

Orange County Year Round Emergency Shelter Management And Operations Plan



How Many Homeless Live in Orange County?

- 4,452 homeless were identified in shelters and on the streets on one night in January 2015
- Based on survey data on length and occurrence of homelessness, this equates to 15,291 persons that become homeless over a 12 month period
- Families with children represent 31% of the homeless population (451 households with an estimated 1,379 adults and their children)
- Veterans represent 12% of all homeless in Orange County

County	2013 PIT	2015 PIT	Difference	Percent Change 2013-2015
Los Angeles	35,524	41,174	+ 5,650	+16%
Orange	4,251	4,452	+ 201	+5%
Riverside	2,978	2,378	- 600	-20%
San Bernardino	2,321	2,149	-172	-7%
San Diego	8,879	8,742	-158	-2%
Ventura	1,674	1,417	-257	-15%

How Would This Benefit Tax Payers?

- Doing nothing to address the homeless issue is extremely expensive for tax payers.
- A year-round multi-service center with shelter would reduce cost impacts to police departments, fire departments, emergency rooms, jails/prisons, parks, libraries and other system components.
- In FY 14-15, Anaheim Police Department homeless/transient calls for service were 11,962.
- The homeless already live in Anaheim and the North County Region of Orange County.
- A year-round multi-service center with shelter is a resource that would benefit law enforcement, residents and businesses as homeless would have a place to receive shelter and services to end their homelessness.

What Cities Have Adopted Resolutions of Support And Allocated Funding for the Proposed Project?

<u>City</u>	<u>Date of Agenda/ Resolution Approval</u>	<u>Agenda Item #</u>	<u>Comments/Notes:</u>
Anaheim	4/7/2015	27	Funding Support \$500,000- Approved 5/5/15 Item #11
Fullerton	4/7/2015	10	Funding Support \$500,000- Approved 5/5/15 Item #5
Brea	7/7/2015	17	Funding Support \$100,000- Approved 7/7/15 Item #17
Orange	6/9/2015	7.1	
Placentia	5/19/2015	1.e	
Buena Park	7/14/2015	9	

What would be the hours of operation and populations served?

- Multi-Service Center with Year Round Emergency Shelter
- Open 24 hours/7 days per week/365 days per year
 - Multi-Service Center would be open from 8am to 8pm
 - Shelter Common Areas would be open 8am to 10pm
 - Shelter Sleeping Areas would be open 6pm-9am
- Population Served
 - Up to 200 shelter clients
 - Chronic and vulnerable homeless people
 - Homeless single men and women
 - Families with children if no other family shelter beds are available
- No person validated on the sex offender registry or felons with open warrants would be allowed to access the property.

Would There Be An On Site Security Plan?

- Secured Entrances
- Onsite Trained, Certified & Equipped Security Guards (inside and outside of facility). Guards will not be equipped with firearms but will be trained in areas such as handcuffs, pepper spray, etc.
- Security Guards at bus pick up and drop off locations
- Security Guards would search clients with metal detector wands and search client belongings for weapons, alcohol, drugs and other contraband
- Interior and Exterior Cameras/Security Lighting
- Loitering:
 - Clients would not be allowed to loiter in the surrounding neighborhood
 - Violations of this rule would cause a client to be permanently exited from the facility
 - This rule would extend to bus pick up and drop off locations

How Would The Admission Criteria Work?

- Client Rules and Guidelines
 - All clients would sign a shelter rules contract
- Identification Requirements
 - Official ID would be required to verify identity
 - Clients without an ID would be assisted in obtaining a California ID
 - Shelter clients would receive a shelter specific ID upon entry
- Screening Requirements
 - Screening would occur prior to arrival at the site. No walk-ins allowed
 - No person validated on the sex offender registry or felons with open warrants would be allowed to access the shelter facility

How Would the Bed Reservation & Coordinated Entry System Work?

Bed Reservation System

- Based on capacity/bed availability
- Clients would be required to go through a designated intake and bed reservation hotline/coordinated entry system
- No walk-ins or walk-outs permitted
 - No walk-in policy would be posted and disseminated throughout the community and at the entrance of the facility
 - Walk-ins would receive information on how to secure a bed reservation and would be transported to designated pick-up and drop off locations out of the surrounding area
- 5-10% of beds would be held each night to accommodate referrals from local police departments with priority to host city police department

How Would the Transportation Policies Work?

- Bus and Shuttle Transportation Services would be required for all clients
- Personal Vehicle Transportation and Parking
 - Shelter clients who own their own vehicles with current registration and valid insurance would be able to enter and exit only at designated times
- Bus Pick-Up & Drop-Off Locations
 - Locations would be selected by host city police department and/or in collaboration with neighboring police departments
 - Locations subject to change based upon feedback from host city and neighboring city police departments

How Would The Overflow Management System Work?

- Coordinated Entry/Bed Reservation System (bed reservations will never exceed capacity)
- Diversion of at-risk or homeless with other resources from accessing the shelter prior to entry
- Coordination with Family Year Round Emergency Shelter Program
- Coordination with Transitional and Bridge Housing Providers
- Coordination with other Year Round Emergency Shelter Program providers

How Would the Good Neighbor Policy Work?

- Communication and Coordination with Neighborhood, Businesses, and Public
 - Operator 24/7 hotline and email
- Communication and Coordination with City, County, and Service Providers
- Policies for Community Involvement
 - Active participation in city and countywide events
 - Attendance at local Neighborhood Associations
 - Attendance at local Chamber of Commerce

How Would the Good Neighbor Policy Work?

- Policies for Neighborhood Patrol
 - Operator staff would monitor 1-mile radius around shelter perimeter
 - Collect litter, promote cleanliness, engage with neighbors, and enhance safety and cleanliness of the immediate vicinity
 - Prevent and control issues of loitering, unauthorized parking of client vehicles, abandoned property, shopping carts, and other blight

How Would the Good Neighbor Policy Work?

- Commitment to collaborate with law enforcement on all aspects of shelter from design, development as well as management and operations plan.
- Shelter operator would act as self-sufficiently as possible to minimize impact on police and fire departments.

What Services Would Be Provided?

- Examples of services that may be provided
 - Health Care (Lab Tests, health/disease screenings, medication support, chronic disease management)
 - Mental Health Care (Assessment, diagnosis, treatment, medication management, substance abuse services)
 - Employment and housing navigation services (Housing Plan creation, linkage to housing providers, assistance in obtaining housing documentation and resources, linkage to employment resources, vocational counseling, job placement support)
 - Basic needs and supportive services (Laundry, food, transportation assistance, individual or group counseling, life skills training)
 - Veterans Services (Benefits assistance, linkage to VA medical support, housing and employment, counseling, peer support services)

Would There Be Shelter Advisory Boards?

- Composition of Boards
 - 3 boards representing different stakeholders
 - Community Advisory Board
 - Membership by appointment
 - Client Advisory Board
 - Open invitation to current shelter clients and graduates
 - Service Partner Board
 - Open invitation to all Multi-Service Center partners
 - All 3 boards would meet quarterly at minimum and ad hoc as necessary to address issues. Advisory meetings will be open for public attendance and public comments.

Would There Be Goals & Expected Outcomes?

- Rapid transition to housing with a goal of 30 days or less for length of stay
- Overall reduction of persons who experience homelessness
- Reduction in length of time homeless
- Successful resolution of housing/homeless crises
- Reduction in recidivism

Kraemer Public Contact Information

For additional information, please visit
website at:

<http://occommunityservices.org/hcd/homeless/kraemer/>

To submit questions/comments, please e-mail:

1000NKraemer@occr.ocgov.com

Or Call the 1000 N Kraemer hotline:

Phone # (714) 480-2998

