

# City Solutions Team - Harvey West Community Safety

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**6/30/2013**

This document details the impact of the Day Resource Center on the Harvey West Community. It examines the best practices of another day services center and identifies 10 changes that would need to be made to make the Santa Cruz Day Resource Center a safer environment for the center and the community.

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## **Project Background and Objective**

In February, eight Santa Cruz residents formed a team called City Solutions under the aegis the non-profit called Take Back Santa Cruz. The team's objective was to research if the Harvey West Community was safe and, if it wasn't safe, to determine if precautions could be put in place to improve the neighborhood safety.

The team agreed that the best approach was to:

- (1) Create a safety questionnaire and survey the Harvey West Community
- (2) Determine what is causing the safety issues
- (3) Research how the Santa Cruz Day Resource Center is configured
- (4) Research how a day resource center in a similar community operates
- (5) Identify 10 best practices that would make the Day Resource Center a safer environment for its staff, clients and for the Harvey West Community
- (6) Provide research findings about each of the 10 recommended changes

## **Surveying the Harvey West Community**

### Survey Method

The team created a community survey with 32 questions. The questionnaire was tailored to take about 20 minutes per interview. Thirty Harvey West businesses were selected and put on the interview list. The goal was to select businesses that represented a cross section - from very large to very small as well as businesses that are open to the public for many hours to businesses that are not open to the public at all. Each business was given a code to assure confidentiality.

### What we learned while administering the survey

Though we had 30 businesses on the initial list, the team only surveyed 18 businesses. The survey was supposed be brief, but as we progressed, we learned that people were very ready to talk about the safety issues. Though we had a tight set of questions, many of the interviews took up to an hour as the business owners were desperate to talk to someone. The team did it's best to document what we heard from the businesses. We reduced the number to be interviewed due to the amount of time each interview was taking. Simply said, we learned more than we bargained for.

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### Cross section of the businesses that were surveyed

Though only 18 businesses were surveyed, the findings were that some of the businesses served a large volume of customers and had a large number of employees. Additionally, several of the businesses had monthly or annual evening events that would be impacted by any safety issues. Here is the cross-section:

Business Description	Range
Years in Business	3 to 51 years in business
Number of employees	1 to 260 employees
Number of customers per month	No walk-in customers to 9000
Number of days open to the public per week	Never open to the public to open 7 days a week
Number that have annual events	Did not host events to 12 events a year

### Survey Section: Do the Harvey West Business Owners Feel the Community is Safe

- Overall, the businesses said that they have noticed an increase in safety issues since 2008.
- When asked about neighborhood safety, the average score was 7 or “concerned”
- 100% have experienced at least one or more of the following in the past year:

Business has experienced in a year:	Yes	No	NA
Property Vandalism	14	4	0
Threats/aggressive behavior	14	2	2
Theft	11	7	0
Burglary	6	12	0
Loitering	16	2	0
Piles of trash	18	0	0
Needles on the property	13	5	0
Open drug use or dealing	12	6	0
Other-Prostitution	4	0	0
Sleeping on the property	3	0	0

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### Survey Section: Business satisfaction with the city about response to safety concerns

- The majority of the businesses stated that the atmosphere caused a decline in business. (score 7 of 10)
- 66% have contacted the City about issues in the neighborhood in the past year. 50% received a satisfactory response.
- 83% have contacted the police for an issue in the neighborhood. 93% received a satisfactory response.

Here is a sample of responses from the businesses when they were asked “Is there anything you would like to say to the city council about the neighborhood safety?”

- I own multiple businesses and I have already moved one out of the city
- The city is extending way too many services for a town of its size
- Thank you First Alarm. We need more.
- I'm scared for my safety
- Neighborhood needs no more programs, no more encouragement for drug addicts
- Please deal with the drug users and sellers! This will most likely clean up the homeless problem
- The definition of "homelessness" needs to be redefined. The majority of people loitering in the area are transient drug addicts and dealers. They are not the down on their luck people who are truly homeless do to an unfortunate life event.
- Dirty and garbage. This needs to stop

Here are the business responses when asked “What is your top safety concern and what would you suggest to improve it?”

- The Homeless Service Center is a huge deterrent to business. The huge influx of day people jeopardize the people staying at the Santa Cruz Homeless Services Center
- Drug issue, addicts
- More Police Patrols and more street lights.
- Increase police presence during midnight to early morning; large transient presence during these hours
- We have been safer since First Alarm patrols
- The number of people gathering and sleeping and urinating on property; not safe after dark, nobody wants to be here after dark. It's scary.

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- Local heroin/drug theft circle w/in homeless population
- Kids and families are not safe in the area at night. Need area patrolled.
- Drop in Center at Santa Cruz Homeless Services Center is unregulated. Need to institute and ID and background check.

Here is a sample of responses from the businesses when they were asked “What, do you think the city should do to address your concerns about your neighborhood?”

- Policing - policing is needed at night, more patrols, put a police substation in the Harvey West area
- Address crystal meth, heroin
- Manage the transient population
- Support the tax payers - It is hard for us to get variances approved but it is easy for the Santa Cruz Homeless Services Center
- Enforce the laws, the planning dept should enforce zoning laws; people should not be living in storage spaces
- Day Service Center - Move the shelter, fix current Santa Cruz Homeless Services Center issues
- More policing at meal times at the Santa Cruz Homeless Services Center; the city should do more to clean the streets, they are filthy
- Clean up the street corner drug sales and drug us

### Summary of the Harvey West Survey

Though businesses are an important source of revenue for the city, a portion of the businesses in the Harvey West community do not feel that the city is doing enough. When asked the cause of the safety problem, several business owners pointed to the Santa Cruz Homeless Services Center as a prime attraction to the ongoing criminal activities. The team’s community survey affirms that the businesses believe that Harvey West is unsafe. The frequency of vandalism, theft, burglary, prostitution and drug dealing makes a community unsafe. On a daily basis, the businesses witness behavior and activities that they do not report to either the city or the police. The business owners and their clients are exposed to aggressive behavior, urinating in public, loitering, piles of trash, and sleeping on the property. The activities have become so familiar that owners have become numb to the idea of making a report.

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## **How the Santa Cruz Homeless Services Center is configured**

The next step was to research the components of the Santa Cruz Homeless Services Center to determine if one or all segments are contributors to the unsafe atmosphere. The team made a concerted effort to get an interview with Santa Cruz Homeless Services Center staff. We were not successful. The Santa Cruz Homeless Services Center staff was in the midst of responding to several requests and they needed to budget their time. (see Appendix E - Email from Santa Cruz Homeless Service Center unavailable to provide information.). As a work around, the information below has been taken from the Santa Cruz Homeless Services Center's website.

There are 4 components to the Santa Cruz Homeless Service Center. They are:

### Paul Lee Loft Shelter & Winter Shelter Program

Paul Lee Loft is an emergency-shelter service on the HSC campus for 46 adults, 365 days per year. During the winter months, additional shelter is provided at the National Guard Armory with shuttle service operating from the HSC campus. To sign up for the Paul Lee Loft, visit the Day Resources Center between 9am and 4pm and fill out an application.

### Rebele Family Shelter

This is emergency housing for up to 28 families for up to six months. The shelter provides family suites, three meals per day, children's indoor and outdoor play areas, a classroom/meeting room, a central lounge on each floor and laundry facilities. Adults receive counseling, health-care and job assistance support, and children attend area schools. To sign up for the wait list for the family shelter, call 458-6020 ext 1103 or visit the Rebele Family Shelter Reception Desk. To remain on the wait list, please call in or visit the Rebele Family Shelter office once every two weeks.

### Page Smith Community House

Page Smith is a transitional-housing program for 40 single male and female adults for up to 18 months. Eight co-housing units, individual and group counseling, referrals for social services, job placement and other resources help homeless individuals transition into self-sufficiency.

### Day Resource Center

An on-site day program providing basic services to homeless individuals, such as morning and evening meal service, laundry, mail facilities, showers and social-service referrals.

Here are the Homeless Service Center facilities in chart format

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<b>Homeless Services Center in Santa Cruz</b>				
<b>115 Coral Street</b>	<b>Type</b>	<b># of Beds or number served</b>	<b>Max. stay</b>	<b>Drug Test at intake</b>
Page Smith House	Adult	40 beds**	18 mos.	Yes
Paul Lee Loft	Adult	46 beds**	30 days	No
Rebele Family Shelter	Family	28 units	6 mos.	Yes
Day Resource Center	Day	112 served	NA	No

### Summary of gathering information about the Santa Cruz Homeless Services Center

The businesses have stated that the Santa Cruz Homeless Services Center attracts a substantially large number that are coming or going from the center 7 days a week. Based on the chart above the largest number of Santa Cruz Homeless Services Center participants come from the Day Resource Center. The neighborhood is impacted by the daily migration as well as the participant's activities after the day center is closed for the day. Since the Day Resource Center had the largest number of clients being served by the Santa Cruz Homeless Services Center facilities, the team decided to research other day resource centers to see if there were any that had best practices we could emulate.

### Researching a Similar Day Center for Best Practices

The team identified 5 California Day Service Centers that had the potential of being similar to the Santa Cruz Day Resource Center. Prado Day Service Center, in San Luis Obispo, was selected as it has many demographic and service similarities to Santa Cruz. The other four were not researched as we were short of time.

To vet that the Prado Day Service Center was in good standing, the team did considerable online research as well as phone interviews with the center and emails with the police. We learned that San Luis Obispo is wrestling with homeless issues as well and that all is not perfect. Though San Luis Obispo has homeless and transient issues, the impact to the community and environment is not as severe. As part of our reporting and due diligence, we have noted in this document what's not working as well as lawsuits. The bad as well as the good were noted so that Santa Cruz City Council will have the background to know what to avoid.



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### A Comparison of the Santa Cruz and San Luis Obispo Communities.

San Luis Obispo and Santa Cruz are similar in that the communities are: coastal; both are in a temperate climate; there is a university nearby; and part of the city revenue is generated by tourism.

When it comes to crime, the cities are different. The FBI City Crime 2010 statistics (Addendum A) indicate that the crime rate in City of Santa Cruz is higher than San Luis Obispo in all but 1 category. Of the crime categories, Santa Cruz was significantly higher than San Luis Obispo in aggravated assault; larceny and theft; motor vehicle theft; murder; and robbery.

In 2011 census, the population in San Luis Obispo County was slightly greater than the population in Santa Cruz County. In the same year, the homeless population was higher in Santa Cruz than in San Luis Obispo. The San Luis Obispo homeless count was 2129 and the homeless in Santa Cruz was 2771.

### Similarities and Differences between the 2 day service centers.

Though the Santa Cruz Day Resource Center and Prado Day Service Center offer similar services, it is apparent that the impact to the city is quite different. The disparity is very clear when one reviews the centers' calls for police support. In San Luis Obispo, there were a combined total of 132 calls to the police from Prado and CAPSLO in 2012. In Santa Cruz there were 727 calls to the Homeless Service Center at 115 Coral Street in 2012. The comparisons of arrests and citations fall into the same pattern of being lower in San Luis Obispo.

Prado is a behavior based day center that has a written set of behavior rules that are handed out at intake and enforced when needed. Prado's goal is "to create opportunities for clients to secure employment and to transition back into productive society." Santa Cruz Day Resource Center's mission is to "provide basic services to homeless individuals." Prado clients trade doing a chore for each service, many work with case management to reach goals, and income may be taken from the client for their future housing. We have been advised by a Santa Cruz city council member that the Day Resource Center requires chores in trade for services. We do not know if Santa Cruz Day Resource Center withholds funds for future housing.

During the client intake, Prado performs a sexual offender check. If the person is a sexual offender, they cannot use Prado's services. They can still use the meal services of a sister

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organization. There is no indication on the Santa Cruz Day Resource Center website that a sexual offender check is done.

At the Santa Cruz Day Services Center there are written behavior rules with lenient suspension rules (e.g. 30 day ban if you assault a client, or are carrying a weapon). These rules are not clearly posted or handed out during the daily Day Resource Center services. When Micah Posner used the HSC services, he stated in an Opinion column in the Sentinel “You get your toilet paper from the staff and your information about how to use the facility from the other residents.”

The other difference is location. Prado’s Day Services Center is 2.6 miles from CAPSLO, which is San Luis Obispo’s Homeless Services Center. The Prado and CAPSLO centers are not located in a central area and they are not a “quick walk” to downtown. Prado is 2.3 miles to downtown and the CAPSLO is 1.8 miles to downtown. Neither of San Luis Obispo services is located in or near a large business community.

From a services context, Prado and Santa Cruz Day Resource Center has one small notable difference. Prado serves breakfast and lunch. Santa Cruz serves breakfast and dinner.

Id	Demographics	Santa Cruz	San Luis Obispo
1	Coastal community	Yes	Yes
2	Temperate weather	Yes	Yes
3	University in the City	Yes	Yes
4	A portion of county's revenue is dependent upon tourism	Yes	Yes
5	Day Service Center is in California	Yes	Yes
6	County population in 2011	264298	271969
7	Number of homeless the county in 2011	2771	2129
8	Number of homeless per 10,000 in 2011	105	78
9	Number served per day at the Day Center	112	120-190
10	Homeless and Day Service Center combined calls to police in 2012	727	132*
11	Combined police calls to immediate area of HSC and DSC in 2012	?	345*
12	Combined citations issued to persons listed as transient or listing the HSC/DSC address	3616**	1062*

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13	Number of citations issued by the police in 2012	11323**	8002*
14	Percent of citations issued to persons listed as transient or HSC/DSC in 2012	32%**	13%
15	Combined arrest of persons listed as transient or listing the HSC/DSC address	2044**	1333*
16	Number of arrests by the police in 2012	4908**	3494*
17	Percent of arrests issued to persons listed as transient or HSC/DSC in 2012	42%**	38%
	<b>Day Resource Center Intake and Behavior policies</b>	<b>Santa Cruz</b>	<b>San Luis Obispo</b>
18	Require photo Id	No	Yes
19	Written behavior rules	Yes. Not handed out at intake.	Yes
20	Written suspension rules	Yes. Not handed out at intake.	Yes
21	Staff performs sexual offender search	unknown	Yes
22	Warrant check	No	No
23	Background check	No	No
24	Breathe test for sobriety	No	Yes
25	Volunteers monitor clients	Yes	Yes
26	Withhold \$ for future housing	No	Yes
	<b>Day Resource Center Services</b>	<b>Santa Cruz</b>	<b>San Luis Obispo</b>
27	Hours for services	8:00 - 5:00	8:30 - 4:30
28	Do chores for services	Yes	Yes
29	Meals	Breakfast and dinner	Breakfast and lunch
30	Mail	Yes	Yes
31	Showers	Yes	Yes
32	Bike lockers	Yes	Yes
33	Laundry	Yes	Yes
34	Career Center	Yes	Yes
35	Computer	Yes	Yes
36	Debt Management Service	unknown	Yes
37	On site Health Screening	unknown	Yes
38	VA Services	unknown	Yes

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39	Bus tokens	unknown	Yes
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\* The counts were for 2012 and were provided by the San Luis Obispo Police Department

\*\* The counts and percents were taken from the Homeless Study Session - dated April 25, 2013

### Summary of the Day Service Center Comparison

A well managed day services center can be a safe environment for the staff, the homeless and the community. Please consider the 10 recommendations listed on the next 6 pages:

The Harvey West community needs to be a thriving environment that is conducive to business. As a similar community has demonstrated, a day services center does not need be a magnet for people that cause an enormous amount of pressure on community resources (police, fire, EMT) and that it can support homeless that want to be productive members of the community.

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### **10 Changes that would make the Day Resource Center a safer environment**

The City of Santa Cruz has a responsibility to keep the community and all Santa Cruz Homeless Services Center clients safe. The City owns the land at 115 Coral Street and it is rented out to the Homeless Services Center. The city is not only the landlord for the Santa Cruz Homeless Services Center property, but they are also a partial benefactor for 115 Coral Street. The city should withhold funding until the following safety changes have been made to the Day Resource Center.

1. Change the Day Resource Center client intake process:
  - Require a client to present a government issued photo id
  - Perform a formal sexual offender check
  - Perform a formal background check that includes outstanding warrants and citations
  - Have the client sign a rules of behavior sheet that lists consequences and suspension policy for each rule.
2. Deny all services to a person who has an outstanding warrant or who is a sexual offender
3. Have a webcam in several locations inside and outside the facility
4. Permit a SCPD drug sniffing dog to perform a facility check at random times
5. Have the Santa Cruz Homeless Services Center fund a SCPD Community Safety Officer and place them in the area prior to, during, and after meal services
6. Have the Day Resource client do a specific chore for each service received
7. Have the Santa Cruz Homeless Services Center fund First Alarm in the Harvey West Area from 7 PM until the morning shift
8. Change the Santa Cruz Day Resource Center mission statement to:
  - To create opportunities for clients to secure employment and to transition back into productive society.
  - To provide a safe haven for homeless individuals and their families from the elements and access needed services.
  - To coordinate multiple services in a centralized location through a number of healthcare and human-service providers.
9. Given the close proximity of services at 115 Coral Street, it is our recommendation to geographically separate the Day Resource Center away from the family shelter, residential programs and rehabilitative care services, within the next 3 years
10. In six months, city staff will report on the implementation of these nine security measures and advise if the changes have made improvements to:
  - City's Police, Fire, EMT responses

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- Safety and cleanliness of the Harvey West community
- Homeless Services clients
- For the purposes of transparency, require the Homeless Service Center to issue a public annual report

### **Research associated with 10 Changes Being Requested**

Change # 1 - Change the Day Resource Center client intake process:

- Require a client to present a government issued photo id

The Santa Cruz Santa Cruz Day Resource Center is planning to issue HMIS Id by 2014 so that the Santa Cruz Day Resource Center will meet government funding guidelines. The HMIS Id is good for funding but has little value when it comes to safety. A client can provide false or unverifiable information and still get an HMIS Id. At the Prado Day Services Center only persons with a government issued photo id are admitted. If a person doesn't have a government issued photo id, case management works with the person and agencies to get a photo id. In the end, a government issued photo id will more useful for the client's future employment than a HMIS Id.

- Perform a formal sexual offender check

Using the photo id, a free sexual offender online search is done by the staff at the Prado Day Services Center.

- Perform a formal background check that includes outstanding warrants and a citation search

Before the client is eligible for Santa Cruz Day Resource Center services, the staff should have an external agency perform a background check. A background check would have helped identify violent clients such as Charles Anthony Edwards who murdered Shannon Collins in Santa Cruz. For the safety of the community, a background check is not unreasonable. Turning Point, which is a day service center in San Mateo, had a similar violent murder. They had provided day services to Richard Allen Davis who was the murderer of Polly Klaas. San Mateo took action and established a firm policy to perform a background check for all homeless services. Background checks need to be done for the safety of the children, staff, and our community.

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- Have the client sign a rules of behavior sheet that lists consequences and suspension policy for each rule

Services should only be offered to clients who abide by the Behavior rules. At time of intake, the client would receive written Behavior and Suspension rules. The rules are signed by the client and a copy is put in the client's file. To reinforce the rules, the rules are placed on the wall in the meal room, the mail room, the laundry room, and the shower room. Suspension for inappropriate behavior is enforced rigorously and consistently. Managing behavior will make the environment safer for everyone. Prado's suspension and behavior rules are listed in Addendum B. Please note the very firm and clear suspension policies at Prado.

Please Note: The Prado rule 'All clients/client vehicles/client property may not be on site/in the area/within 1/8 of a mile radius between 4:00pm-8:30am daily' was challenged in court. We do not know if Prado won or lost. Though this rule would lighten the migration impact on Harvey West, we think it best not to have the rule at the Santa Cruz Day Resource Center as Santa Cruz tends to be a litigious community.

Change # 2 - Deny all services to a person who has an outstanding warrant or who is a sexual offender

Without exception, the Santa Cruz Day Resource Center should not provide services to any person that fails the outstanding warrant check. Santa Cruz Day Resource Center should not provide services to a sexual offender as there are families in close proximity of the Santa Cruz Day Resource Center and the safety of children needs to come first.

Please note: Prado has had difficulty enforcing denial of services to sexual offenders. The intake staff can deny a sexual offender services but the meals are being offered by a different group (People's Kitchen) within the facility and that group appears to not have restrictions. Also, a Prado staff member advised "There's a six to eight page intake form that we complete with each individual and some other basic questions that we ask right when they come through the door," said Torres. But the screening process is not foolproof. "There have been a few cases where we have found out after the fact that somebody wasn't registered on the database and they didn't disclose."

Change # 3 - Have a webcam in several locations inside and outside the facility

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Prado has cameras and the interviewee said “I would highly suggest security cameras! We do have security cameras here at the Day Center. We only received them recently for our Safe Parking Pilot Program that operates overnight. This has been a great security (and safety) measure for day and night time services. We have caught fights brewing, car accidents in our parking lot, thefts, etc as well. We wish we had some funding to put more cameras in and cameras at the night shelter. It is in our plan if we ever get moving on our new shelter/day services combined campus to have full security cameras. As long as you post that you have cameras on site you are pretty well covered. We had the same questions when we began. Many businesses and banks cameras reach the street without any issue however, you may want to check with your city council to be on the safe side. Our cameras are inside, outside, and in the parking lot. The only time you would really run in to a problem is in restrooms or areas people would change their clothes. We do not have cameras in the restroom.”

Change # 4 - Permit a SCPD drug sniffing dog to perform a facility check at random times

Change # 5 - Have the Santa Cruz Homeless Services Center fund a SCPD Community Safety Officer and place them in the area prior to, during, and after meal services

Change # 6 - Have the Day Resource client do a specific chore for each service received

This is done at the Prado Day Services Center. The client is assigned a chore for each service based on the client’s skill level. After the chore is completed, the results are reviewed and noted in the client’s file by a staff member. The chore for service reduces the tone of a hand-out to clients, and the case workers gain more information about the client’s capabilities.

Change # 7 - Have the Santa Cruz Homeless Services Center fund First Alarm in the Harvey West Area from 7 PM until the morning shift.

Change # 8 - Change the mission statement to:

1. To create opportunities for clients to secure employment and to transition back into productive society.
2. To provide a safe haven for homeless individuals and; their families from the elements and access needed services.
3. To coordinate multiple services in a centralized location through a number of healthcare and human-service providers.



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This is Prado's mission statement and it is goal oriented. Mission statements are a ruler to see if a facility is meeting their objectives and the set the tone of what is expected of the client. The Santa Cruz Day Resource Center Mission statement does not have a measurable client objective. There are at least 3 communities being served by the Santa Cruz Day Resource Center: the homeless who are down on their luck and want to get back on their feet; the long term mentally ill; and the drug/alcohol addicted transients. If we are to gain any traction, the groups need to be separated out to better support their needs. If the mission statement were changed to "To create opportunities for clients to secure employment and to transition back into productive society" there is a strong chance that the Santa Cruz Day Resource Center has the facilities to support this group. Additionally, the Day Resource Center would be providing a safe haven to for people who need temporary support until they are productive contributors to the community.

Change # 9 - Given the close proximity of services at 115 Coral Street, it is our recommendation to geographically separate the Day Resource Center away from the family shelter, residential programs and rehabilitative care services, within the next 3 years

Change # 10 - In six months, city staff will report on the implementation of these nine security measures and if the changes have made improvements to:

- City's Police, Fire, EMT responses
- Safety and cleanliness of the Harvey West community
- Homeless Services clients
- For the purposes of transparency, require the Homeless Service Center to issue a public annual report

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### **Addendum A - FBI City Crime Statistics for 2010**

<b>2010 Crime Data*</b>	<b>Santa Cruz Incidents</b>	<b>San Luis Obispo Incidents</b>
Aggravated Assault	396	64
Arson	20	22
Burglary	495	372
Forcible Rape	31	27
Larceny and Theft	2262	1260
Motor Vehicle Theft	179	54
Murder and Manslaughter	6	0
Robbery	120	35
Crime Rate (Total Incidents)	3318	1801
Property Crime	2936	1686
Violent Crime	553	126

\*The source of actual data on this San Luis Obispo, California crime rate report is the FBI Report of Offenses Known to Law Enforcement for the corresponding year or years. Arson numbers are reported inconsistently. Zero values may indicate the data was not available. The projected crime rate data displayed above was generated from the trends and crime data available from previous years of actual reported data.

<http://www.cityrating.com/crime-statistics/california/santa-cruz.html#.UZvwELVtiSp>

<http://www.cityrating.com/crime-statistics/california/san-luis-obispo.html#.UZvx4bVtiSo>

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## **Addendum B - Prado Day Center Rules**

### PRADO DAY CENTER RULES

For 1<sup>st</sup> infraction of rules 1 - 16 - Clients who fail to follow the rules below will receive a minimum of one day out/community service. A written reminder /warning slip may be given first.

1. Be polite and respectful in all your communication with staff/volunteers/clients. Verbal abuse of staff, volunteers, or clients (intimidation, swearing, racial remarks, sexual remarks) is unacceptable
2. Be courteous in all your interactions. Antagonizing/disruptive behavior, and/or creating a negative environment is unacceptable.
3. Support a sober environment, anyone breathalyzing at .04 or above will be asked to leave the property immediately.
4. Follow all staff instructions.
5. Keep your children safe. Parents are to supervise them at all times; violations will require the completion of community service.
6. Smoke only in designated areas. Use designated containers for cigarette butts.
7. Keep pets in well-ventilated cars, tied at the front gate, or in pet kennels.
8. Take a shower and wear clean clothing when requested.
9. Complete your assigned chores and notify staff when done.
10. Wear appropriate clothing and/or cover up inappropriate tattoos. Inappropriate, obscene, or suggestive clothing, including no shirt or footwear, is not allowed.
11. Arrive at the site/access road by foot, car, or bicycle, no earlier than 8:30 a.m. and leave access road no later than 4:00 p.m. Bicycles, vehicles, and your personal property must leave the area (and 1/8 mile radius) when you do. Unattended items will be disposed of. Client mail will only be held for 30 days. All clients/client vehicles/client property may not be on site/in the area/within 1/8 of a mile radius between 4:00pm-8:30am daily.
12. Follow the lunch line procedure including no plates off of the property.
13. Follow all laundry room procedures.
14. Provide accurate and truthful information.
15. Take prescription/over the counter medications as prescribed/directed (assure medications are in original bottle).
16. All staff/volunteer interaction will be limited to Prado site. Do not contact/harass staff/volunteers outside of The Prado Day Center environment.

### **Minimum 7 To 14 Day Suspension Of Services (Day Center Only) Repeated Violations Of 1 – 16 Or More Than One Violation Of The Same Rule (1 – 16)**

17. Intimate/inappropriate sexual behavior or possessing sexually explicit material of any kind is not allowed.
18. No alcohol on the property.
19. Turn in all weapons including but not limited to, knives/sharps, mace, pepper spray, etc.

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### Minimum 30-Day Suspension Of Services (All Programs)-(Must Schedule A Panel Appointment Before Returning) Repeated violations of 1 – 20 or more than one violation of the same rule (1 – 20)

20. Do not take what is not yours. Ask staff if you are unclear.
21. Leave the site when requested to do so.
22. Any call for Police assistance to enforce a rule violation will result in an additional suspension.
23. On property or in neighborhood (to include your vehicle or bicycle, within 1/8 of a mile radius which includes Access and Prado road) while suspended

### Minimum 60-Day Suspension Of Services (All Programs) (Must Schedule A Panel Appointment Before Returning) Repeated Violations Of 1 – 25 Or More Than One Violation Of The Same Rule (1 – 25)

24. No hostile, intimidating, or threatening behavior towards staff, volunteers, clients, or service providers

### Minimum 90-Day Suspension Of Services (All Programs) (Must Schedule A Panel Appointment Before Returning) Repeated Violations Of 1 – 27 Or More Than One Violation Of The Same Rule (1 – 27)

25. This is a drug free environment. Possession of drug or drug paraphernalia on the property will not be tolerated. Possession of prescription medication not prescribed to you will be considered illegal drugs. (Police will be called to assist in this enforcement)
26. Upon intake, all clients will receive and sign the possession search form. Refusal to be searched and/or have possessions searched (to include vehicles) will result in suspension

### Minimum 120 Days To A Permanent Suspension (All Programs) (Must Schedule A Panel Appointment Before Returning) Repeated Violations Of 1 – 30 Or More Than One Violation Of The Same Rule (1 – 30)

27. This is a safe haven and violence-free environment. Physical violence toward staff, volunteers, clients, service providers, or family members is not allowed.
28. Willful destruction of Day Center property (plus cost of damages)
29. Possession of firearms (any type) on property will result in a Permanent Suspension.
30. Urinating/defecating anywhere on the property or within 1/8 mile radius (other than a designated restroom) will not tolerated

#### IMPORTANT NOTICE

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| <ol style="list-style-type: none"><li>1. Disclosure of client information to outside sources will be limited. However, CAPSLO reserves the right to cooperate with requests from authorized law enforcement of local, state and federal agencies, including Adult Protective Services, Child Welfare Services, Parole, Probation, and Emergency Medical Personnel.</li><li>2. CAPSLO Homeless Services reserves the right to deny services to any person for health/safety reasons.</li></ol> |
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## City Solutions Team - Harvey West Community Safety

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| <ol style="list-style-type: none"><li>3. Shelter Staff reserve the right to request medical clearance from any client for health/safety reasons.</li><li>4. Clients must be self sufficient to utilize Prado Day Center services.</li><li>5. For safety reasons, Management reserves the right to deny immediate panel appointments.</li></ol> |
|--|
1. Disclosure of client information to outside sources will be limited. However, CAPSLO reserves the right to cooperate with requests from authorized law enforcement of local, state and federal agencies, including Adult Protective Services, Child Welfare Services, Parole, Probation and emergency medical personnel.
    - a. If the police department, probation, or parole should show up on site we work with them in any way possible. \*see law enforcement policy.
  2. CAPSLO Homeless Services reserves the right to deny services to any person for health/safety reasons.
    - a. If you feel that a client is of danger to the environment for health or safety reasons, notify your manager immediately. Example: Client is refusing to seek/obtain medical treatment, has oozing sores that they are not taking care of. Example: Client is urinating/defecating in their pants and cannot clean up after themselves, refuse to wear adult diapers, etc. Clients must be able to care for themselves in our environment. They must be able to get in/out of bed themselves, in/out of shower by themselves, feed themselves, etc. Staff are not to assist clientele in/out of shower or bed.
  3. Shelter Staff reserve the right to request medical clearance from any client for health/safety reasons.
    - a. If staff suspect a client to be contagious (Staph infection, lice, scabies, tuberculosis, etc), we reserve the right to request documented/written medical clearance before the can return to homeless services).
  4. Clients must be self sufficient to utilize shelter services.
    - a. Clients must be able to care for themselves in our environment. They must be able to get in/out of bed themselves, in/out of shower by themselves, feed themselves, etc. Staff are not to assist clientele in/out of shower or bed.
  5. For safety reasons, Shelter Management reserves the right to deny immediate panel appointments.
    - a. Typically for a suspension involved with violence, threats of violence, and sometimes verbal abuse, management is allowed to apply a cool down period of 30 days or more before scheduling a panel appointment.

Client Initial: \_\_\_\_\_

# City Solutions Team - Harvey West Community Safety

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## **Addendum C - Research References**

### Links to San Luis Obispo Research:

San Luis Obispo Homeless Services Video on YouTube

<http://www.youtube.com/watch?v=lsLY9IcH4TE>

San Luis Obispo Homeless Services - new rules

<http://calcoastnews.com/2012/06/veteran-barred-from-homeless-services/>

San Luis Obispo Rejects Homeless Parking Plan

<http://calcoastnews.com/2012/05/homeless-reject-slo-parking-plan/>

CAPSLO - Homeless barred from services

<http://calcoastnews.com/2013/04/san-luis-obispos-homeless-barred-fro-services/>

Understanding Homelessness in San Luis Obispo

<http://www.slolifemagazine.com/special-interest/175/understanding-homelessness-in-slo/>

Begging for Change

<http://www.newtimeslo.com/news/9329/begging-for-change/>

Many Sex Offenders wind up on the streets

<http://www.ksby.com/news/many-sex-offenders-end-up-on-the-streets/>

A Walk through the Prado Day Center - talks about the intake process

<http://www.rockofthecoast.com/2012/07/17/a-walk-through-the-prado-day-center/>

Young and homeless in San Luis Obispo County

<http://www.sanluisobispo.com/2011/05/14/1601635/young-and-homeless-in-slo-county.html>

### Links to Santa Cruz Homeless Research:

PDF links to the Homeless Study Session

<http://sire.cityofsantacruz.com/sirepub/agdocs.aspx?doctype=agenda&itemid=17691>

Santa Cruz Homeless Study Session - Town Hall meeting

[http://www.santacruzsentinel.com/localnews/ci\\_23144147/santa-cruz-homeless-services-providers-urge-more-support](http://www.santacruzsentinel.com/localnews/ci_23144147/santa-cruz-homeless-services-providers-urge-more-support)

Security, effectiveness at heart of concerns over Santa Cruz homeless center

[http://www.santacruzsentinel.com/localnews/ci\\_22807768/security-effectiveness-at-heart-concerns-over-santa-cruz?source=rss](http://www.santacruzsentinel.com/localnews/ci_22807768/security-effectiveness-at-heart-concerns-over-santa-cruz?source=rss)

2013-03-16 - Santa Cruz vice mayor, activists question city funding for Homeless Services Center

[http://www.santacruzsentinel.com/localnews/ci\\_22807781/santa-cruz-vice-mayor-activists-question-city-funding](http://www.santacruzsentinel.com/localnews/ci_22807781/santa-cruz-vice-mayor-activists-question-city-funding)

Repeat offenders to be put in the Homeless Center

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[http://www.santacruzsentinel.com/localnews/ci\\_22556928/santa-cruz-county-probation-place-some-realignment-offenders?source=rss](http://www.santacruzsentinel.com/localnews/ci_22556928/santa-cruz-county-probation-place-some-realignment-offenders?source=rss)

Proposals from 3 city council members

[http://www.santacruzsentinel.com/ci\\_20637566/city-leaders-homeless-services-center-director-announce-new](http://www.santacruzsentinel.com/ci_20637566/city-leaders-homeless-services-center-director-announce-new)

Santa Cruz Homeless Shelter Website

<http://www.scsshelter.org/>

Santa Cruz Interfaith Homeless Shelters

[http://www.santacruzsentinel.com/localnews/ci\\_22293618/sc-churches-join-provide-shelter-homeless?source=rss](http://www.santacruzsentinel.com/localnews/ci_22293618/sc-churches-join-provide-shelter-homeless?source=rss)

Santa Cruz Homeless Summit article in the Sentinel

[http://www.santacruzsentinel.com/localnews/ci\\_22108230/summit-aims-end-homelessness-about-250-people-from?fb\\_action\\_ids=570754459607950&fb\\_action\\_types=og.likes&fb\\_source=timeline\\_og&action\\_on\\_object\\_map=%7B%22570754459607950%22%3A464140036965749%7D&action\\_type\\_map=%7B%22570754459607950%22%3A%22og.likes%22%7D&action\\_ref\\_map=%5B%5D](http://www.santacruzsentinel.com/localnews/ci_22108230/summit-aims-end-homelessness-about-250-people-from?fb_action_ids=570754459607950&fb_action_types=og.likes&fb_source=timeline_og&action_on_object_map=%7B%22570754459607950%22%3A464140036965749%7D&action_type_map=%7B%22570754459607950%22%3A%22og.likes%22%7D&action_ref_map=%5B%5D)

Santa Cruz Safety Council Meeting with TBSC

[http://www.santacruzsentinel.com/localnews/ci\\_22212524/santa-cruz-residents-offer-solutions-drug-waste-transient?source=rss](http://www.santacruzsentinel.com/localnews/ci_22212524/santa-cruz-residents-offer-solutions-drug-waste-transient?source=rss)

Meth dealers (dealing out of storage container) listed the Homeless Resource Center as their only address.

[http://www.santacruzsentinel.com/localnews/ci\\_22661405/cops-and-courts-feb-25-2013-pedestrian-suffers](http://www.santacruzsentinel.com/localnews/ci_22661405/cops-and-courts-feb-25-2013-pedestrian-suffers)

### **Addendum D - San Luis Obispo Police Statistics Provided by Captain Staley**

Information provided in emails by Captain Chris Staley, Captain in charge of Operations

Calls to 750 Orcutt in 2012 = 18

Calls to 43 Prado = 114

Calls to Prado Road (it is only two blocks long) = 345

Citations to those listed as transient = 662

Citations at 43 Prado = 389

Citations at 750 Orcutt = 11

Arrests listed as transient = 1333

Total calls for service for 2012 = 30,818.

Total number of arrests during the same 12 month period was 3494 and the total number of citations was 8002. Keep in mind we have a four person traffic unit that writes a lot of citations strictly for traffic violations.

### **Addendum E - Email from the Santa Cruz Homeless Service Center unavailable to provide information**

The team did their best to get an interview with the Homeless Services Center. There were 11 emails back and forth as well as one phone call. This is the last email response from Homeless Services Center.

Dear David,

I am so sorry to have been so late in replying. I would love to be able to work with you but we aren't going to be able to get you a reply to the survey you sent us.

We've recently had numerous requests from different parties for information on HSC's existing programs and for proposals on changes or new initiatives. We want to make sure we are putting our limited time and resources toward helping the community make the best and most informed decisions. In order to do that, we are prioritizing getting the information and proposals requested by city and county officials and staff for the local jurisdictions' consideration.

We are right now working to do that as rapidly as possible and know that this will result in more information being disseminated to the public. **I'm sure you will have all the information you ask for through the processes the City has initiated.**

I would be happy to chat with you at any time regarding the existing community initiatives we are involved with.

Claudia