



Overview of City of Mountain View's Initiatives for the Homeless and Unstably Housed

Challenge Team Presentation – February 11, 2021



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Presentation Outline

- Introduction
- Background
- Program Achievements
- Summary of Services and Programs
- Covid-19 Relief
- Help Available
- Help Needed





- Homelessness a significant and growing issue throughout the Bay Area
- Collaboration with the County and community-based organizations to address basic health and safety needs and services within a continuum for “coordinated care”
- Since 2016, the City has dedicated over \$7.8 million in funding
- Mountain View has made increasing the housing supply a priority
- Strong progress increasing overall housing supply

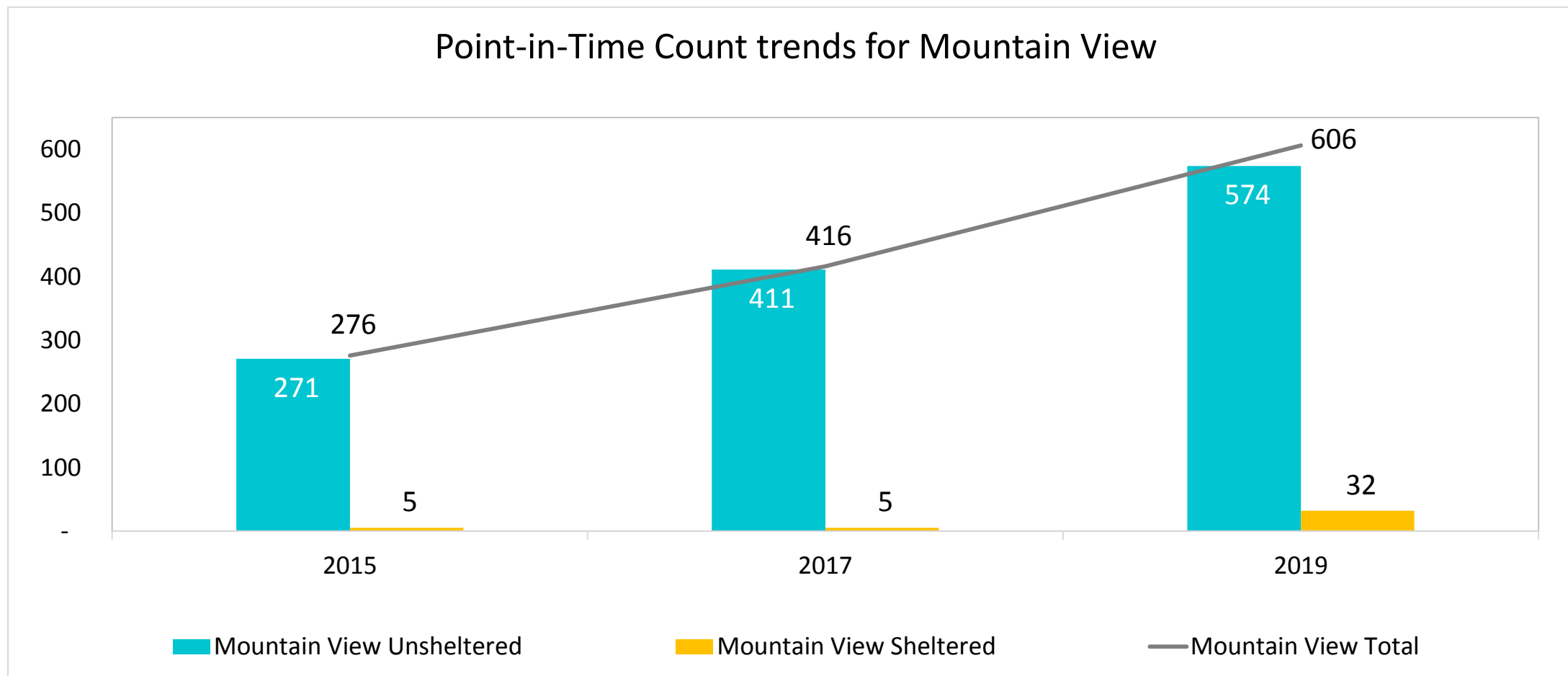
Introduction





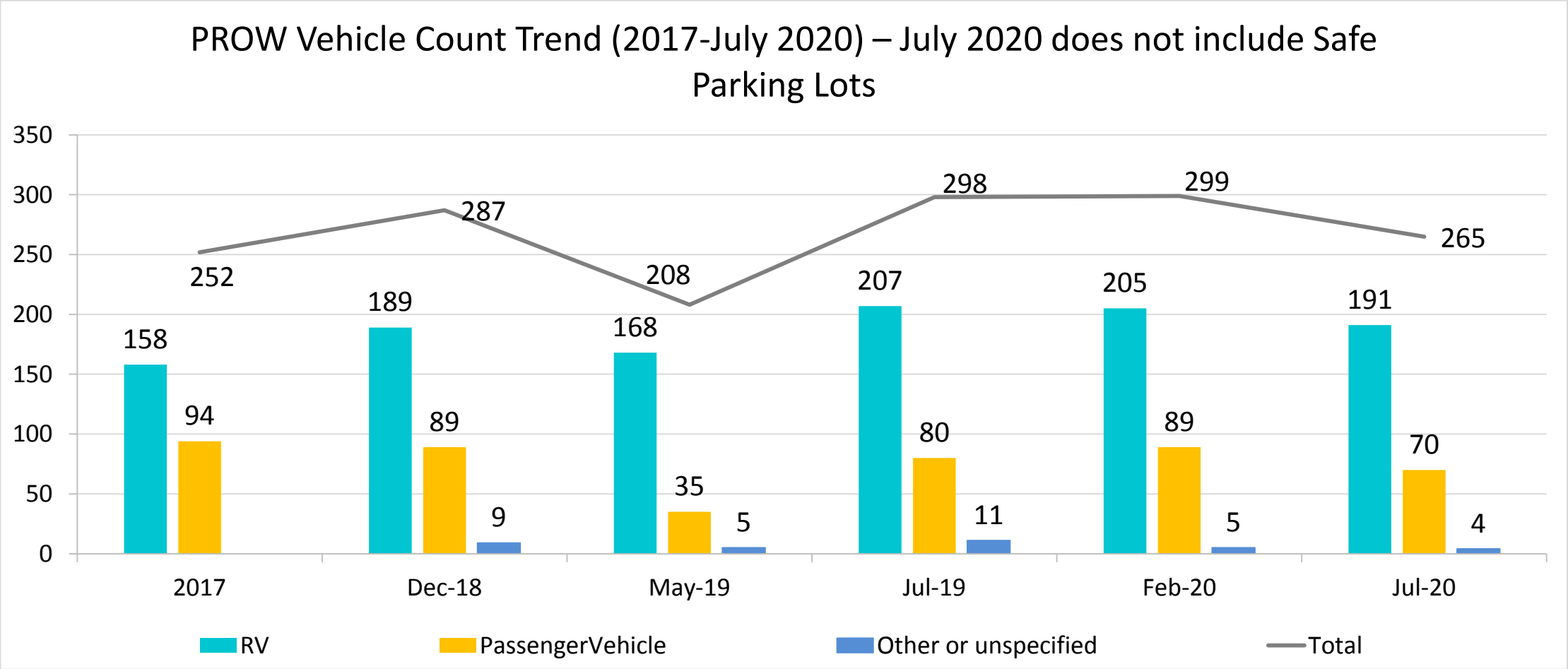
Background

Homelessness trends in Mountain View and the County





Homelessness trends in Mountain View





Program Achievements

2015 – 2016:

- Began reviewing options for safe parking
- At the time, there were zero lots and no program operators were available in Mountain View

2016 – Present:

- Engaged with community and faith stakeholders on an ongoing basis
- Provided extensive public communications and outreach
- Monitored and supported applicable legislation
- Conducted grant review and donor outreach for program funding
- Provided basic human services that range from showers to case management
- Identified and reached out to prospective parking lots for safe parking use



Program Achievements, cont.

2017 – Present:

- Funded permanent supportive housing and rapid rehousing in conjunction with the County of Santa Clara
- Supported the startup of a local nonprofit to provide safe parking services
- Secured five safe parking lots for Mountain View participants

2018 – 2019:

- Conducted a domestic waste dump pilot
- Developed a plan for addressing biohazards
- Developed a domestic waste voucher program for safe parking participants
- Created an innovative safe parking ordinance to ensure the public's safety
- Adopted the first shelter crisis to provide flexible and streamlined options for safe parking permits
- Established a streamlined safe parking lot permit/approval process during a shelter crisis
- Expanded land use options for emergency sheltering
- Adopted and implemented domestic sewage prohibitions
- Approved parking restrictions for oversized vehicles on any street with a Class II painted bike lanes



Program Achievements, cont.

2018 – 2019:

- Funded and completed significant site preparations for three safe parking lots, including providing water service

2019 – 2020 and 2020 - 2021:

- Extended safe parking programs to operate 24/7 as an emergency response to COVID-19
- Instrumental in the development of a bill to promote safe parking for all cities (AB 2553)
- Supported the Human Relations Commission Safe Parking Outreach Subcommittee
- Updated the homeless needs assessment and goals for responding to homelessness for the 2020-2025 Consolidated Plan
- Participated in regional homeless initiatives and served on committees for the County Community Plan to End Homelessness
- Adopted an extension of the shelter crisis to continue flexible and streamlined options for safe parking permits
- Enhanced rent relief significantly for COVID-19 response and implemented other supportive services during the pandemic
- Responded with additional interim housing options



- Outreach and Engagement
- Affordable Housing
- Housing Programs
 - Homelessness Prevention
 - Rapid Rehousing
 - Permanent Supportive Housing
- Shelter Services
- Safe Parking
- Interim Housing
 - Project Homekey
- Other Services
- Rent Relief and COVID-19 Assistance

Summary of Services and Programs



Communications and Outreach



Ongoing case management services



City Hall primary social media channels



Homeless resources map



ongoing NES outreach



Local Emergency Network and Community Based Organizations outreach



Faith-based group outreach



multilingual outreach, including ambassadors



outreach through food relief distribution organizations



Neighborhood Association outreach



Multiple (ongoing) virtual meetings with partners (EAN, CBO, Gov)



The Briefing e-newsletter



Mailer to all residential addresses. Extra copies delivered to vehicles, CBOs, outdoor City facilities



relief information sent to apartment and mobile home landlords



outreach to homeless leaders and advocates





Affordable Housing

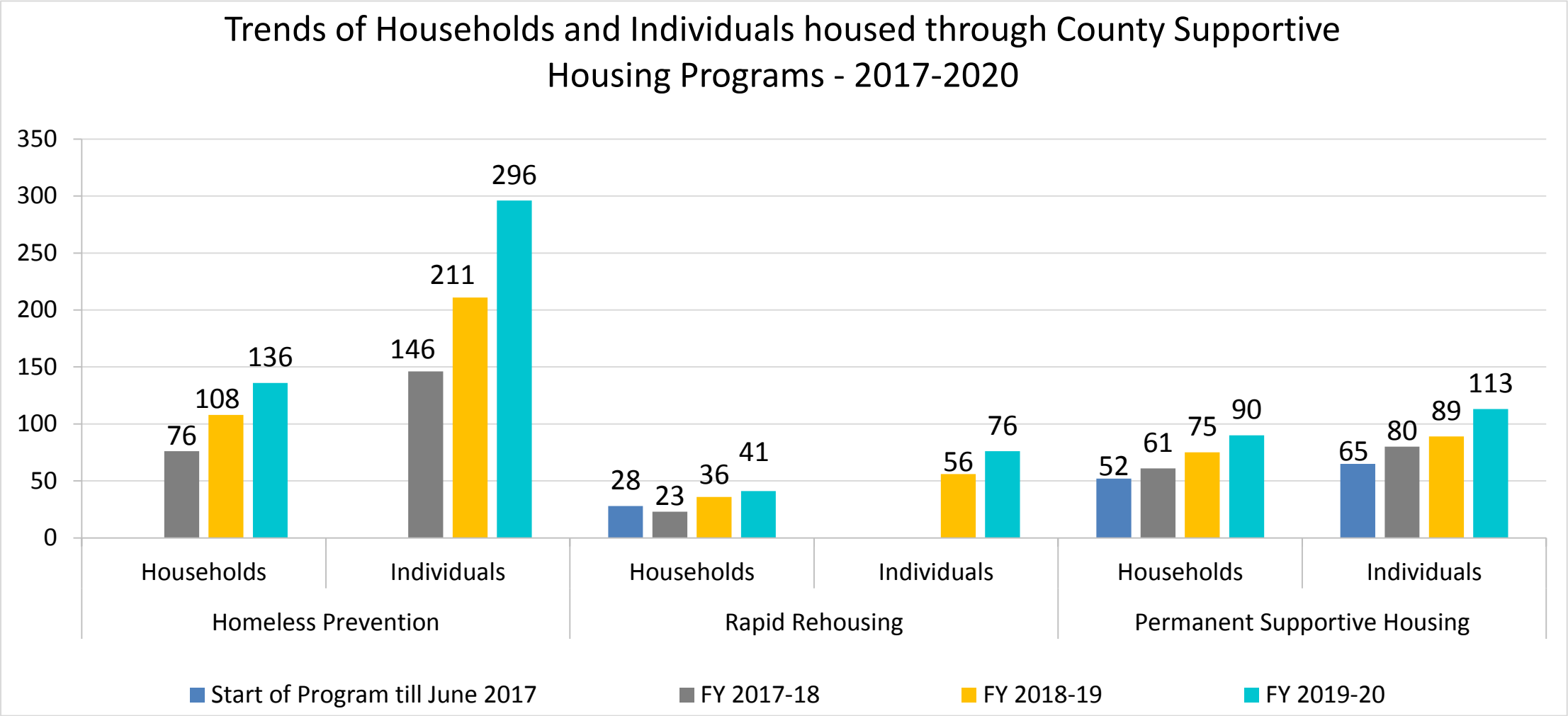
- City Council’s goal to increase availability, affordability, and diversity of housing in Mountain View

Status	Total New Built	Net New (Built—Demo)
Completed	4,887	4,495
Approved, but not yet completed	4,419	3,774
Total	9,306	8,269



Housing Programs

MV Households and Individuals housed since 2017

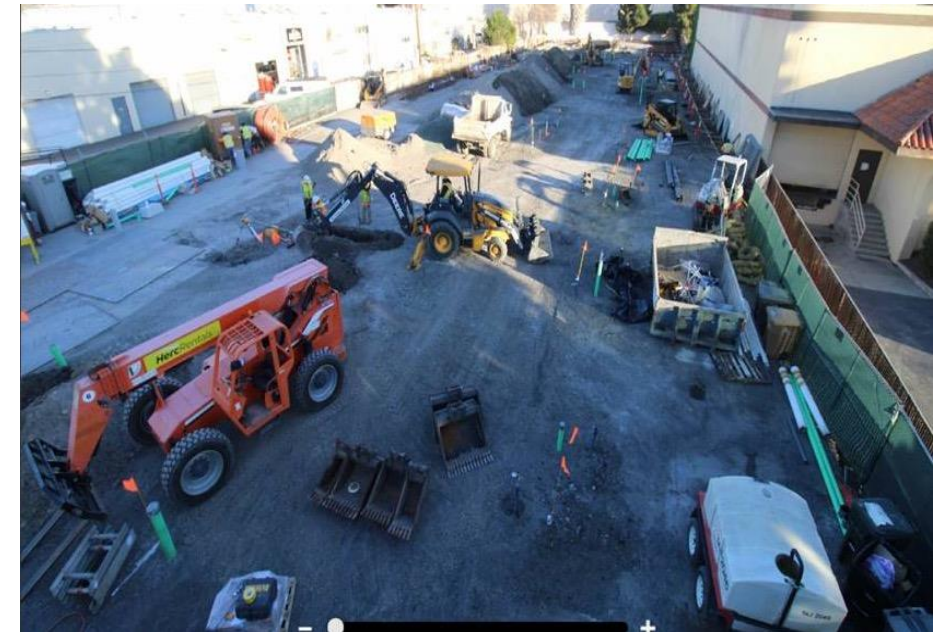




Interim Housing

Project Homekey

- State's program to fund rapid housing for homeless and unstably housed people during the COVID-19 emergency
- City and LifeMoves, awarded a State grant of \$14.35 million to rapidly deploy 100 housing units serving up to 144 persons
- Site development ongoing, with move-ins Spring 2021





Shelter Services

- Existing local shelter capacity is approximately 63 persons
- County's Cold-Weather Shelter Program for Mountain View and North County
- Established in 2018, it can serve up to 50 people, including 10 to 15 families and single women



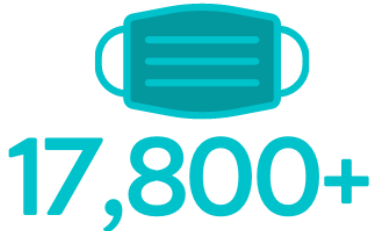
Safe Parking Program

- Current safe parking capacity for up to 93 vehicles on City secured lots
- With up to 8 spaces at 2 faith-based lots raising the number to 101
- 24/7 safe parking services available at all City secured lots in response to COVID-19 pandemic
- Full utilization of the Shoreline, Evelyn and Terra Bella sites
- AB 2553 passed on September 1, 2020
- Human Relations Subcommittee on Safe Parking Outreach established





COVID-19 Relief for Unstably Housed



Masks given to homeless, seniors, low-income families and community members in need



Hygiene kits hand-delivered to homeless and people living in vehicles



Isolation and quarantine services



Printed information packets hand-delivered to homeless and people living in vehicles



City parks have opened their restrooms to provide more access to hygiene services



Temporary portable washing stations placed around the City to help with hand washing



Temporary portable restrooms placed around the City, which are ADA compatible



Packets of food and produce delivered to homeless and people living in vehicles



Grocery gift cards delivered to homeless and people living in vehicles



Hours that redeployed City staff have worked to help deliver food and relief to locals in need



Donated face shields redistributed at a pop-up, community mask event hosted by MVPD



average meals a day served at CSA and Hope's Corner



Days a week that some form of food services are available in delivery or to-go for those in need



COVID-19 Relief for Unstably Housed

HOMELESS PREVENTION



Rent Relief

A record number of residents are experiencing rent hardships for the first time, primarily due to the impacts of COVID-19.



Eviction Moratorium

Keeping people in their homes is not only the right thing to do, but is less expensive than housing them after they are homeless.



Case Management

People need help for different reasons. Case management allows for a customized path to recovery based on individual, unique needs.



1,807

Rent relief checks cut as of Feb. 3, 2021



~124

Estimated maximum number of people able to be transitionally housed at Project Homekey site



67

Average number of VEHICLES service in Safe Parking (Jan 25)



\$2,194

Average rent relief assistance provided per household in need



148

Average number of PEOPLE served Safe Parking Lots (Jan 25)



8

Waitlist to participate in Safe Parking (Jan 25)

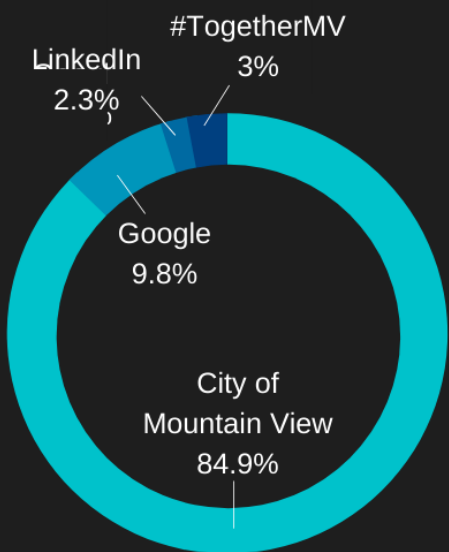


COVID-19 Relief for Unstably Housed

RELIEF FUNDING

\$5.1 mil

in Local Relief Funding



\$4.467mil
allocated to Relief Efforts
for local COVID-19 hardships



\$3.834mil
Rent Relief



\$750k
Small Business Relief



\$100k
Small Landlord Relief



\$100k
Utility Bill Relief Program



\$100k
additional Safe Parking
Program funding



\$196k
portable toilets and hand
washing stations



\$144.8k
Allocation for Grocery
Gift Card program
(groceries and other
essential needs)



\$35k
mobile showers and
washer/dryer services



Help Available

- **Emergency Assistance Network (EAN)**
- **Community Services Agency (CSA)**
 - CSACares.org or
 - (650) 968-0836
- **Call 2-1-1 for Health and Human Services in Santa Clara County**
- **County Homeless Helpline**
 - (408) 793-0550
- **Foodbank www.shfb.org**





Help Needed

- Learn more, visit www.mountainview.gov/homeless
- Express a concern, AskMV -"Homeless/Living in Vehicles"
- Engage with us on social
www.mountainview.gov/social
- Volunteer or donate to the Emergency Assistance Network (EAN) – local CSA
- Donate for Project Homekey to LifeMoves
- Volunteer at a local shelter





Questions and Contacts

Thank You

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