

DATE: December 15, 2022

TO: City Council

FROM: Kimberly S. Thomas, Assistant to the City Manager
Parneet Dhindsa, Human Services Manager

VIA: Kimbra McCarthy, City Manager

SUBJECT: Human Services Division Update on Initiatives to Assist Homeless and Unstably Housed Residents

INTRODUCTION

This memorandum provides a comprehensive update on actions related to the City's extensive homeless programs and initiatives, similar to the one provided to Council on August 4, 2021 (Attachment 1). This memorandum is for informational purposes and does not require Council action. It includes:

- Updated numbers from the County's 2022 Point in Time Homelessness Count and the City's August 2022 Living in Vehicles Count;
- Fiscal Years 2020-21 and 2021-22 year-end numbers on clients served by established programs;
- City and other funding invested in programs; and
- Updated data on a number of COVID-19 relief efforts that remained active in Fiscal Year 2021-22.

As this memorandum is comprehensive in scope, it also includes definitions and background information about the programs and cumulative funding and service totals.

With the hiring of the Human Services Manager approved in the Fiscal Year 2021-22 Budget and the development of a Homelessness Response Strategy, staff anticipates providing a streamlined annual memorandum reporting on programs in the context of the City's overall strategy in addition to regular updates through the *Council Connection* and scheduled agenda items, as

needed, for Council action. Staff will also continue to post ongoing program updates to the City's webpage, mountainview.gov/homeless.

BACKGROUND

City Role and Approach to Addressing the Needs of Unhoused and Unstably Housed Residents

Homelessness is a significant issue, driven in large part by shortfalls in housing supply and affordable housing throughout the region and the State. Since 2016, the City has developed programs and policies and dedicated nearly \$11 million in funding to serve homeless and unstably housed residents. Throughout this time, the City has actively collaborated with the County and community-based organizations (CBO) that have staff expertise and dedicated funding streams for working with homeless and vulnerable populations. In addition, the City is recognized as a regional leader in developing and funding affordable housing, with an investment of nearly \$127 million as shown in Attachment 2.

In addition, Council has adopted an ambitious Strategic Road Map and work plan for Fiscal Years 2021-22 and 2022-23 with priorities to increase housing opportunities and support a community for all. This includes:

- Developing a housing strategy to facilitate development of a range of housing to meet the spectrum of need, including interim housing and permanent housing;
- Developing a displacement response strategy, including local replacement requirements and evaluation of an acquisition/preservation program;
- Evaluating potential middle-income housing strategies to serve our middle-income families; and
- Developing a homelessness response strategy and expenditure plan.

Partnerships Across the Homeless Services Continuum

Based on Council direction, staff aimed early on to connect with the Countywide system to leverage the County's resources and to expand public and private partnerships to address the needs of those who live in vehicles and others experiencing or at risk of homelessness in Mountain View. Table 1 below shows the partners that are essential to our success:

Table 1: List of Essential Partners

<ul style="list-style-type: none">• Alta Housing• Bill Wilson Center• Cafecito• Community Health Awareness Council• Community Services Agency (CSA)• COVID-19 Community-Based Organization Team• Destination: Home• Dignity on Wheels• HomeFirst• Hope's Corner• Los Altos United Methodist Church• Mountain View Day Worker Center• Human Relations Commission	<ul style="list-style-type: none">• LifeMoves• Live Nation• Momentum for Health• MOVE Mountain View• New Directions—A Program of Peninsula Healthcare Connections• Reach Potential Movement• Santa Clara County<ul style="list-style-type: none">— Valley Homeless Healthcare Program— County Housing Authority— Office of Supportive Housing• Second Harvest of Silicon Valley• St. Athanasius food distribution program• STAND4 INC. food distribution program• The United Effort Organization
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Continuum of Coordinated Care

The needs and services related to homelessness can be viewed within a continuum for "coordinated care," which includes homelessness prevention, rapid rehousing, permanent supportive housing, emergency shelter, and interim/temporary housing. Definitions of these programs are included in Attachment 3. Across this continuum, services also include programs to meet basic health and safety needs that are important in their own right and also support the ability of residents in need to sustain stable housing. Finally, the effectiveness of the continuum of coordinated care relies on extensive communication and coordination across providers as well as ongoing outreach to residents in need of assistance. The efforts of the City and the City's partners in these areas, both longstanding and in response to COVID-19, are described later in the Discussion section of this memorandum.

DISCUSSION

Homelessness Trends in Mountain View

2022 County Point in Time Homelessness Count

The County of Santa Clara completes a comprehensive, biannual, “point-in-time” (PIT) homeless count, which serves as a baseline for understanding homelessness in the region. This count includes those who are unsheltered and unstably housed, enumerating individuals and families sleeping in emergency shelters and transitional housing as well as people sleeping on the streets, in vehicles, abandoned properties, or other places not meant for human habitation. The most recent PIT count was in 2022. The overall number of homeless individuals remained relatively steady with a 3% increase Countywide (to 10,028). At the same time, there was a 3% decrease in the number of unsheltered individuals in the County.

Over the prior three County PIT counts, the number of homeless people in Mountain View had increased from 276 in 2015, to 416 in 2017, to 606 in 2019, more than doubling in four years. **The 2022 count of 346 is a decrease of 43% from 2019.** The County’s count considers residents living in recreational and other vehicles as unsheltered.

**Table 2: PIT Count Comparison—City of Mountain View
and County of Santa Clara (2015 - 2022)**

	2015	2017	2019	2022
City of Mountain View	276	416	606	346
County of Santa Clara	6,556	7,394	9,706	10,028

Since the last PIT count was done, the City has opened LifeMoves Mountain View, an interim housing community that has 100 units and provides intensive case management and support services designed to return people to stable housing. This has made a significant contribution to the options for homeless residents.

City Living in Vehicles Count

To augment the information from the County count, the City also conducts an annual street-by-street count of vehicles that appear to be in use for living purposes. A count was conducted in August 2022. (This was prior to the settlement of *Navarro v. City of Mountain View*.) A map of the locations with residents living in vehicles, showing areas of higher concentration in the City, is included in Attachment 4. As shown in Figure 1 below, over the past five years, the count of vehicles in the public right-of-way used for living has ranged from 200 to 300 vehicles, with the recent counts trending downward. Since the December 2018 count, more than one-half of the counted vehicles have been RVs. Between the count in February 2020, which was before the

opening of the safe parking lots, and the most recent count in August 2022, there was a decrease of vehicles used for living purposes in the public right-of-way, although this decrease was not by the same amount as the vehicles transitioned to safe parking. The chart below shows the latest numbers from August 2022. The next City count will be conducted in January 2023.

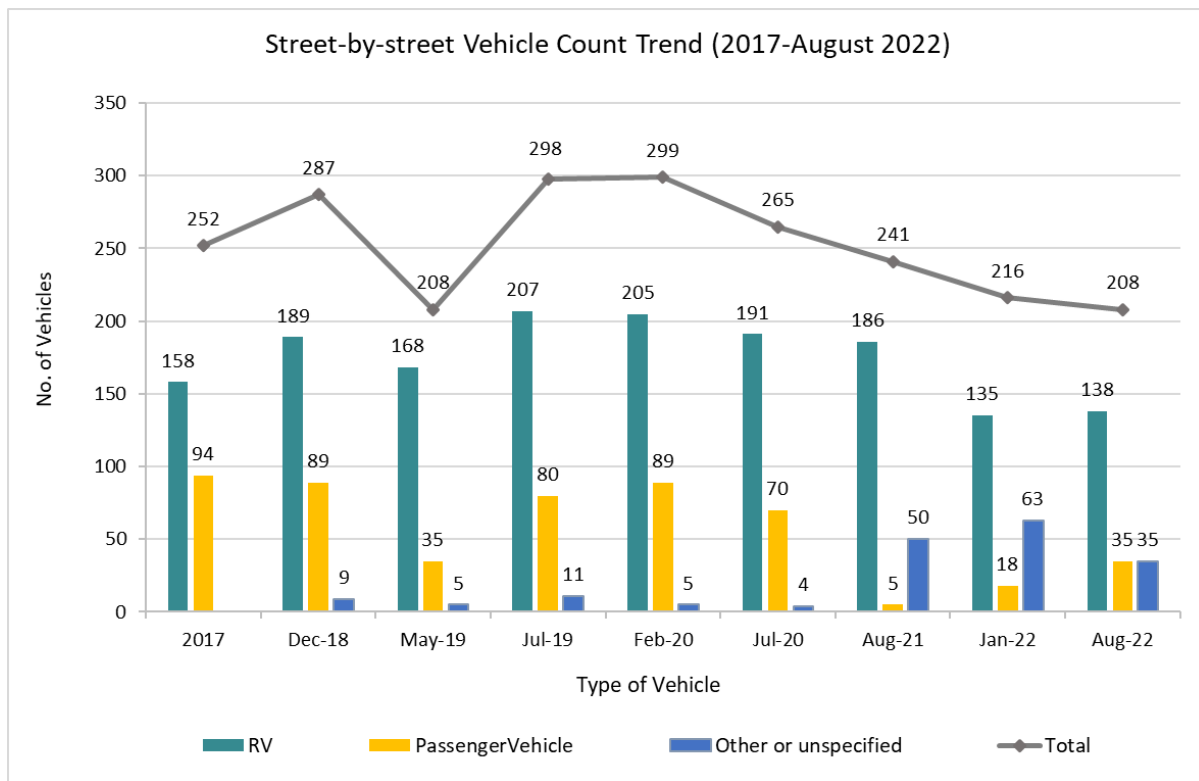


Figure 1: City of Mountain View Vehicle Count Trend (2017 - August 2022)

Overview of City Homelessness Response Strategies and Actions

Table 3 below provides a high-level summary of Mountain View's overall programs and services across the continuum of homeless response strategies, many of which will be discussed further in this report.

**Table 3: City of Mountain View Strategies
for Addressing Homelessness**

Strategies to Address Homelessness	Mountain View Actions and Initiatives
Congregate Shelter	<ul style="list-style-type: none"> Funding for a transitional shelter (Graduate House operated by LifeMoves), which has capacity for five adults; and a youth shelter (Quetzal House operated by Bill Wilson) with capacity for 40 youth serving North County. Emergency sheltering, with 65 beds provided in conjunction with the County. Expanded land use options for sheltering.
Safe Parking	<ul style="list-style-type: none"> Developed Safe Parking Ordinance and permit program for private lots. Funded all necessary site setup and support for a nonprofit start-up. Coordinated with the County and partner CBOs to expand on-site services and provide running water, mobile showers, laundry services, and mobile medical unit visits. Created a program with 101 parking spaces, which is the largest site in the County, provided in conjunction with the County of Santa Clara; operates 24 hours a day, seven days a week. Proposed expansion of Shoreline Lot B that would increase the City's program to 120 spaces, adding even more spaces to the largest program in the County.

Strategies to Address Homelessness	Mountain View Actions and Initiatives
Interim Housing	<ul style="list-style-type: none"> Supported development and provided funding for LifeMoves Mountain View with 100 units of interim housing serving approximately 300 people per year.
Core Housing Programs	<ul style="list-style-type: none"> Funding for 200 units of rapid rehousing/permanent supportive housing. Approximately 1,628 affordable housing units in the City. Approximately 861 additional affordable housing units in various stages of development. A significant pipeline of inclusionary below-market-rate units. Approximately 14,950 rental units rent-protected under the Community Stabilization and Fair Rent Act voter initiative adopted in 2016. Approximately 1,130 mobile homes rent-protected under the Mobile Home Rent Stabilization Ordinance adopted in 2021. Homelessness Prevention Programs like the \$4.6 million in City Rent Relief Program (including supplementary COVID-19 response program). Funding a permanent supportive housing contract with the County, providing assistance to approximately 20 households. Supported and provided funding for County's conversion of Crestview Hotel into 48 units of affordable housing.

Strategies to Address Homelessness	Mountain View Actions and Initiatives
Outreach Services	<ul style="list-style-type: none"> • Joint City-County funding for CSA outreach. • City multilingual outreach strategies and multi-channel communications. • Coordination with CBOs working with the unstably housed population. • Mountain View Police Department (MVPD) Neighborhood Event Services (NES) unit has a Community Outreach Officer position with a compassionate enforcement approach. • MVPD Outreach Team distributes resource flyers (multiple languages) to vehicles believed to be used by unhoused people, meeting residents where they are.
Community Resources, Access, or Case Management—Links to Continuum of Care (CoC), safety-net services, and path to housing	<ul style="list-style-type: none"> • Joint City-County funding for CSA Homeless Case Manager for housing referrals and current City full funding for the ongoing program. • Funding for case management/permanent supportive housing units for 20 chronically homeless households in partnership with the County (New Directions—A Program of Peninsula Healthcare Connections).
Basic Services (food and other items)	<ul style="list-style-type: none"> • Gift card programs for COVID-19 response. • Capital funding support for Meals at Hope’s Corner. • Support for CSA and Second Harvest grocery distribution programs. • Food Talk group and coordination of local information (seven-day-per-week access options during COVID-19).

Strategies to Address Homelessness	Mountain View Actions and Initiatives
Sanitation and Hygiene	<ul style="list-style-type: none">Funding expanded mobile shower services added at CSA for COVID-19 response.Portable toilets and hand-washing stations for COVID-19 response.

Fiscal Year 2021-22 Update on Homelessness and Housing Programs

Staff receives data updates for various initiatives related to homelessness and housing on an annual basis. A description of the programs which report out on a fiscal-year basis is provided below, followed by data for Fiscal Year 2021-22. Detailed data is available in Attachment 3. Also included in the attachment is data for Fiscal Year 2020-21.

Police Community Outreach Metrics

Mountain View Police Department's Neighborhood and Event Services (NES) unit established a Community Outreach Officer position in Fiscal Year 2017-18. In addition to the normal duties of a Police Officer, the Community Outreach Officer acts as a liaison between social service groups and the homeless. The approach of the Community Outreach Officer is to balance compassion with enforcement when problem-solving issues that come with this vulnerable population. In Fiscal Year 2021-22, **35 homeless subjects were referred to CSA for assistance and 103 were referred to other housing and shelter services.**

CSA Housing Problem-Solving and Information Referral and Case Management

CSA provides housing problem-solving, information referral, and case management services to Mountain View residents. This program was jointly funded by the City and County until Fiscal Year 2021-22. The program will be funded by the City for Fiscal Year 2022-23. In Fiscal Year 2021-22, a total of **701 Mountain View residents were served for housing problem-solving, informational referral, and case management.**

Homelessness Prevention Program

The County-funded Homelessness Prevention Program aims to provide funds to keep individuals in stable housing to prevent homelessness. For Fiscal Year 2021-22, a total of **243 Mountain View-affiliated households were enrolled in the program and kept in stable housing.**

Rapid Rehousing Program

The County-funded Rapid Rehousing Program provides short-term financial assistance and support to quickly rehouse homeless households in their own independent permanent housing. In Fiscal Year 2021-22, **there were a total of 99 Mountain View-affiliated households enrolled in the program.**

Permanent Supportive Housing

Permanent Supportive Housing provides longer-term rental assistance, case management, and supportive services to the most vulnerable chronically homeless individuals and families in the community. Both the County and City fund Permanent Supportive Housing. In Fiscal Year 2021-22, the County-funded program **enrolled 86 Mountain View households and the City-funded program enrolled 20 Mountain View-affiliated households.**

Interim Housing—LifeMoves Mountain View (Project HomeKey)

In May 2021, the City celebrated the opening of a new modern, modular, supportive interim housing community, in partnership with LifeMoves, the California Department of Housing and Community Development (HCD), the County of Santa Clara, private philanthropies, and private-sector donors, including Google and LinkedIn. This project opened just months after being granted HomeKey funds in October 2020 as part of the State's COVID-19 pandemic response.

Located at 2566 Leghorn Street, LifeMoves Mountain View helps people experiencing homelessness transition to permanent housing through case management and housing location services. The site features innovative private modular units for 100 households serving approximately 300 to 400 people per year.

LifeMoves is at full capacity and has **served 312 clients from 249 households as of June 30, 2022.** Detailed data is provided in Attachment 3.

Crestview Hotel

The effort to convert the Crestview Hotel at 901 East El Camino Real into highly needed affordable housing continues to move forward, and the site is expected to open its doors to residents in mid-2023. Most recently, the County selected Jamboree as the partner developer to convert the hotel units into studio and two-bedroom apartments for individuals and families. Community input has been a critical piece of this project, and more community meetings will be held as the project proceeds.

Safe Parking

The City has been instrumental in: supporting the formation of a local, nonprofit, safe parking provider (MOVE Mountain View); launching small, safe parking programs at faith-based locations; adopting a Safe Parking Ordinance to facilitate the creation of safe parking locations on private lots; securing three dedicated safe parking lots; partnering with the County of Santa Clara to provide safe parking and a range of other services to support unstably housed residents on a path to permanent housing; and growing to become the largest safe parking provider in the region with the capacity for up to 101 parking spaces (includes both faith-based lots).

Currently, four sites are in operation (three City-secured and one faith/congregation lot). These sites are at or near capacity with an average, over time, of 130 to 150 unduplicated participants living in 80 vehicles. A majority of the participants are families and are residing in oversized vehicles, such as RVs. A comprehensive safe parking update was provided at the June 14, 2022 Council meeting (Attachment 5). At this meeting, Council took action to extend the 24/7 safe parking operation for City-secured sites and authorized the associated agreements for implementation.

Additional Housing Authority Funds

In addition to the City initiatives and partnerships above, the Santa Clara County Housing Authority assists approximately 392 households in Mountain View through the Housing Choice Voucher program. This program provides Mountain View households with up to \$897,581 in assistance based on the difference between a minimum rent paid by the household and the standard/contract rent. The current assistance amounts to approximately \$758,894.

Investment in Homelessness Solutions

Reducing the number of individuals and families without a home requires multi-agency and interdepartmental coordination, regional collaboration, and a long-term focus. The investment by the City and the City's partners to address homelessness is summarized below and described in more detail in Attachment 2.

City Investment

The City's strategies and actions taken thus far represent a significant investment in addressing this important and complex regional concern, **totaling over \$10.8 million** from 2016 to Fiscal Year 2021-22. This funding reflects the direction Council provided and implemented over the last six years and includes other funding commitments, such as the Community Development Block Grant (CDBG) and programs funded in response to COVID-19.

In addition to the funds for homeless programs and associated services, the City has funded limited-period specific health and safety enforcement activities detailed in Attachment 2 for Fiscal Years 2018-19 and 2019-20 unless noted. The Police Community Outreach Officer is included since a large part of this Officer's time is devoted to homeless outreach.

State, Nonprofit, and Philanthropic Private Investment

As shown in Attachment 2, the City and its partners have generated over **\$23.5 million** from 2016 through Fiscal Year 2021-22 in grants and donations to serve the needs of homeless and unstably housed residents.

County Investment

Attachment 2 shows the City's continued work with Santa Clara County to secure funding commitments for the Mountain View community, resulting in over **\$75.4 million** in funding (includes funds committed but not expended). This funding is in large part based on the City's ongoing and proactive coordination of opportunities with the County. There is no set County allocation of funds for cities.

Affordable Housing Investment

Attachment 2 shows the City's ongoing investment as a regional leader in developing and funding affordable housing, **with a total investment of nearly \$127 million**. As noted earlier in this memorandum, the City has approximately 1,628 affordable housing units. Approximately 14,950 rental units are rent-protected under the Community Stabilization and Fair Rent Act voter initiative adopted in 2016. In addition, there are approximately 861 additional affordable units in various stages of development.

COVID-19 Crisis and Transition Response

Rental Assistance

On December 15, 2015, Council first approved funding in the amount of \$150,000 for a rental assistance program administered by CSA. In March 2020, Council approved the Mountain View COVID-19 Rent Relief Program (C-19RRP) to be administered by CSA. The program provides up to \$3,000 of rental assistance per month for up to three months to qualifying Mountain View tenants impacted by COVID-19. Council has approved a total of \$4,843,916 for CSA to provide rental assistance and other direct assistance to residents in need. This includes ARPA funds allocated by Council as part of the Fiscal Years 2021-22 and 2022-23 budget processes. As of June 2022, the program has provided rental assistance to over 1,037 households.

CSA has used funding for other direct financial assistance to stabilize housed and unhoused clients who were impacted by the COVID-19 pandemic. Demographic data for clients receiving financial assistance in Fiscal Year 2021-22 is noted below:

- 206 households assisted
- 110 households with children (53%)
- 42 households with seniors (20%)
- 89% of households have an income level below 30% Area Median Income (AMI)
- Majority are Hispanic/Latinx

To help people apply for COVID-19 emergency rent relief programs and learn about COVID-19 eviction protections, City staff has completed extensive outreach over the past year. This has been conducted in coordination with CSA, Project Sentinel, the Community in Action Team (CAT), community ambassadors from the Spanish Leadership Academy, and the Mountain View Whisman School District and Mountain View Los Altos High School District to reach the most vulnerable households. Outreach efforts include: hosting joint in-person and virtual events with community partners and the County of Santa Clara, creating and distributing a variety of communication materials, and regular updates to the website in three languages.

The City has provided a range of assistance to unhoused and unstably housed residents during and following the COVID-19 crisis to address impacts of the pandemic. The vast majority of information regarding the City's COVID-19 response, including program descriptions, has been moved to Attachment 6. Information about ongoing programs is included below.

Ongoing Collaboration

The City has continuously collaborated with the local emergency assistance network, nonprofit organizations (CSA, MOVE Mountain View, Hope's Corner, Day Worker Center of Mountain View, LifeMoves, STAND4 INC., Cafecito, Reach Potential Movement, Momentum for Health, and The United Effort Organization), and government agencies to combine and leverage resources to help as many people in need as possible. The City has convened a standing meeting since March 2020, initially weekly and ultimately moving to monthly in July 2021.

Mobile and/or Fixed Showers

Ongoing shower and laundry services are available at Hope's Corner. The September 2022 schedule indicates shower and laundry services are available at Hope's Corner on Mondays from

7:00 a.m. to 10:00 a.m., Wednesdays from 8:30 a.m. to 12:00 noon, and Saturdays from 8:30 a.m. to 2:15 p.m. During COVID-19, shower and laundry service enhancements were provided twice a week at CSA through Dignity on Wheels. With Hope's Corner returning to full operational capacity, service enhancements have since been transitioned and CSA continues to provide case management services during those two days.

In addition, the County and the County's partners also provide laundry and shower services at a number of locations throughout the County, including the safe parking lots. The City and other providers have distributed information about where people can access showers.

Mobile Medical Unit

To meet the increased medical needs of the homeless/unstably housed, staff collaborated with the County Public Health Department and their Valley Homeless Healthcare Program (VHHP) team to plan for Mobile Medical Unit (MMU) services in Mountain View. The August 2022 schedule indicates the medical van visits the County-leased safe parking lots on the first (Evelyn lot) and third (Shoreline) Thursdays of every month from 9:30 a.m. to 12:00 noon; MMU visits LifeMoves Mountain View on the second and fourth Thursdays of the month from 9:30 a.m. to 12:00 noon; MMU visits Hope's Corner on the third Wednesday of the month from 9:00 a.m. to 12:00 noon; and backpack/street medicine (not site-specific) program operations are available daily, Monday through Friday. Program data shows:

- 611 visits made by the team from May 2021 through June 2022, and 244 patients served.

City WiFi and Nonprofit Power Stations

The City has communicated all City-provided WiFi locations in its regular information packet distribution, both via flyer and in the online resource map. From April 2020 to February 2022, Hope's Corner and The United Effort Organization were providing portable chargers for laptops and cell phones, power stations, and solar panels to the vulnerable population and organizations in Mountain View to recharge their devices. The program came to end in February 2022 as libraries and public spaces began reopening. Program highlights for May 2021 through February 2022 are below:

- 123 power stations and 109 solar panels distributed.
- 59 phone chargers and 15 laptop chargers provided.

In partnership with the Mountain View Whisman School District, the City launched a WiFi access pilot program for students. In Fiscal Year 2022-23, the District plans to extend the network to Mountain View Community Center to help with providing internet access to families living in the

Rengstorff area. Children who need to remotely access schoolwork can connect with their district's McKinney-Vento liaison to arrange WiFi access.

Food Access/Services

The City approved several agreement modifications to maintain and enhance food services programs. Staff worked with CSA as they shifted the operation of the Senior Nutrition Program at the Senior Center to a drive-up model. The City approved the shift in Hope's Corner's Wednesday lunch and Saturday breakfast services to a drive-through service at downtown Parking Lot 7. Staff also worked with Second Harvest to move their Tuesday food distribution to a drive-through model when Shelter-in-Place began. In addition, the City added Thursdays for Second Harvest to have volunteers pick up food from the Senior Center parking lot for delivery to homebound community members instead of the volunteers coming on Tuesdays at the same time as the general public. In summer 2021, staff worked with Second Harvest to move their Tuesday food distribution to a hybrid distribution model, utilizing the Senior Center parking lot and Multipurpose Room A for distribution. Thursday deliveries to homebound community members ended in July 2021. In July 2022, distribution moved back to the prepandemic format and is operated indoors.

The Community Services Department created a multilingual chart of all available food sources, including details of days, times, and organization contact details, and staff regularly updates the online resource map. CSA and Hope's Corner also coordinate meetings of other community food providers to ensure information on services is up to date.

Data highlights about food programs for the period May 2021 through April/June 2022 are below:

CSA

- 1,100 meals per week on average for the Senior Nutrition Program;
- 35 food bag deliveries per week to clients receiving case management services; and
- 430 food bags per week through the food and nutrition center and mobile pantries.

Hope's Corner

- 43,468 meals served for the period May 2021 through June 2022;
- Average of 250 lunches served each Wednesday and 450 meals each Saturday;
- 3,940 meals for day workers at the Day Worker Center of Mountain View on Saturdays;

- 8,050 meals delivered to RV residents at five locations in Mountain View on Wednesdays and Saturdays;
- 410 meals served in the Monday AM Coffee Program, which began in 2022; and
- Partnered with The United Effort Organization, whose data highlights from the period May 2021 through June 2022 are below:
 - Provided assistance filing for 122 Federal and State tax returns for 80 unhoused clients to get their stimulus payments in the amount of \$3,200 from the Federal government and \$600 from the State;
 - Provided assistance signing 36 clients up for CalFresh, Medi-Cal, General Assistance, In-Home Supportive Service (IHSS); and Valley Transportation Authority paratransit pass and handicapped parking placard;
 - Assisted six clients with Social Security Income and Social Security Disability Insurance (SSDI) claims or appeals in collaboration with pro bono law firms, clients' social workers, and case managers of other organizations;
 - Helped 30 clients look for housing, with 10 clients having found housing through Veterans Affairs programs, Permanent Supportive Housing, or Home Sharing;
 - Provided personalized assistance services to 22 clients, which include installing ceiling insulation in an RV, helping clients open bank accounts, providing sobriety support via daily phone calls, arranging and accompanying clients for doctors' appointments, helping clients read and understand mail, clearing out clients' storage units to save monthly payments, visiting clients in hospitals and working with social workers to make discharge plans, visiting clients in jail and helping them make plans to enroll in rehabilitation programs upon release from jail, and assisting a client working with a personal injury attorney to recover damages suffered from a traffic accident; and
 - Provided 15 donated laptops and tablets to clients.

Second Harvest of Silicon Valley's Free Groceries Program

From May 2021 through June 2022, 733 unique households received groceries. Conservatively, that is over a 22% increase in households served compared to the start of the pandemic.

STAND4 INC. Food Assistance Program

Data about STAND4's food service programs and food security partnerships from May 2021 through June 2022 are highlighted below:

- 820 boxes of groceries distributed to feed up to 3,280 individuals.
- 400 unsheltered individuals served per week on average.

Reach Potential Movement

Established in 2008, Reach Potential Movement is a "boots on the ground" organization providing food, shelter, social services, and other necessities of life for economically disadvantaged individuals. The organization grew from serving 50 families a month prior to COVID-19, to serving over 2,000 families a week during the peak of COVID-19, to regularly serving 2,500 individuals per month as of August 2022. Data highlights about services provided to safe parking lot clients and unhoused individuals for the period May 2021 through June 2022 are highlighted below:

- 9,190 meals delivered to clients at safe parking lots and at Hope's Corner;
- 720 meals provided to Mountain View Whisman School District students;
- 28,965 pounds of groceries provided;
- Over 1,250 new pairs of socks and hygiene kits distributed;
- 75 children received backpacks, haircuts, socks, shoes, and gift cards;
- 1,075 books provided to the MOVE Mountain View Bookmobile and through the Bookshelf in Every Home project;
- Over 500 winter blankets distributed in partnership with Cafecito;
- Three trash clean-up events with Menlo Church;
- Solar systems installed for three recreational vehicles (RVs); and
- Assisted individuals living in vehicles with mechanic services, towing services, DMV fees, vehicle insurance, and cellular payment support.

Cafecito

The Cafecito, or more formally “Cafecito con Aroma de Justicia,” provides a safe and supportive environment for members of the Mountain View community to share their concerns and develop support strategies. All members of the Cafecito are volunteers and are predominantly Spanish-speaking families living in rental housing. The activities of the Cafecito volunteers include direct outreach, especially to community members who have difficulty accessing information and services due to language or technology skills. The Cafecito has focused on families living in Ortega Avenue/California Street (70 families), California Street/Rengstorff Avenue (22 families), Higdon Avenue (20 families), and the Evelyn Family Apartments. Beginning March 2021, the Cafecito transitioned from providing direct weekly food distributions to connecting these families with services provided by other organizations, first at Castro School and now at Graham Middle School, where volunteers assist. For Higdon Avenue families, Solidarity Fund members were trained from April 2021 through September 2021 to manage weekly outreach. Today, the Cafecito outreach is largely needed only for the distribution of printed flyers within these communities for important information and events, with occasional direct food distributions to families who are isolated due to quarantine or other circumstances. The Cafecito volunteers also provide Spanish translations needed by MOVE Mountain View.

Next Steps for Human Services

The Human Services Division leads the City’s programs, services, and partnerships to meet the needs of Mountain View’s most vulnerable residents to improve the quality of life for all residents. This includes developing policy recommendations and response strategies; coordinating with community-based organizations, nonprofits, faith-based, and intergovernmental partners; managing cross-departmental planning; promoting access to essential services; and administering budgets, agreements, and grants. The Division works in collaboration with a network of service providers to assist homeless, unstably housed, and other vulnerable residents through housing services, mental-health services, case-management services, and other basic-need human services.

A key next step for the Division is development of a Homelessness Response Strategy. This will include contracting with a consultant to develop an assessment of community needs and available resources related to housing and supportive services for homeless and unstably housed Mountain View residents and developing an expenditure and funding plan in coordination with regional partners. The process will involve significant engagement with the community, including lived-experience advisors. Staff anticipates bringing the Strategy to Council for adoption by the end of 2023.

KST-PD/2/MGR
609-12-15-22M

Attachments: 1. [August 4, 2021 Memorandum](#)
 2. Investment Summary
 3. Programmatic Data Summary
 4. Map of Locations with Residents Living in Vehicles
 5. [Council Report—June 14, 2022](#)
 6. COVID-19 Crisis and Transition Response

cc: Alta Housing
 Bill Wilson Center
 Cafecito
 Community Health Awareness Council
 Community Services Agency
 COVID-19 Community-Based Organization Team
 Destination: Home
 Dignity on Wheels
 HomeFirst
 Hope's Corner
 Human Relations Commission
 LifeMoves
 Live Nation
 Los Altos United Methodist Church
 Mountain View Day Worker Center
 Momentum for Health
 MOVE Mountain View
 New Directions—A Program of Peninsula Healthcare Connections
 Other CBOs and stakeholder/volunteers
 Reach Potential Movement
 Santa Clara County
 Santa Clara County Housing Authority

Second Harvest of Silicon Valley
St. Athanasius Food Distribution Program
STAND4 INC.
The United Effort Organization
Valley Homeless Healthcare Program

Department Heads, Communications Division, Human Services Division