



COUNTY OF SAN MATEO
Inter-Departmental Correspondence

Human Services Agency

DATE: January 28, 2009
BOARD MEETING DATE: February 10, 2009
SPECIAL NOTICE/HEARING: None
VOTE REQUIRED: Majority

TO: Honorable Board of Supervisors

FROM: Beverly Beasley Johnson, Agency Director
Deborah Torres, Director, Prevention and Early Intervention

SUBJECT: Shelter and Safety Net Services Report-Back

RECOMMENDATION:

Accept this Report responding to the Board's inquiries on the network of shelter and safety net services in San Mateo County.

VISION ALIGNMENT:

Commitment: Ensure basic health and safety for all.

Goal 8: Help vulnerable people--the aged, disabled, mentally ill, at-risk youth and others—achieve a better quality of life.

Commitment: Offer a full range of housing choices.

Goal 9: Housing exists for people at all income levels and for all generations of families.

This report contributes to this commitment and goal by providing an update on shelter and safety net services provided to the most vulnerable populations in San Mateo County with recommendations on how to more effectively coordinate the services.

BACKGROUND:

On September 17, 2008 the Human Services Agency (HSA) submitted a Report-Back that addressed several issues related to the network of shelter services that were raised by the Board of Supervisors at the June 2008 budget hearings, including: a) inventory of homeless services available; b) best practices recommendations for homeless services; c) review of funding sustainability of Samaritan House and other shelter providers; d) recommendations for including homeless shelters in the scope of the Housing Our People Effectively (HOPE) plan; and e) the cost of expanding Homeless Outreach Teams (HOT) countywide.

At the 2008 final budget hearings in September, the Board accepted this report, but raised additional questions and requested that a follow-up report be submitted by January 2009 that would include the following:

1. Comprehensive review of the County's shelter and safety net system including analysis of the ways in which safety net services are provided, review of service model alternatives, and creative "out of the box" approaches in collaboration with County partners; and
2. Detailed inventory of available shelter and safety net services.

Also at the September budget hearings, the Board directed HSA to work directly with Samaritan House to determine an appropriate amount for a second bridge funding increment to maintain the current level of service at Safe Harbor through January 2009.

DISCUSSION:

The Shelter and Safety Net Report Back was presented to the Housing, Health and Human Services Committee on January 27, 2009. The Committee approved the Report and made a recommendation that centralized grant writing capability be developed on behalf of the County to support additional funding for the Core Service Agencies.

Additional funding has been established for Safe Harbor. On October 21, 2008, the Board of Supervisors approved additional bridge funding in the amount of \$70,000, and an amendment to the Samaritan House contract was approved on January 6, 2009. In addition, Samaritan House has recently been awarded a \$75,000 grant through Silicon Valley Community Foundation to support the Safe Harbor Homeless Shelter.

With regard to follow-up on concerns raised by the Board at the September final budget hearings, the attached Report-Back addresses those issues, briefly summarized as follows:

1. Comprehensive review of the County's shelter and safety net system
HSA has completed a review of the shelter and safety net system of San Mateo County. The review focused primarily on the Core Service Agencies, shelters, and other safety net providers that are contracted by HSA to provide an array of safety net services throughout the County. The review included current contracts, performance measures, analysis of Core Service Agency data reports, and information shared with HSA staff during their ongoing work with safety net providers. Expansion of current efforts, as well as new service delivery approaches, is reflected in several of the recommendations contained in the Report-Back.

The total dollar amount of HSA contracts allocated to shelter and safety net services for FY 2008-09 is \$3,427,543, of which \$2,037,806 (59%) is Net County Cost. In addition, the Silicon Valley Community Foundation recently awarded \$1.25 million to sixteen community-based organizations that also have contracts with HSA for provision of safety net services in San Mateo County. It should be

emphasized that the last few months have seen a significant increase in requests for services from these safety net providers, especially in the areas of food assistance and shelter, due to the economic downturn, which has impacted so many residents of the county.

2. Detailed inventory of available shelter and safety net services

HSA completed a comprehensive inventory of available shelter and safety net services. This included an online electronic survey conducted with 18 organizations in San Mateo County that currently have active contracts with HSA. The attached Report-Back provides a full description of HSA-funded services, with capacity and usage data, budget information where available, and an updated inventory of non-HSA funded services that are available.

The attached Report-Back also includes:

- Detailed San Mateo County demographics information related to the safety net population – including cultural diversity and regional characteristics, unemployment rate, housing market and foreclosures, number on public assistance, and individuals and families served by Core Services Agencies and shelters
- Recommendations related to inclusion of homeless shelters in the scope of the HOPE Plan (Housing Our People Effectively), on which a policy position was adopted by the Interagency Council (IAC) of HOPE on November 12, 2008
- Conclusions and key highlights regarding limitations in service availability, special populations, current funding situation, and service disproportionality in certain geographical areas
- A prototype pocket handout, including available resources and a multi-purpose survival wrap, that will be distributed initially to homeless individuals who participate in the Homeless Survey, and then later throughout the county

Based on the data reviewed and analyzed in this report, a series of recommendations and specific action steps are presented under the following generic categories:

- A. Increase Access to Services
- B. Increase/Sustain Capacity of Shelter and Safety Net Services
- C. Facilitate Collaboration
- D. Monitor Performance Outcomes
- E. Contract for centralized grant writing capability on behalf of the County to support additional funding for Core Service Agency Programs.

FISCAL IMPACT:

There is no immediate fiscal impact associated with acceptance of this report. Future fiscal impact remains to be determined, based on implementation of specific recommendations.

Shelter and Safety Net Services

Report Back to the Board of Supervisors

Executive Summary

January 2009



Executive Summary

This report has been prepared by the Human Services Agency (HSA) to address issues raised by the Board of Supervisors at the September 2008 final budget hearings regarding the County's shelter and safety net services.

Demographics

San Mateo County has a very diverse population with 720,000 residents, 33% of whom are foreign born. Residents also speak a variety of languages including Spanish, Cantonese, Mandarin, Tagalog, Tongan, Samoan, Burmese, Vietnamese, Russian, French, Italian, German, Hungarian, Farsi, Tamil, Hindi, Fijian, Punjabi, Turkish and Gujarati. The county's unemployment rate has increased by 30% from last year's 3.8% to 5.4% as of October 2008. This is likely an indication of future service needs of county residents. The county is also suffering from the impact of the national housing crisis. The median single family home price in San Mateo County has dropped by 17% to \$777,777 and home sales dropped by 4.9%. Daly City has the highest foreclosure rate in the county at 11.9 foreclosed homes per 1,000 homes. The need for affordable housing puts more pressure on the Section 8 federal housing program. The latest round of openings for 3,600 Section 8 vouchers yielded 23,000 applicants. A total of 26,676 individuals, comprising 9,664 families, accessed the seven Core Service Agencies in the past year. Fair Oaks Community Center and Samaritan House served nearly 50% of the clients. As reported through Core Agency Reports and the Shelter and Safety Net Survey, the largest identified need by individuals and families were food and housing.

Inventory of Shelter and Safety Net Services

Since FY1976, San Mateo County has partnered with seven Core Service Agencies to provide an array of emergency assistance and services to those in need. These agencies and shelters are spread across the county in order to ensure as many communities as possible have access to these services. Below are tables listing the various partners with whom HSA contracts.

Core Service Agency	Location	Areas Served
Coastside Hope	El Granada	Montara, Moss Beach, El Granda, Half Moon Bay, La Honda, and Pescadero
Daly City Community Services Center	Daly City	Daly City, Colma, Broadmoor
Fair Oaks Community Center	Redwood City	Redwood City, North Fair Oaks, Atherton, Woodside and Portola Valley
North Peninsula Neighborhood Services Center	South San Francisco	South San Francisco, San Bruno, and Brisbane
Tides/Pacifica Resource Center	Pacifica	Pacifica
Samaritan House	San Mateo	Millbrae, Burlingame, Hillsborough, San Mateo, Foster City, Belmont, and San Carlos
El Concilio of San Mateo County	East Palo Alto	East Palo Alto and Menlo Park

Shelter Provider Name	Location
InnVision	Menlo Park
Interfaith Hospitality Network	Burlingame
Safe Harbor Shelter (Samaritan House)	South San Francisco
Shelter Network – Maple Street Shelter	Redwood City
Shelter Network - Family Crossroads	Daly City

Shelter Provider Name	Location
Shelter Network - Redwood Family House	Redwood City
Shelter Network - Haven Family House	Menlo Park
Shelter Network - First Step for Families	San Mateo
Community Overcoming Relationship Abuse (CORA)	San Mateo
Youth and Family Enrichment Services (YFES)/ Daybreak for Youth	Redwood City
Service League – Hope House	Redwood City

Safety Net Provider Name	Office Location
Human Investment Project (HIP) Housing	San Mateo
Legal Aid Society	San Mateo
Shelter Network - Motel Vouchers	Various Locations
Second Harvest Food Bank	San Carlos
Bay Area Legal Aid	San Mateo
Samaritan House – Case Manager	San Mateo
Community Legal Services of East Palo Alto	East Palo Alto

Data Analysis

The online Shelter and Safety Net survey was sent to eighteen service providers which currently have at least one active contract with HSA. All service providers responded, with seven identified as Core Service Agencies. Core Service Agencies provide individuals and families with much needed support to stabilize their living situations, their main service being information and referral. HSA has been funding the Core Service Agencies through the County General Fund since 1976. Shelter Network serves as the most frequently cited resource for individual client and family referrals regarding housing followed by Core Service Agencies. The survey indicated that the highest met need for individuals were food assistance with 99% of clients receiving services; transitional housing with 88% of clients receiving services; and emergency shelter with 69% of clients receiving services. The numbers regarding housing needs met should be loosely interpreted, as there has not been consistent data entry using the same terminology for 'needs met'. Service providers face the lack of emergency and transitional bed capacity for individuals and families. They have few options to suggest when shelters are full. The survey also revealed that in every area except Pacifica, there is a higher proportion of Hispanics seeking housing services from Core Service Agencies. Most clients who seek housing on the coast have been homeless for over a year while those who seek housing from Fair Oaks Community Center and Samaritan House report experiencing more than one episode of homelessness. Clients who seek services from Core Service Agencies are most likely to be families or female between the ages of 18-54 while those who seek emergency and transitional shelters throughout the county are most likely to be a white male, aged 41-64 with a last known address in Redwood City.

According to the FY 2007-08 Quarterly Contract Services Reports received from Core Service Agencies, 100% of clients who sought food received food assistance, while 74% of clients who sought housing had their needs met. These services ranged from receiving information or referral assistance to shelter referrals. Most individuals and families served earn less than \$25,000 annually. Both requests for housing and shelter services are experiencing double digit increases in demand. The 2007 One Day Census results confirm that a large majority of homeless in San Mateo County are disabled. Of those surveyed, 72% reported that they had at least one disability. It also found that 27% of survey respondents have veteran status. Despite the large numbers of homeless people with disabilities and no employment, 36% of them

receive no government benefits. Data further shows that there are service gaps in the system, one of which is matching client needs to services that could alleviate the client's situation. For example, while 80% of homeless people surveyed were unemployed, only 12% reported using job training services. Furthermore, about 27% of those surveyed were veterans but only 10% reported receiving veteran's benefits.

Conclusions

This report recognizes that there are multiple service gaps that need immediate attention particularly in areas regarding service availability limitations, special populations, funding and geographical disproportionality.

- The need for shelter and safety net services has rapidly risen as the economic downturn continues.
- Challenges remain in access to services:
 - The general public continues to experience confusion regarding how to access shelter and safety net services.
 - South Coast area residents, due to proximity, are unable to access the existing Core Service Agency in El Granada. Residents are currently supported by a small community-based organization (Puente del la Costa Sur) with minimal funding from HSA.
 - There is a need to link homeless individuals to services offered during the day.
 - Few county-funded services are available seven days a week.
 - Services may not be accessible to clients who most need them due to transportation barriers.
- Collaboration and coordination are essential to address our safety net system:
 - There is a need to collaborate with faith-based providers to increase service accessibility, particularly to clients who are not served by the Core Service Agencies.
 - There is a need to more closely collaborate across County departments around the coordinated delivery of shelter and safety net services.
- Funding remains a challenge at federal, state, and county levels as a result of the recent economic downturn.
- Service providers are impacted due to budgetary constraints faced by government agencies and grant providers.
- There is increased risk due to the potential loss of emergency shelter beds due to the loss of lease at the Menlo Park VA campus (112 shelter beds), which serves both San Mateo and Santa Clara County residents.

Recommendations

Based on the conclusions set forth in this report, the recommendations are as follows:

- A. Increase Access to Services:
 - Fund the placement of homeless benefits liaisons at homeless shelters to increase enrollment of eligible individuals in public assistance programs.
 - Expand HOT teams to additional areas within the county.
 - Conduct an additional homeless veteran stand-down event to connect them with veterans and homeless services in the Fall of 2009.
- B. Increase/Sustain Capacity of Shelter and Safety Net Services:
 - Fund Puente de La Costa Sur as a Core Service Agency serving South Coast residents.
 - Fund a seasonal warming shelter in East Palo Alto.

- Support HOPE/IAC report recommendations to sustain shelter beds at current capacity by identifying an alternate, in-county shelter location that replaces Clara-Mateo.
 - Identify existing community-based services that could serve current shelter occupants during the day.
- C. Facilitate Collaboration:
- Convene a homeless summit of stakeholder organizations in the spring 2009 to specifically address the results of the one-day homeless census.
 - Convene quarterly meetings with faith-based, CBOs, foundations, and volunteer organizations to strengthen community partnerships.
- D. Monitor Performance Outcomes:
- Develop a continuous quality improvement plan and a system for reporting on a quarterly basis.
 - Publish a Bi-Annual Safety Net Report Card.



Shelter and Safety Net Services Report

January 2009

Presentation Overview

- ❖ Background
- ❖ Current Resources
- ❖ Detailed Inventory
- ❖ Summary
- ❖ Recommendations

Current Resources

- ❖ Partnership formed to provide Safety Net Services
 - Seven Core Service Agencies
 - Community Shelters
 - Safety Net Providers

- ❖ Safety Net and Shelters heavily impacted by economic downturn

- ❖ Non-profit partners seeking additional funding

Core Service Agency Demand

Relative Change in Core Service Agency Demand Q1 FY07-08 vs. Q1 FY08-09

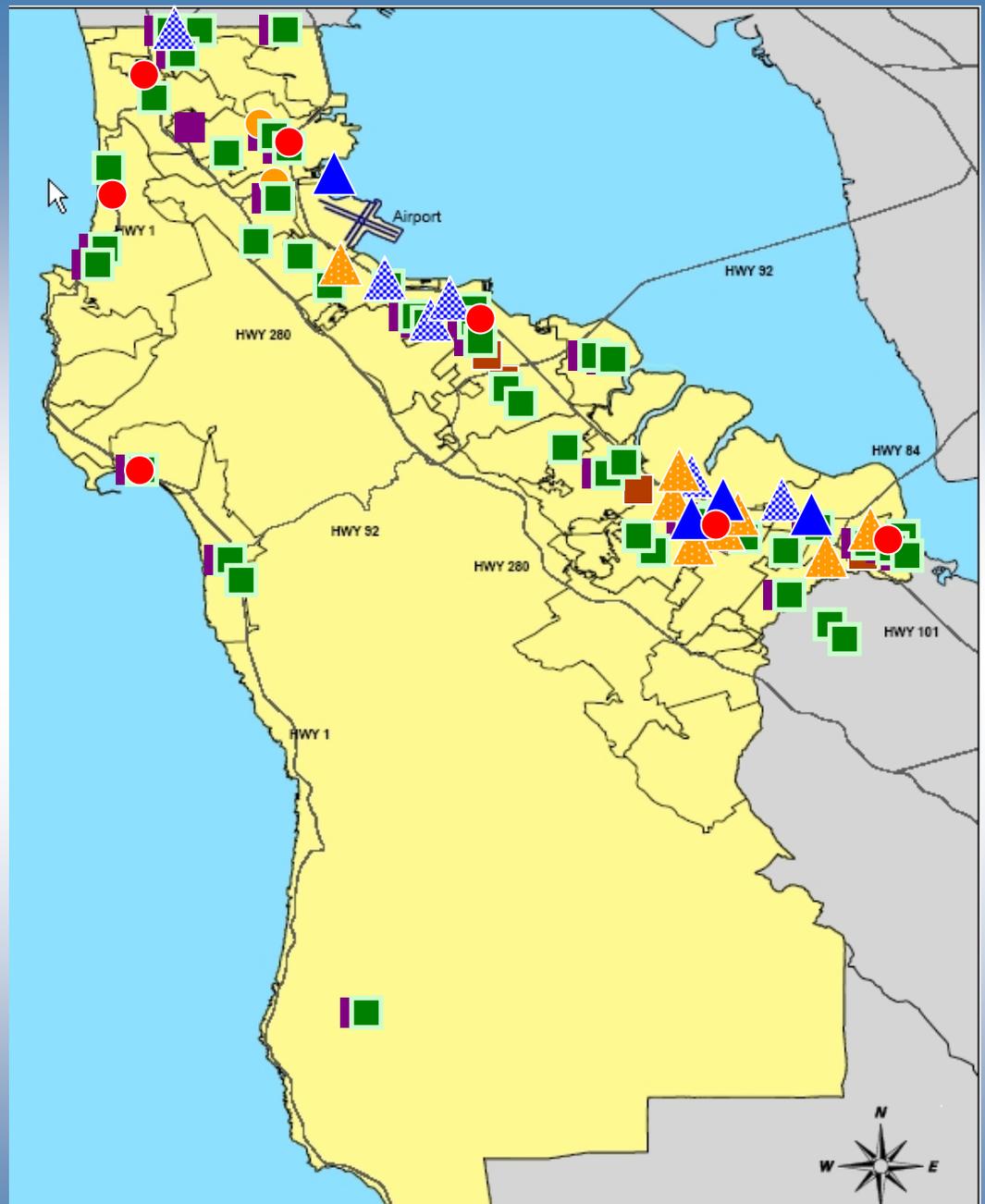
	Individuals Seeking Food	Individuals Seeking Housing Assistance	Households Seeking Emergency Assistance
FY07-08 Q1	3,933	2,435	2,991
FY08-09 Q1	4,946	3,630	3,697
% Change	+26%	+49%	+24%

Inventory of Shelter and Safety Net Services

Shelter & Safety Net Services

Key:

- Core Service Agencies: ●
- Shelter Services: ▲ ▲ ▲
- Safety Net Services: ■ ■
- Hot Meals: ■
- Showers: ●



Inventory of Shelter Capacity and Emergency Housing Assistance

Shelter Beds

- ❖ 168 Emergency Beds (*58 Families; 110 Singles*)
- ❖ 531 Transitional Beds (*381 Families; 134 Singles*)

Motel Vouchers

- ❖ Average of 17 rooms (*families*) per night

Additional Emergency Housing Assistance

- ❖ Homeless Trust Fund
- ❖ HSA Extraordinary Circumstances Fund
- ❖ SF Chronicle Season of Sharing
- ❖ HEART
- ❖ Housing First

2007 Homeless One Day Census

- ❖ 2,064 Homeless Individuals/Families

Non-HSA Funded Safety Net

Non-HSA Contracted

- ❖ Safety Net providers offer essential services as part of the County's Safety Net system
- ❖ Organizations may receive funding from other County departments

Congregational Communities

- ❖ Community provider extremely valuable to the County's Safety Net
- ❖ HSA direct contractual agreement with Interfaith Hospitality Network

Data Summary

- ❖ Economic and social disparities exist in South Coast area, East Palo Alto, and North Fair Oaks
- ❖ Shelter demand exceeds capacity
- ❖ Majority of homeless shelter individuals do not receive federal, state, and county benefits
- ❖ Large number not eligible for other state, county benefits due to immigration status
- ❖ Unemployment is on the rise; difficulty obtaining jobs
- ❖ Housing and Rental market is expensive and shrinking

Conclusion

- ❖ The need for shelter and safety net services has rapidly risen as the economic downturn continues
- ❖ Access to services remain a challenge (service, location, availability)
- ❖ Collaboration and coordination are essential to address our safety net system
- ❖ Funding remains a challenge at federal, state, and county levels
- ❖ Service providers are impacted due to budgetary constraints
- ❖ There is increased risk to the potential loss of emergency shelter beds due to the loss of lease at the Menlo Park VA Campus (112 shelter beds)

Recommendations

- ❖ **Increase Access to Services**
- ❖ **Increase/Sustain Capacity of Shelter and Safety Net Services**
- ❖ **Facilitate Collaboration**
- ❖ **Monitor Performance Outcomes**

Thank You!