



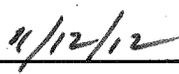
Memorandum

TO: HONORABLE MAYOR
AND CITY COUNCIL

FROM: Leslye Corsiglia

SUBJECT: SEE BELOW

DATE: November 5, 2012

Approved  Date 

SUBJECT: APPROVAL OF FUNDING FROM THE CITY'S HOUSING TRUST FUND TO EHC LIFEBUILDERS TO IMPLEMENT A DOWNTOWN HOMELESS OUTREACH AND ENGAGEMENT PROGRAM

RECOMMENDATION

Approve a Housing Trust Fund grant of up to \$260,000 to EHC LifeBuilders (EHC) for the implementation of a San José Downtown Homeless Outreach and Engagement program.

OUTCOME

Approval of a grant agreement from the City's Housing Trust Fund for EHC's Downtown Homeless Outreach and Engagement program will enable this successful program to continue assisting homeless persons to move off the streets and respond to the concerns of Downtown workers and residents.

BACKGROUND

An increase in complaints over the last several years about homeless people impacting the Downtown business community highlighted the lack of an outreach component to the County's homeless services system. At one time, the Housing Department had a staff person whose job description included providing outreach to homeless individuals on the street who were reported as needing assistance. During the same period, the Police Department had a liaison officer who was charged with addressing reported issues involving homeless individuals. Unfortunately, both positions were eliminated due to budgetary constraints.

On January 25, 2011, Council approved the use of \$29,740 of reallocated federal Emergency Shelter Grant (ESG) funds and \$51,118 from the City's Housing Trust Fund to fund EHC for the

administration of a five-month homeless outreach program targeted to residents in San José's downtown.

In February of 2011, EHC began implementing the Downtown Homeless Outreach and Engagement program. The goal of this pilot program was to provide outreach to homeless individuals living in San José's downtown core and connect them with services available at the two One Stop Homelessness Prevention Centers, including providing transportation to the Centers. Additional components of the program included a hotline for community members to request assistance for homeless individuals residing in the downtown area and reserved shelter beds at EHC's Boccardo Regional Reception Center. In August of last year, the Housing and Community Development Advisory Commission (HCDC), as the advisory body for the Housing Trust Fund, supported the Housing Department's recommendation, which was subsequently approved by Council, to fund the program for an additional year, through June 30, 2012.

Since its inception, EHC LifeBuilders' Downtown Homeless Outreach and Engagement program has proven successful on several levels:

- Downtown businesses are getting some relief from having homeless individuals on their doorsteps;
- Community members have a venue to voice their concerns about homeless individuals in San José's downtown; and
- Homeless individuals are being housed.

More specifically, during the 2011-2012 fiscal year, EHC LifeBuilders' Downtown Homeless Outreach and Engagement program placed approximately 25 chronically homeless individuals in permanent housing; made over 3,000 connections with homeless individuals in San José's downtown core; placed 251 homeless individuals into emergency shelter; and provided case management services to over 173 chronically homeless individuals, including 98 individuals who are currently receiving case management services.

Last spring, with the rise in attention and concern over homeless encampments and individuals throughout San José, the Housing Department began redirecting EHC's outreach and engagement activities away from the its Homeless Outreach and Engagement downtown to other areas the program's hotline to accept and respond to concerns citywide. EHC readily agreed to and began implementing these requests immediately.

Prior to this fiscal year, EHC's Downtown Homeless Outreach and Engagement Program was the only homeless outreach program under contract with the Housing Department. Therefore, when the City began implementing its Phase I encampment project, the Housing Department relied almost entirely on EHC's program staff to conduct regular outreach and engagement activities to the homeless individuals residing in the targeted encampments. EHC also readily stepped in to handle, on behalf of the Housing Department, all of the negotiations with motel managers to obtain rooms for the displaced Phase I encampment residents at a discounted rate and through atypical payment methods. Further, as the number of former encampment residents residing in motel rooms increased, so did EHC's work as they had to mediate disputes with the hotel staff and case manage the homeless individuals. Although EHC readily agreed to provide

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assistance during the Phase I process and beyond, the extent of the City's requests caused huge burdens to both EHC's staffing and fiscal systems.

The Housing Department issued a Request for Proposals (RFP) in July of 2012, to allow other agencies the opportunity to provide proposals for the implementation of the program for FY 2012-2013. However, given the time the full RFP process takes, it was anticipated that it would take several months to get the agency selected to continue the administration of the program into contract with the City. Therefore, in order to prevent a gap in services while a new administrator was being selected, at its June 14, 2012 meeting, HCDC supported staff's recommendation that an additional \$40,000 in Housing Trust Funds be added to EHC's Downtown Homeless Outreach and Engagement program grant Council approved this funding recommendation at its October 30, 2012 meeting.

ANALYSIS

On July 24, 2012, the Housing Department released a RFP for agencies interested in administering the Downtown Homeless Outreach and Engagement Program for the period October 1, 2012 through June 30, 2012. The described three main purposes of this program were: 1) to provide a consistent presence on the streets, in illegal encampments and other outdoor locations in San José's downtown core to build rapport and trust with unsheltered homeless individuals with the goal of moving them into and keeping them in permanent housing; 2) to provide an avenue to alleviate resident and business concerns about homeless individuals living in San José's downtown core; and 3) to assess and engage homeless individuals and provide them with services and transportation to appropriate shelters or services. While the desired program would engage homeless individuals throughout the downtown core, it would focus its efforts on the 15-20 homeless individuals that repeatedly receive the most complaints from area residents, businesses and police officers.

By the August 20, 2012 response due date, the City received one response to this RFP from EHC in partnership with the Downtown Streets Team. On August 27, 2012, a panel consisting of staff from the City and the Santa Clara County Department of Mental Health met to evaluate the response including meeting with EHC LifeBuilders to ask clarifying questions, scoring the response, and making a funding recommendation. The evaluation panel's final recommendation was to fund EHCs' proposed project in the amount of \$260,000 from October 1, 2012 through June 30, 2013. In order to continue providing these important services to persons residing, working, or frequenting San José's downtown, it is recommended that a grant of \$260,000 in Housing Trust Funds be awarded to EHC to implement a Downtown Homeless Outreach and Engagement program.

Under this new funding award, EHC's Downtown Outreach and Engagement Program will provide a coordinated and concentrated approach to addressing homeless individuals within San José's downtown core. This approach will include regular meetings and communications with the Downtown Business Association, downtown businesses, residents, and police officers to address concerns and provide updates on the Program's activities. More specifically, through

this program two outreach workers will be focused on San José's downtown including providing 30-hours of street-based outreach per week. Case managers will coordinate with the two outreach workers to provide intensive services and engagement activities to the 20 homeless clients who are identified as receiving the most complaints from area residents, businesses and police officers with the goal of increasing these individuals' self-sufficiency and assisting them to attain and maintain permanent housing. Further, EHC is partnering with the Downtown Streets Team to provide vocational services to seven homeless individuals frequenting San José's downtown.

EVALUATION AND FOLLOW-UP

EHC's Downtown Outreach and Engagement program will be evaluated on the following:

- Its ability to engage the 20 homeless clients identified as receiving the most complaints and assisting them to attain and maintain housing;
- Its coordination and communication with the Downtown Business Association, area businesses, residents, and police officers. The specific measurable and achievable outcomes for this component of the project will be developed as part of the coordination process; and
- Its general ability to provide outreach and engagement activities to homeless individuals frequenting the Downtown area with the goal of helping them access services, housing, and other resources that will assist them to end their homeless situation.

POLICY ALTERNATIVES

In reaching the recommendation spelled out above, the following alternative was also considered:

Alternative #1: The City could choose not to fund the proposed programs.

Pros: The City could provide the funds for alternative uses.

Cons: San José's homeless individuals would not have access to the services they need to end their homelessness and the City's downtown business and residents would not have a venue to voice their concerns.

Reason for not recommending: Both programs support the City's and Destination: Home's goals of ending homelessness.

PUBLIC OUTREACH

- Criterion 1:** Requires Council action on the use of public funds equal to \$1 million or greater.
(Required: Website Posting)
- Criterion 2:** Adoption of a new or revised policy that may have implications for public health, safety, quality of life, or financial/economic vitality of the City. (Required: E-mail and Website Posting)
- Criterion 3:** Consideration of proposed changes to service delivery, programs, staffing that may have impacts to community services and have been identified by staff, Council or a Community group that requires special outreach. (Required: E-mail, Website Posting, Community Meetings, Notice in appropriate newspapers)

This memo will be posted to the City Council Agenda via the City's website; however, the recommended action is under \$1 million and therefore will not require the additional notifications as shown below.

COORDINATION

The funding recommendations will be discussed at the November 8, 2012 meeting of the City's Housing and Community Development Advisory Commission, as the advisory body for the Housing Trust Fund.

This report has been prepared in coordination with the Office of the City Attorney and the City Manager's Budget Office.

FISCAL/POLICY ALIGNMENT

Funding for this proposal is consistent with: the 10-Year Homeless Strategy to End Chronic Homelessness, approved by Council on September 9, 2003; the Final Report of the Blue Ribbon Commission on Homelessness, accepted by Council on March 11, 2008; and Destination: Home's Theory of Change Model, accepted by Council on April 5, 2011.

COST SUMMARY/IMPLICATIONS

There are no fiscal impacts to the General Fund arising from this proposal. Funding is from the Housing Trust Fund (Fund 440).

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Total Downtown Homeless Outreach and Engagement Program Funding	
Salary & benefits	\$143,663
Financial Assistance (rental subsidies, client identification cards, etc.)	\$38,500
Vocational Services (Downtown Streets Team)	\$20,000
Overhead/Administration/Transportation/etc.	\$57,837
Total	\$260,000

BUDGET REFERENCE

Fund #	Appn #	Appn. Name	Total Appn	Amt. for Contract	Budget Page	Budget Action (Date, Ord. No.)
440	2453	Housing & Homeless Projects	\$500,000	\$260,000	XI-51	6/19/2012, Ord.No. 29102

CEQA

Not a project, File No. PP10-066 (e), Agreements/Contracts

/s/
LESLYE CORSIGLIA
Director of Housing

For questions please contact Leslye Corsiglia, Director of Housing, 408-535-3851.