

Agenda Item 3.A

RECOMMENDATION

Staff recommends the Tracy Homelessness Advisory Committee receive an informational update on efforts pertaining to the Tracy Homelessness Strategic Plan.

EXECUTIVE SUMMARY

This informational report provides an update on the City of Tracy's efforts to address the impacts of homelessness and quality of life issues in the community, including an update on the City's emergency interim shelter activities.

BACKGROUND AND LEGISLATIVE HISTORY

The 2022 San Joaquin Continuum of Care Point in Time (PIT) Count of Sheltered and Unsheltered Homeless reflects 124 unsheltered homeless individuals living within Tracy's city limits. Recognizing the importance of responding to quality-of-life issues, including the human services needs of the City's unsheltered population, the City has devoted significant resources toward addressing the impacts of homelessness within the community. Staff continues to coordinate efforts between various departments to conduct bi-weekly clean-ups of public spaces, foster partnerships with non-profit organizations to share information on services and programs with the unsheltered, secure grants to support homeless services, and continue with the construction activities of the Temporary Emergency Housing Facility. City staff has worked vigorously to balance the circumstances of the unsheltered, as well as the needs of the community.

Pursuant to Council's reaffirmation of the emergency shelter crisis in August of 2022, the City Manager authorized staff to identify permanent and emergency alternative housing options for the unsheltered population within the city limits. This effort not only focuses on housing and support, but also to prepare the residents for self-sufficiency. As a result, the development of a "Campus Concept" emerged where temporary housing and Supportive Services would be provided to the unsheltered population.

ANALYSIS

Homelessness Services Division Update

The Homeless Services Division, through a professional services agreement for shelter operations, effective November 1, 2023, oversees the Salvation Army's shelter services, to provide case management, meals, transportation, and laundry services to individuals experiencing or at risk of homelessness at the Arbor Ave Temporary Emergency Housing Facility in Tracy. Staff is currently assessing the shelter contract and performance by the Salvation Army to evaluate contract compliance through a review of the intake and exit process, shelter policies and procedures and their operations and case management plan. This process will identify potential gaps in service or future changes to the scope of work. The Homeless Services Division through this evaluation will identify and propose an update to the shelter contract under Resolution number 2023-207 which authorizes the City manager to extend the shelter operations agreement for an additional year.

The Homeless Services Division is partnering with the City's IT Department and Tracy Police Department to provide a homelessness dashboard on the City's website. In addition, the Division

is working on establishing a National Provider Identifier number to incorporate the Cal Aim Initiative into the Homeless Services Divisions operating budget. Through collaboration with the County Continuum of Care (CoC), the city supported the HHAP 5 Regional Plan process that was approved by the City of Stockton, San Joaquin County Board of Supervisors, and the San Joaquin Continuum of Care on March 26, 2024. The plan application paves the way to bring an additional 14 Million dollars in grant funding to the region. the CoC is finalizing the Point in Time Count data with a press release expected by the end of May.

Outreach Update

The Tracy Police Department has partnered with the California Highway Patrol, Caltrans, and Union Pacific Railroad to proactively respond to unincorporated areas of Tracy. Our joint effort is focused on providing homeless outreach and ensuring public safety related to homelessness, debris, and crime. This partnership is a significant step towards offering resources to unhoused individuals in unincorporated areas within or adjacent to city limits. To enhance our enforcement, updated trespass letters are in the process of being received from the California Highway Patrol, Caltrans, and Union Pacific Railroad. Our multi-agency partnership includes monthly meetings with our agency partners, service providers, Homeless Services Division, Familiar Faces, Tracy Community Connections Center, Fire, Code Enforcement, and Public Works. Our partnership is a testament to the value we place on our collective contributions to effectively respond and provide services to the unhoused population.

Shelter Operations Update

The City's Homeless Services Division works closely with the shelter team to identify site needs and develop policies and procedures to better support and develop the program to meet the needs of the shelter population. This includes monitoring additional contracts at the site including generator rentals, fuel supply, fence rentals, temporary bathroom and shower rentals, leases for modular units and the maintenance needs of the dorms. To enhance security of the site, an additional camera was added to the parking area near the entrance of the facility. San Joaquin County is now partnering with the Shelter team to provide their mobile clinic two times a month to ensure continuity of care for the shelter residents.

Based on the Homeless Management Information System report, 123 individuals have been served by the Salvation Army Stockton Corps team between November 1, 2023 and March 31, 2024.

TRACER Fixed Route H Bus Service Activities

The Tracer Bus Route H was created to serve the sheltered guests at the 370 Arbor Avenue site and takes individuals to other locations throughout the City. This helps ensure that our shelter guests have access to centrally located services. Below are our updated utilization numbers:

- January 87 boardings with an average of 3.35 passengers per day
- February 120 boardings with an average of 4.80 passengers per day
- March 76 boardings with an average of 2.92

Homelessness Strategic Plan Updates

GOAL 1: INCREASE HOUSING OPTIONS IN THE CITY OF TRACY

1. **SHORT-TERM:** Identify immediate temporary “Emergency Housing” options and integrate crisis support services. **(Present)**
 - **Emergency Shelter:**
 - Temporary Emergency Housing Facility (TEHF) Phase III-Modulars opened in November 2022 and Phase IV-Custom Container Dorms opened in December 2023 providing 86 beds with low barrier entry and supportive services to shelter clients.
 - **Crisis Support Services (Present):**
 - Behavioral Health outreach providers and Tracy Police Department Mobile Evaluation Team provide access to “Crisis Support” services to shelter clients.
 - Partnering with Sutter Tracy in collaboration with Tracy Community Connections Center (TCCC) and Familiar Faces Team conduct outreach to align support services for the unsheltered.
2. **MID-TERM:** Identify “Transitional Housing” options and integrate wrap-around support services with the Navigation Center. **(Future)**
 - **Transitional Housing Options:**
 - Phase II Site improvements to begin August 2024, includes the Navigation Center.
 - Ongoing discussions with private landlords to identify affordable options to serve as transition housing.
 - Collaborate with San Joaquin County Housing Authority to identify partnership opportunities.
 - **Access to Support Services:**
 - TCCC serves as the Cal Aim Housing Navigation Provider.
 - Partnering with San Joaquin County Housing Authority to place persons with disabilities on the Mainstream Voucher list.
 - Applying for Cal-Aim funding, to provide specialty beds imbedded into the Navigation Center, shelter program. These beds would provide short term sobering and recuperative care beds to support individuals who need more time to heal from an illness/Injury or who may need a recovery bed.

3. **LONG-TERM:** Increase affordable housing stock and assist in securing “Permanent Housing” with continued support services from Case Managers. **(Future)**
 - **Increase Affordable Housing Stock:**
 - The Planning Division submitted the draft Housing Element to the Ca Dept. of Housing & Community Development (HCD) for review on November 22, 2023.
 - Identifying opportunities for affordable housing partnerships.
 - **Permanent Housing:**
 - The Navigation Center will provide shelter and unhoused clients access to local support services like Housing Navigation services and referral to other identified resources.
 - **Access to Support Services:**
 - Continued aftercare (Housing Navigation) services to clients who have secured housing to ensure they remain housed.
4. **CONTINUOUS:** Proactively pursue local, state, and federal funding to support housing options and support services. **(Present)**
 - **Funding Opportunities:**
 - Collaborated with CoC to adopt the HHAP-5 Regional Plan for San Joaquin County.
 - Awarded over \$10 Million Dollars from ARPA, HHAP, CPF and HPSJ grants for both construction and operations.
 - Applying for sustainability funding options including Cal Aim Initiative.
5. **Create property-owner economic initiative to increase number of private housing to support housing for transitioning homeless people. (Future)**
 - Collaborate with Community and Economic Development Department.

GOAL 2: INCREASE ACCESS TO COORDINATED SUPPORT SERVICES FOR PEOPLE EXPERIENCING HOMELESSNESS

1. **Create a centralized location to serve as a “Navigation Center” where people experiencing homelessness can gain access to appropriate services and resources based on their immediate needs. (Present)**
 - **Navigation Center:**
 - The formal Navigation Center is a component of the Phase II-Sprung Structure. Familiar Faces and the Tracy Shelter serve as a Navigation Center until Phase II Site improvements are complete.
 - Housing Navigation Services and partnerships with local service providers, non-profits and faith-based groups is integrated into shelter programming.
2. **Secure access to addiction, mental health, family reunification, job training, and other appropriate support services at the Navigation Center. (Present)**
 - **Access to Support Services:**
 - Partnerships with San Joaquin County Behavioral Health Services, San Joaquin County Family Ties and The Salvation Army for addiction services.
 - Mental health services through San Joaquin County Behavioral Health Services/Tracy Clinic.
 - Family reunification services offered through The Salvation Army and outreach teams.
 - As of March 31, 2024, six (6) shelter clients have reunited with family.
 - Case managers connecting shelter clients with WorkNet/EDD.
3. **Enhance coordination between local service providers and county agencies. (Present)**
 - **Coordination Efforts:**
 - Homeless Prevention support services in partnership with TCCC
 - Homeless Services Manager is currently the Vice Chair of the CoC coordinating access to additional funding, best practices and resources across the Continuum.
4. **Evaluate effectiveness of current spending and consider reallocating resources, while continuing to pursue other funding options. (Present)**
 - **Resource Assessment:**
 - HHAP 5 Regional Plan Process reallocation of funds.
 - Coordinating an effective strategy to share client data in support of serving the unsheltered population.
 - Assessment of contract compliance for The Salvation Army.

GOAL 3: DEVELOP ACTION PLANS FOR ENGAGING WITH PEOPLE EXPERIENCING HOMELESSNESS

1. **Establish “Law Enforcement Protocol” for initiating contact with people experiencing homelessness that complies with the recent *Martin v. Boise* decision. (Present)**
 - **Law Enforcement Protocol:**
 - Integrated Response To Persons Experiencing Homelessness began when the City opened the shelter on November 1, 2022.
 - On December 5, 2023, City Council approved an amendment to the Tracy Municipal Code designating City of Tracy Parks as “sensitive areas.” The updated municipal code provided clear direction to law enforcement to address individuals who seek to establish encampments within our City park infrastructure.
 - Tracy Police Department Familiar Faces team is designed to initiate rapport with the unsheltered population and encourage use of support services. They partner with the Public Works Department and Code enforcement on encampment cleanups to ensure proper posting of clean ups and storage of property.
2. **Establish “Crisis Response Protocol” for local service providers to render rapid crisis support — including after-hour services for people experiencing or at-risk of homelessness. (Present)**
 - **Crisis Response Protocol:**
 - Partnership between San Joaquin County Behavioral Health Services and Tracy Police Department establishing a Mobile Evaluation Team (MET) focused on crisis response for service calls pertaining to mental health emergencies.
3. **Partner with county agencies (including the District Attorney’s Office and the San Joaquin County Jail) to evaluate opportunities for diversion programs or other alternatives to incarceration for people experiencing homelessness — including a warm “hand off” to service providers to render immediate crisis support services or emergency housing. (Present)**
 - **Partner with County Agencies:**
 - Collaborative meetings between the City of Tracy, various SJC agencies and the Continuum of Care, Human Services Agency, and Behavior Health to assess opportunities to divert unsheltered individuals into other programs to reduce barriers to housing.

GOAL 4: ENACT SPECIFIC STRATEGIES FOR VULNERABLE SUBPOPULATIONS EXPERIENCING HOMELESSNESS

1. **Identify people experiencing or at-risk of homelessness in vulnerable subpopulations within the City of Tracy — including, but not limited to, veterans, youth, the LGBTQ community, victims of crime, and people with behavioral health needs. (Present)**
 - **Vulnerable Subpopulations:**
 - 2022 PIT Count reflects inclusion of identified vulnerable subpopulation.
 - Operation Helping Hands is a bi-weekly outreach team with various agencies providing supportive services focused on individuals who have denied shelter services.
 - Assessing reports from The Salvation Army and outreach teams to address support service gaps for vulnerable sub populations.
2. **Ensure access to “Case Managers” for vulnerable subpopulations who will educate and provide connections to appropriate support services and housing options. (Present)**
 - **Case Management:**
 - Shelter operators have been assessing client’s individual needs/barriers and providing “Case Management” services to meet the individual needs of each shelter client.
3. **Identify and apply for funding opportunities to secure resources that are specifically available to support people from vulnerable subpopulations. (Present)**
 - **Funding for Vulnerable Subpopulations:**
 - Partnering with PREVAIL, Veterans Affairs, local non-profits and Managed Care Plans to provide services for vulnerable subpopulations.
 - Identify funding streams that meet the needs of identified sub populations, this may include the Veterans administration, the County BHS regarding Respite beds for those with mental health needs and ensuring inclusion of our Youth and Domestic Violence organizations/providers.
 - There is also a current identified need to include our aging unsheltered population as a vulnerable subpopulation with 38% of our sheltered guests identifying in this subpopulation – Funding is being pursued through the Cal Aim initiative and The City working through the NPI process.
4. **Develop a targeted initiative program to prevent “new” individuals in vulnerable subpopulations from becoming homeless. (Future)**
 - **Public Awareness Campaign**
 - Homeless Services Division is working with IT Department to create a community data dashboard available to the community that is interactive Our outreach and engagement teams share information about programs that have funds to help support individuals from becoming homeless. This includes rental assistance or referrals to other county resources to assist people who are struggling to meet their basic needs.

FISCAL IMPACT

This is an informational report with no fiscal impact to the current operating budget.

STRATEGIC PLAN

This item supports the following City Council Fiscal Year 2023-25 Strategic Priorities:

Public Safety Goal #3, Objective 2: Address blight through partnerships with Code Enforcement, the Familiar Faces Program, and the Homeless Services Division

Quality of Life Goal #5: Continue to implement the Council-Adopted Homelessness Strategic Plan

ACTION REQUESTED OF THE COMMITTEE

Staff recommends the Tracy Homelessness Advisory Committee receive an informational update on efforts pertaining to the Tracy Homelessness Strategic Plan.

Prepared by: Virginia Carney, Homeless Services Manager

Reviewed by: Jeffrey Crosswhite, Assistant City Attorney
Kimberly Murdaugh, Interim Assistant City Manager

ATTACHMENTS

Attachment A- Informational Update: Homeless Services Division and Strategic Plan PowerPoint



3.A Informational Update: Homeless Services Division and Strategic Plan

May 14, 2024

OVERVIEW

- Homeless Services Division Updates
- Outreach Update
- Shelter Operations – The Salvation Army
- Transportation – TRACER Bus Route H
- Homelessness Strategic Plan Update



Homeless Services Division Update

- Current shelter operator - The Salvation Army (TSA) Stockton Corps
- 6-month review of shelter operations
- Partner with City IT department and Tracy PD to provide a homelessness dashboard on the City's website
- Establish an NPI (National Provider Identifier) number for the City to incorporate the Cal Aim Initiative into our funding streams



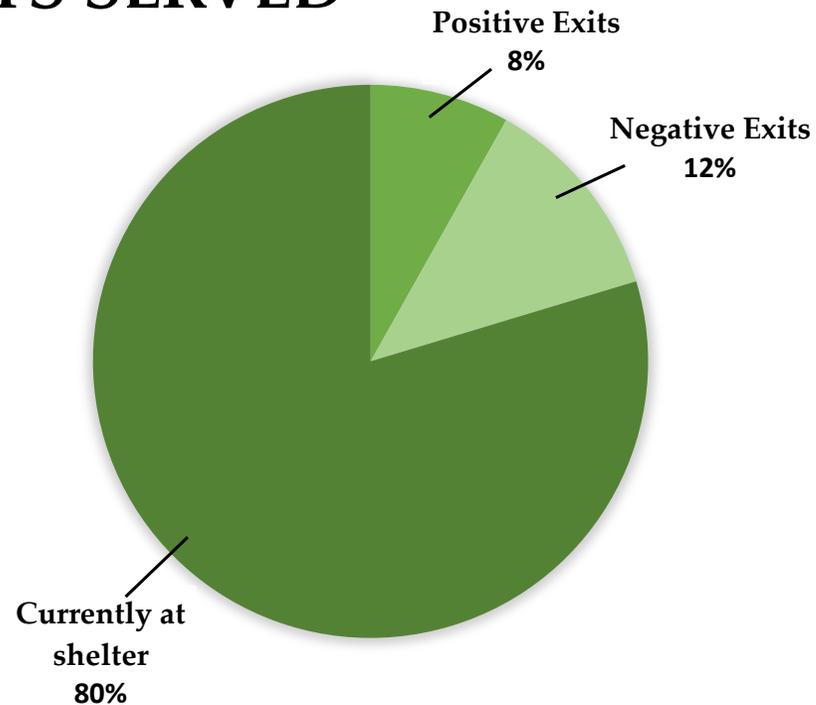
Outreach Update

- The Tracy Police Department (TPD) has partnered with the California Highway Patrol, Caltrans, and Union Pacific Railroad to proactively respond to encampment areas in the City of Tracy
- TPD is in the process of receiving updated trespass letters from the California Highway Patrol, Caltrans, and Union Pacific Railroad to enhance enforcement
- Focused on providing homeless outreach and ensuring public safety related to homelessness, debris, and crime



Shelter Operations

CLIENTS SERVED



- Since onboarding through March 31st, The Salvation Army has served 123 individuals* with 10 positive exits
 - 5 into permanent housing
 - 5 into other positive destinations
- The largest age group of our population at our shelter are between the ages of 55 and 61 at 22% with an additional 16% that are over the age of 62
- For the month of March, we currently have 5 shelter guests who are working, 12 who are receiving SSI or SSDI and 1 receiving General Assistance

* Numbers and stats are reflective from data collected effective 11/1/2023-3/31/2024

Transportation Updates

TRACER Fixed Route H Bus Service Activities

- January 87 boardings with an average of 3.35 passengers per day
- February 120 boardings with an average of 4.80 passengers per day
- March 76 boardings with an average of 2.92

Since July 2023 there have been a total of 840 boardings with an average of 3.27 passengers per day





Homelessness Strategic Plan Update





HOMELESSNESS STRATEGIC PLAN — SUMMARY

GOAL 1

Increase Housing Options in the City of Tracy

GOAL 2

Increase Access to Coordinated Support Services for People Experiencing Homelessness

GOAL 3

Develop Action Plans for Engaging with People Experiencing Homelessness

GOAL 4

Enact Specific Strategies for Vulnerable Subpopulations Experiencing Homelessness

OBJECTIVES

1. SHORT-TERM: Identify immediate temporary “Emergency Housing” options & integrate crisis support services.
2. MID-TERM: Identify “Transitional Housing” options & integrate wrap-around support services with Navigation Center.
3. LONG-TERM: Increase affordable housing stock & assist in securing “Permanent Housing” with continued support services from Case Managers.
4. CONTINUOUS: Proactively pursue local, state, and federal funding to support housing options and support services.
5. Create property-owner economic initiative to increase the number of private housing options to support housing for people transitioning out of homelessness.

1. Create a centralized location to serve as a “Navigation Center” where people experiencing homelessness can gain access to appropriate services and resources based on their immediate needs.
2. Secure access to addiction, mental health, family reunification, job training, & other appropriate support services at the Navigation Center.
3. Enhance coordination between local service providers and county agencies.
4. Evaluate effectiveness of current spending and consider reallocating resources, while continuing to pursue other funding options.

1. Establish “Law Enforcement Protocol” for initiating contact with people experiencing homelessness that complies with the recent *Martin v. Boise* decision.
2. Establish “Crisis Response Protocol” for local service providers to render rapid crisis support — including after-hour services for people experiencing or at-risk of homelessness.
3. Partner with county agencies (including the D.A.’s Office & County Jail) to evaluate opportunities for diversion programs or other alternatives to incarceration for people experiencing homelessness — including a warm “hand off” to service providers to render immediate crisis support services or emergency housing.

1. Identify people experiencing or at-risk of homelessness in vulnerable subpopulations within the City of Tracy — including, but not limited to, veterans, youth, the LGBT community, victims of crime, and people with behavioral health needs.
2. Ensure access to “Case Managers” for the vulnerable subpopulations who will educate and provide connections to appropriate support services and housing options.
3. Identify and apply for funding opportunities to secure resources that are specifically available to support people from the vulnerable subpopulations.
4. Develop a targeted initiative program to prevent “new” at-risk individuals from becoming homeless.

REVISED 05/06/20

GOAL 1

Increase Housing Options in the City of Tracy

1. SHORT-TERM: Identify immediate temporary "Emergency Housing" options & integrate crisis support services.
2. MID-TERM: Identify "Transitional Housing" options & integrate wrap-around support services with Navigation Center.
3. LONG-TERM: Increase affordable housing stock & assist in securing "Permanent Housing" with continued support services from Case Managers.
4. CONTINUOUS: Proactively pursue local, state, and federal funding to support housing options and support services.
5. Create property-owner economic initiative to increase the number of private housing options to support housing for people transitioning out of homelessness.

HOMELESSNESS STRATEGIC PLAN UPDATE



- ✓ Opened Emergency low barrier Shelter and launched Familiar Faces in 2022
- ✓ Phase II-Site Improvements Begin August 2024, Includes Navigation Center
- ✓ The Planning Division submitted the draft Housing Element to the Ca Dept. of Housing & Community Development (HCD) for review on November 22, 2023
- ✓ The Homeless Services Division has received over \$10,000,000 in Grant Funding for Construction and Shelter Operations
- ✓ Collaborate with Community and Economic Development Department

GOAL 2

Increase Access to Coordinated Support Services for People Experiencing Homelessness



1. Create a centralized location to serve as a “Navigation Center” where people experiencing homelessness can gain access to appropriate services and resources based on their immediate needs.
2. Secure access to addiction, mental health, family reunification, job training, & other appropriate support services at the Navigation Center.
3. Enhance coordination between local service providers and county agencies.
4. Evaluate effectiveness of current spending and consider reallocating resources, while continuing to pursue other funding options.

- ✓ Familiar Faces and the Interim Tracy Shelter serve as a “Navigation Center” until Phase II-Site Improvements are complete
- ✓ The Salvation Army is providing access to support services at the Shelter along with Familiar Faces in the field
- ✓ Enhanced coordination through CoC partnerships, local provider biweekly check ins and ongoing networking
- ✓ HHAP 5 Regional Plan process reallocation of funds

GOAL 3

Develop Action Plans for Engaging with People Experiencing Homelessness

1. Establish “Law Enforcement Protocol” for initiating contact with people experiencing homelessness that complies with the recent *Martin v. Boise* decision.
2. Establish “Crisis Response Protocol” for local service providers to render rapid crisis support — including after-hour services for people experiencing or at-risk of homelessness.
3. Partner with county agencies (including the D.A.’s Office & County Jail) to evaluate opportunities for diversion programs or other alternatives to incarceration for people experiencing homelessness — including a warm “hand off” to service providers to render immediate crisis support services or emergency housing.

- ✓ Integrated Response to Persons Experiencing Homelessness began when the City opened the shelter in November 2022
- ✓ The deployment of the Familiar Faces Team, storage of property and encampment clean ups is our “law enforcement protocol” which includes partnerships with Public Works and Code Enforcement
- ✓ Partner with the SJC CoC and various city and county agencies to convene and assess opportunities to divert unsheltered individuals into other programs to reduce barriers to housing



GOAL 4

Enact Specific Strategies for Vulnerable Subpopulations Experiencing Homelessness

1. Identify people experiencing or at-risk of homelessness in vulnerable subpopulations within the City of Tracy — including, but not limited to, veterans, youth, the LGBT community, victims of crime, and people with behavioral health needs.
2. Ensure access to “Case Managers” for the vulnerable subpopulations who will educate and provide connections to appropriate support services and housing options.
3. Identify and apply for funding opportunities to secure resources that are specifically available to support people from the vulnerable subpopulations.
4. Develop a targeted initiative program to prevent “new” at-risk individuals from becoming homeless.

REVISED 05/06/20

- ✓ 2022 Point-in-Time Unsheltered Count reflects inclusion of identified vulnerable subpopulations
- ✓ Case Management is provided by The Salvation Army at the shelter and through the Familiar Faces team in the field
- ✓ Collaborate with agencies that serve identified subpopulations
- ✓ Partner with our local non-profits and CoC partners



Think Inside the Triangle™



DISCUSSION

