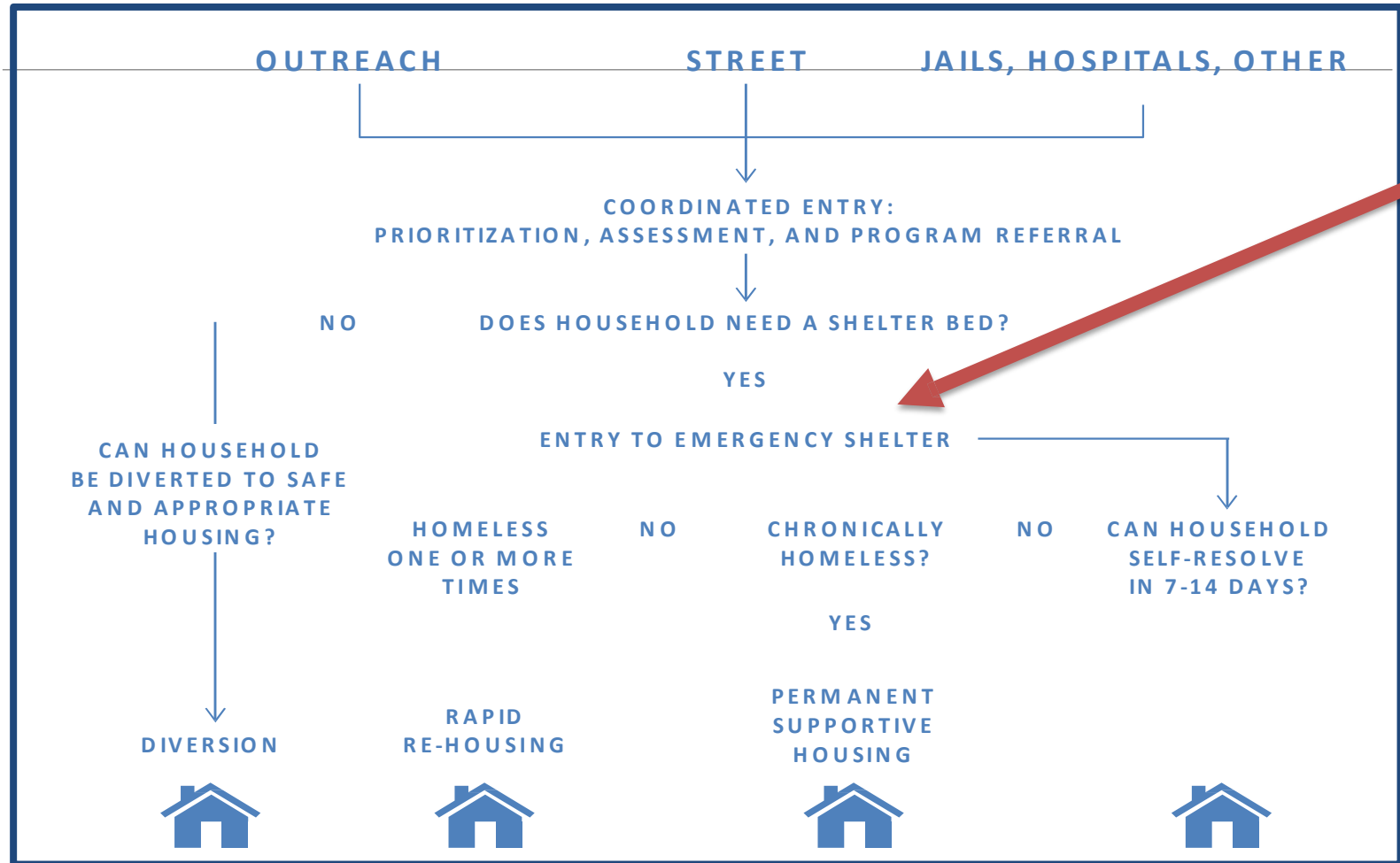
Incorporate into Supportive Housing System

- 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



The Role of Shelters in the Crisis Response System



Current Operations Sunnyvale

- 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

- 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