



CITY OF MILPITAS AGENDA REPORT (AR)

Item Title:	Receive Monthly Report for Unhoused Services
Category:	Consent Calendar-Community Development
Meeting Date:	2/15/2022
Staff Contact:	Sharon Goei, Building Safety and Housing Director, 408-586-3260
Recommendation:	Receive December 2021 report for unhoused services.

Background:

On November 10, 2020, the City Council approved and authorized staff to enter into an agreement for homeless outreach, assessment, and street-based case management services with Santa Clara County Office of Supportive Housing. On March 1, 2021, the County's Homeless Engagement and Access Team (HEAT), via Abode Services, began conducting outreach to engage and provide resources to the City's unhoused residents.

On December 1, 2020, the City Council directed staff to implement a six-month pilot mobile shower and laundry Dignity on Wheels program with WeHOPE. The nonprofit service provider, WeHOPE, began providing mobile shower and laundry services every Sunday starting March 21, 2021, on the site on Winsor Street, immediately south of the Milpitas Library. On September 7, 2021, the City Council directed staff to continue the mobile shower and laundry program for an additional 12 months.

This report reflects the December 2021 progress for unhoused services.

Analysis:

In December 2021, the HEAT Team continued to collaborate with City staff and County Office of Supportive Housing to conduct outreach throughout the City of Milpitas to engage and provide resources to the City's unhoused residents. The HEAT Team provided information to unhoused residents about vaccination resources and supported medically vulnerable clients in acquiring interim shelter support in response to inclement weather conditions. During the month of December, the HEAT Team enrolled 4 clients and completed 4 assessments. Adding to 112 clients enrolled and 115 clients assessed since services began in March, this makes a total of 116 clients enrolled and 119 clients assessed. Since the HEAT Team has been conducting proactive outreach throughout Milpitas, they have been able to locate and connect with unhoused residents both at known and new locations. For the unhoused individuals that did not provide identifying information for the Team to enroll or assess, the Team provided basic needs items and community resources. See Attachment 2 for the HEAT Team December 2021 report.

During the month of December, WeHOPE provided four sessions to the unhoused community, with one session at the Milpitas Library location and three sessions temporarily at the Milpitas Sports Center due to Holiday Magic events being held at the Library location. WeHOPE provided a total of 35 showers and 11 loads of laundry, serving 13 individuals. See Attachment 3 for the WeHOPE Dignity on Wheels December 2021 report.

In addition to working closely with the above service providers, City departments continued to collaborate in providing assistance to the unhoused residents as well as addressing the health and safety of the community. Referrals to the HEAT Team continue to be provided through the City's referral process. This process has

reduced internal messaging and maximized the HEAT Team's ability to quickly respond to requests for assessments and to provide updates to City staff. For a summary of the various activities and services for Milpitas unhoused residents as described above, refer to Attachment 1 for the December 2021 report for unhoused services.

Fiscal Impact:

There is no fiscal impact to the City budget other than staff time related to this item.

California Environmental Quality Act:

The action being considered has no potential for causing a significant effect on the environment and is exempt from the California Environmental Quality Act (CEQA) pursuant to CEQA Guidelines Section 15061(b)(3).

Recommendation:

Receive December 2021 report for unhoused services.

Attachments:

1. December 2021 report for unhoused services
2. December 2021 HEAT Team report
3. December 2021 WeHOPE Dignity on Wheels report