

San Benito County

Community Services & Workforce Development

2016/2017 Homeless Warming Shelter Report

January 24, 2017

Prepared By

Health & Human Services Agency

2016/2017 Homeless Warming Shelter Report

Warming Shelter

Objective: Provide daily emergency housing to a maximum of 40 homeless individuals during the months of December-March.	Unduplicated # of Participants- For the Month	Duplicated # of Participants- For the Month	Unduplicated # of Participants- Annual	Duplicated # of Participants- Annual
	51	762	51	762
Description of progress made towards achieving the objective				

The Winter Warming Shelter opened on December 3rd with 21 participants. The program steadily increased in numbers as shown below:

Month	New Clients Unduplicated	Max Clients Served for the Month	Daily Average #
December	51	36	29

For the month of December, a total of 762 warm beds were provided to our homeless community.

Participants are transported to the program to arrive on-site by 5:30 p.m. where they are checked-in by the staff and the security officer. They are then provided a hot dinner at 6:00 p.m. Participants then proceed to their assigned room to rest. Activities are planned throughout the week for participants to participate.

The rule of the program is that participants can receive shelter at night, however, they need to be out of the shelter at 8:00 a.m. Prior to leaving, they are provided a continental style breakfast and a sandwich lunch with chips and water to take with them. Most participants are dropped off at Hollister Community Outreach/My Father's House where they can receive other services that this organization offers. In addition, participants are dropped off to other location such as attending appointments at HHSA or Behavior Health.

We are very happy of all staff for their professionalism, respectfulness of all team members, participants and partners and for their passion and commitment to serving the community of San Benito County and making it a better place to live. All staff is expected to perform to the highest standards in our efforts to providing the best possible program.

The program has high operational standards for the safety and well-being of staff and clients including:

Program Components

Security

Security services are provided from the beginning of the program to the end of the program (4 p.m. to 8 a.m.). These are some security protocols:

- At check-in, all participants are padded and their bags are checked to ensure that nothing illegal is being brought in such as weapons, drugs, alcohol...etc.
- If a participant refuses to be patted or to check their bags, they are not allowed to stay at the shelter.
- If any illegal items are brought, it is immediately confiscated.

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- The security officers monitor the grounds all night.
- Staff and the security officers monitor each room by conducting visual walk-through of each room at least every 30 minutes.
- Participants are required to keep the door unlocked and the blinds open for visual inspections.

Other Check-in Protocols

- All Participants are entered into the HMIS system on a daily basis
- All Participants review and sign the program rules and regulations
- At check-in, participants are assigned to a shared room with 3 other participants
- With the assistance of staff, all Participants complete the HMIS Vulnerability Index Service Prioritization Decision Assistance Tool (VI-SPDAT). This is an evidenced based tool recognized by HUD and the Continuum of Care (CoC).

Personnel

The program is led by the Site Coordinator, who manages plans and leads staff with the implementation of the program. The swing shift includes three shelter workers and the grave yard shift includes two Shelter Workers. There are a total of two shifts (4:00 p.m. – 1:00 a.m. and 12:00 a.m.-9:00 a.m.).

The San Benito County Warming Shelter opened its doors on December 3, 2016 with 21 guests. Compared to last year, when we opened with only 1 on the first night. There was not a day in December where we had less than 21 people on any given night. The busiest night we had 36 guests for the night with all 40 beds accounted for. The Warming Shelter has all the weekend days filled with community groups providing dinner for the guests. We are currently staffed with 5 of the staff returning from last year. Flu shots were offered to the guests on December 14 provided by public health. For Christmas, we were able to provide a Christmas Dinner for the guests, where everyone was sponsored by community members, and were able to open a gift. It was a beautiful night. Staff worked hard and our shelter coordinator cooked dinner for the guests. A big thanks to Mayor Velasquez for allowing us to use the Vault free of charge.

Other Homeless Services Being offered by the Community Services & Workforce Development (CSWD)

Family Winter Shelter

Emergency Temporary Shelter during the winter months of Dec-March for **24** homeless Families. Families pay a \$300 security deposit and up to \$300 monthly rent. These funds are returned at the conclusion of the program to be used for permanent housing. A case manager assists families with a transition plan to secure permanent housing. A total of 24 families are being served for a total of 89 household members including children. There is a huge need for this type of program. This year, we had over 150 families on the waiting list. This is a once in a lifetime program. The Family Shelter opened on December 1, 2016 to 24 families. On December 15, 2016, public health provided a flu shot clinic for all the families. On December 19, 2016, the Holiday Party was conducted at the Vault. A total of 14 families attended, and all families were sponsored with gifts. The Family shelter staff would like to thank Margie Barrios, Robert Rivas and Mayor Velasquez for attending and saying a few words to the families. A big thank you to the Mayor for allowing us to use the Vault for the event free of charge.

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Housing Opportunities for People with AIDS (HOPWA)	HOPWA serves clients who are HIV Positive or living with AIDS & provides rental assistance, food vouchers monthly and dental assistance one time per year. This program is currently assisting 5 clients.
Helping Hands Program	This program is funded by HUD Continuum of Care and provides housing to homeless individuals and families. Clients must be chronic homeless with a documented disability. Case Management and support services are provided to all clients. A total of 12 units are leased to house 14 clients. Funds have been received from HUD for the last 5 years.
Tenant Base Rental Assistance (TBRA)	Tenant Base Rental Assistance is provided to low-income county residents. Eligible clients receive 12 months of rental assistance per state guidelines. Clients are required to pay 30% of their monthly income to cover their portion of rent. Currently there are 8 participants currently enrolled in the program. General assistance clients receive priority in the TBRA program. This program is currently being funded by the State HCD. In the past, rental assistance has been funded through various grants to include, FEMA, EFSP, EHAP, FESG, CDBG, CSBG, Since 1994, approximately ~1879 families have been served . Currently there are over 200 families on the waiting list.
Housing Support Services	CalWORKs Housing Support Program (HSP) : Funds have recently been secured to provide Rapid Re-housing services to 15-18 CalWORKs homeless families enrolled in the CalWORKs program. The program provides rental assistance of up to 6 months, security deposit, utility assistance, emergency assistance, case management and support services. Currently, 5 families have completed the program and 7 are receiving rental assistance.
Hotel Vouchers:	Provide Hotel Vouchers to homeless individuals or homeless families. Vouchers are provided only when funds are available and for extreme cases since funds are limited. This year, a total of 38 homeless clients have received assistance.
Homeless Service Center:	A \$2 million CDBG grant was received by CA Housing & Community Development (HCD) for Phase II of the Homeless Center to focus on job training services (\$500,000 is earmarked for Public Services). This grant was received recently. The initial 2014 CDBG grant of \$1.5 million grant was received for the construction of a Homeless Service Center. The building has been purchased located at 1161 San Felipe Road. Once rehab is completed, it will have approximately 50 beds, a day center where homeless individuals can take a shower, have a mail box, use the computers. Counseling services will be available along with other supportive programs such as job training services, life skills, transportation Assistance, life skills,...etc.
Transportation Tokens	Bus tokens are provided to homeless individuals and the general low-income community when needed. Approximately 300 clients have received assistance.
Job Training	Job Training is offered to all residents including homeless individuals who are “job ready”. This training is offered at the America’s Job Center of CA operated by CSWD & EDD with Workforce Innovation & Opportunity Act (WIOA) and CalWORKS Employment funding.
Utility Assistance	All income eligible clients are able to apply for the Low-Income Home Energy Assistance (LIHEAP) program that help pay for PG&E or Propane utility assistance on an annual basis. Clients whose utilities are included in rent are also able to apply. Approximately 900 clients/families are served annually.

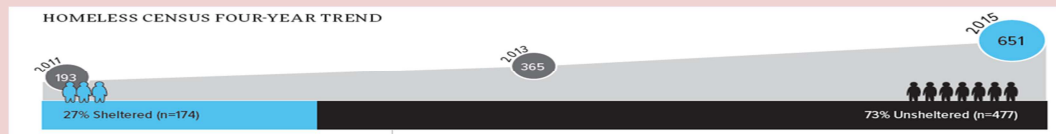
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Partners

- Hollister Community Outreach: Day center located at 910 Monterey St, Hollister, CA (831) 801-2922.
- Emmaus House: Domestic Violence Shelter for Woman and Children (877) 778-7978
- Community Food Bank: 1131 San Felipe Road, Hollister. The food bank has been providing food to homeless in our community for 35 years.
- City of Hollister, Veteran's Services.....etc.

San Benito County Health & Human Services Agency, Community Services & Workforce Development (CSWD) has over 25 years providing homeless and housing services in San Benito County.

Other Information



Our strategic approach is to provide structured services to better serve this population. By providing housing services, a shelter program, case management, supportive services and creating partnerships with other organizations and the private sector, we are confident that our homeless community will be served effectively; thus reducing blight and concerns it may pose in our community. With the plans to have a Homeless Service Center strategically located near Health & Human Services and other programs, it will lend itself to providing structured and supervised programs thus mitigating any concerns our business community may have.