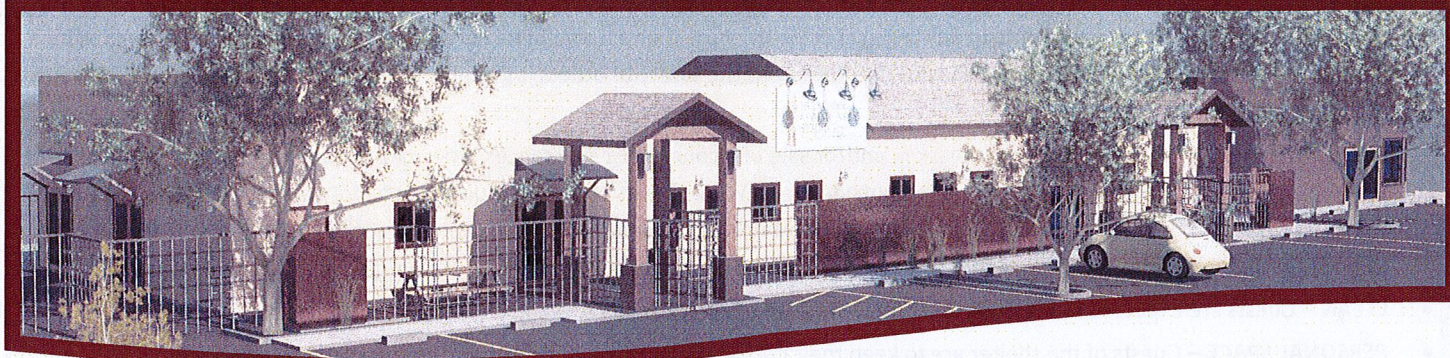


Homeless Services Community Center

Project Brief—September 18, 2017

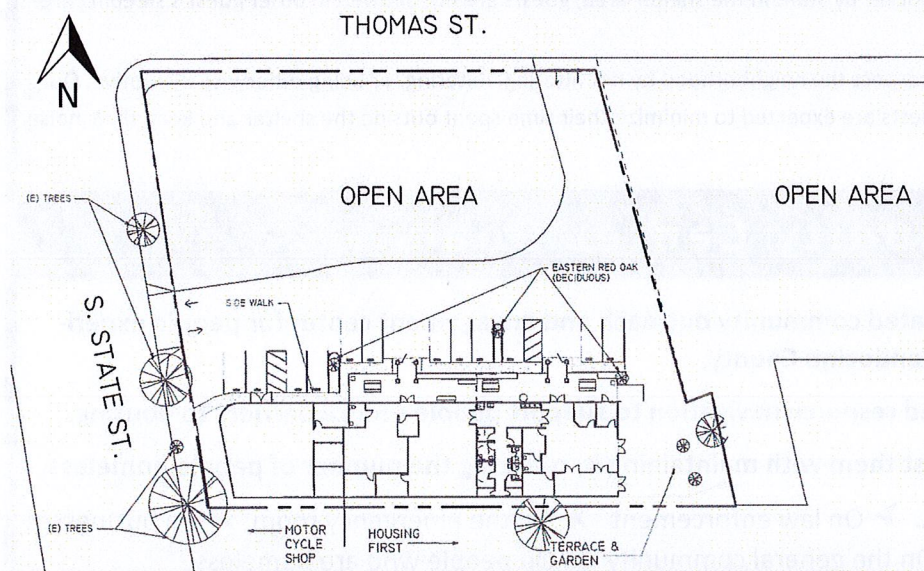


Where: 1045 South State Street

What: Day resource center & emergency winter shelter for people experiencing homelessness

When: Projected opening of winter shelter = 11/1/17;
Projected opening of day center = Middle of 2018

Hours of Operations: 7 days/week; Winter Shelter = 6pm-9am; Day Center = 9am-6pm



SERVICES OFFERED

- ♦ Bathrooms
- ♦ Community Service & Volunteer Opportunities
- ♦ Connections to Housing
- ♦ Connection to Medical Services
- ♦ Coordinated Entry
- ♦ Day Drop-In Center
- ♦ Donation Closet
- ♦ Educational Services
- ♦ Emergency Winter Shelter (Nov.-April)
- ♦ Housing Navigation & Case Management
- ♦ Internet Access
- ♦ Job Listings & Employment Support Services
- ♦ Laundry Facilities
- ♦ Lockers & Storage
- ♦ Mailing Address
- ♦ Medication Support
- ♦ Mental Health Services
- ♦ Peer Support
- ♦ Phone & Messaging Center, including phone charging stations
- ♦ Rapid Re-Housing
- ♦ Resource Navigation
- ♦ Showers
- ♦ Support Groups

Community Center Code of Conduct ^(proposed)

- **COOPERATIVE** – Community center guests will participate in the creation of a housing plan and will actively engage in the process of acquiring housing. They will also participate in the daily functioning of the facility and cooperate with requests from staff.
- **RESPECTFUL** – Guests will maintain respectful behavior towards all staff, volunteers, guests, and the neighborhood.
- **PEACEFUL** – Guests will not participate in any physical or verbal violent or abusive behavior, including the use of abusive language and/or threats towards others. Violent behavior that threatens the safety of others is grounds for immediate removal from the community center.
- **SUBSTANCE FREE FACILITY** – No use, possession, and/or sale of alcohol/illicit substances is permitted on the community center grounds. Smoking is allowed only in designated outside areas. While guests will not be turned away for being intoxicated, they are expected to refrain from imbibing, ingesting, injecting, or otherwise taking illicit substances while at the day center and shelter. The sale and/or distribution of illicit substances while on community center property is grounds for immediate dismissal from the center.
- **CLEAN** – Guests are expected to maintain an acceptable level of personal hygiene and clean up after themselves.
- **PERSONAL SPACE** – Guests of the shelter are to keep their personal space free of clutter and cots are to be made daily.
- **SAFE & PRIVATE** – Guests are entitled to reasonable privacy. No sexual contact of any kind. No firearms will be permitted. Knives and other weapons must be locked in the secured locker by staff. In the shelter area, guests are not allowed in other guest's sleeping areas.
- **NEIGHBORLY** – Community center guests will respect the neighborhood by not littering, loitering, or being otherwise disruptive. Quiet time is between 9:00pm and 8:00am and guests are expected to minimize their time spent outside the shelter and keep their noise level down.

Community Center Goals

1. **Create a centralized hub for a coordinated community outreach and engagement center for people experiencing a housing crisis in Ukiah and Mendocino County.**
2. **Provide a seamless flow of services and resource navigation to support people reduce barriers to housing.**
3. **Connect people with housing and assist them with maintaining it, reducing the number of people homeless.**
4. **Reduce the impacts of homelessness...** ➤ On law enforcement ➤ On the emergency room ➤ On businesses
➤ On city residents ➤ On the general community ➤ On people who are homeless

Community Council

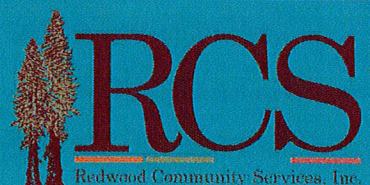
The community center is a collaborative project led by a council that is made up of:

- Center guests
- Partnering agency representatives
- City & County staff/representatives
- Neighboring residents
- Law enforcement representatives
- RCS staff
- Community business owners
- Other community members

The council will meet regularly to review the policies and operations of the center, provide a forum for community feedback, and ensure that the center is set up to serve the needs of community.

If you are interested in participating on this Community Council or if you have questions about the community center, please contact Sage Wolf via email at wolfs@rcs4kids.org

Housing is an issue all across the economic spectrum—from those living with a disability to the working poor to those with more means. It is time for a coordinated community response!



Community Center Talking Points (yes, there are lots here...need to simplify...)

- **Benefits to the city, county, and people**
 - **To those experiencing homelessness:**
 - One stop shop (if you are homeless or know someone who is homeless, having one place to refer them who can then help them connect with the services they need, providing a location for those service providers to see them if possible)
 - Access to Coordinated Entry housing resources and referrals to other housing resources
 - Housing navigation services (assistance finding housing, housing case management services, etc.)
 - Targeting those who are chronically homeless (long periods of or frequent episodes of homelessness) and disabled
 - Access to mental health services, SUDT, support groups, job skills training, showers, laundry, etc.
 - Services to rehabilitate and help reintegration and positive engagement in the community.
 - Opportunity to contribute to the community through community service and volunteer work
 - Safe location to find shelter during the day (and at night when the winter emergency shelter is open), reducing the potential for interactions with law enforcement and unhappy business owners
 - **To the city/county:**
 - Reduce the impact of homelessness on the city (law enforcement, emergency room utilization, fire department, public works, parks department, etc.)
 - Contribute to improving the appearance of the city and its residents by providing a place for people who are homeless to go, shower, and wash their clothes. People can be redirected from the parks, businesses, and other areas to go to the center rather than loiter.
 - Provide a stable location to be a hub for collecting data on homelessness in Ukiah, partnering with the Mendocino County Homeless Services Continuum of Care to answer the questions “why are there so many people homeless here”, “where are they coming from”, and others.
 - Potential for reducing the financial impact of homelessness on the city, county, and residents (the center will increase access to housing by providing housing navigation services and support to both the resident and their landlord to help people stay housed).
 - A chronically homeless person costs the taxpayer an average of \$35,578 per year. On average, costs can be reduced by 49.5% when homeless people are placed in supportive housing. (research by the National Alliance on Ending Homelessness)
 - Improve the appearance of the south end of the city by rehabilitating the building and property
 - **To the community**
 - Providing increased safety and security in the neighborhood by doing regular, daily walking tours of the surrounding areas to redirect people loitering, pick up garbage, and address issues related to the center.
 - Helping people who are homeless, especially those who are chronically homeless, access services and support that will aid them with rehabilitation and being contributing members of the community.
 - Improving the appearance of the property and their neighborhood (to the immediate neighbors).
 - Studies are being conducted across the country to show the impacts of supportive housing and services for people who are/were homeless on property values and preliminary results have shown that property values near the supportive housing show steady increase in property value

relative to other properties in the neighborhood in the years after the supportive housing opens (from a study done by the Furman Center for Real Estate and Urban Policy in 2008).

- Diversion: All who come to the center (and shelter) will be worked with to identify what resources they have in their own support systems that could help them get out of their housing crisis. Family finding, resolving issues with family and friends who could be a housing resource if those issues were addressed, do they have resources in other areas of the state or country, etc.
- Out of county folks: people who come to the center and shelter from out of county will be assisted, with the focus being on where they are from, why they left, why they came to Ukiah/Mendocino County, what they need to go back home, family finding and connecting with the support system they have back home.
- The shelter portion is only open half of the year for the winter months. If the community wishes to pursue having it be open year round, it would need to apply for a new use permit.
- There will be major community oversight of the center, with neighbors, business owners, law enforcement, community members, City/County representatives, etc. being invited to participate on a Community Council that will be the decision making body for the center's operations and functioning.
 - Open community meetings every other week for the first year to provide a space for people to give feedback, ask questions, voice concerns, etc. After the first year, these meetings could go to once a month or so. Anyone who wishes to attend is welcome.
 - Oversight by the City, with the center being reviewed and inspected by the City frequently and regularly.
 - RCS will continue to participate in the Mendocino County Homeless Services Continuum of Care and coordinate with this multi-agency/community member group to create and implement collaborative strategies to address homelessness in the county.
- Exit planning: every person who comes to the center/shelter for help will be engaged in diversion, creating a housing plan, connected with Coordinated Entry for access to permanent supportive housing, rapid re-housing, and other participating housing programs, and services to address whatever barriers to housing they may have.
- Goals of the center:
 - Improved community quality of life (not just people who are homeless, the whole community)
 - Reduced rates of homelessness in the inland Ukiah valley
 - Reduced utilization of law enforcement resources
 - Increased access to permanent housing
 - Improved overall health and wellbeing of participants
 - Reduced inappropriate utilization of medical services
 - Reduced impact and cost on the city, county, and community