



County of San Mateo Interest in Creating a New Homeless Shelter Program in Half Moon Bay

November 2020

What is being proposed?

The County of San Mateo is considering purchasing a hotel in the City of Half Moon Bay, the Coastside Inn, in order to create a new shelter program to assist people experiencing homelessness. There are 52 rooms at the hotel.

Why?

There currently are no homeless shelters on the coastside, however there are significant needs. The 2019 One Day Homeless Count found that there were 230 unsheltered homeless individuals living on the coastside (Half Moon Bay, Pacifica, and unincorporated coastside areas). The new planned homeless shelter program will provide safe temporary living accommodations and intensive on-site support services to assist program participants with looking for permanent housing.

Who will be served?

The proposed program will serve San Mateo County community members who are experiencing homelessness, with a preference first for those who are from Half Moon Bay and the coastside area.

The program is planned to serve adults experiencing homelessness, as the largest need is for services for adults, since there are extensive existing services for families in the County. However, based on feedback from the community, the County is now exploring the feasibility of this program also being able to serve families.

Why now?

After many years of efforts from various stakeholders to create a homeless shelter program on the coast, there is now a unique opportunity where the County has time-limited federal funding available and there is a building for sale that is appropriate. Given the time-limited nature of the funding being utilized for this purchase, the acquisition must be completed by the end of December 2020, so the acquisition process is moving at an expedited pace.

Will services be provided on site?

Yes. The proposed program will provide intensive on-site services. The program will conduct a thorough assessment with each program participant, and based on that assessment, the program will create a plan to assist each participant with identifying and returning to housing, including case management, support in searching for housing, employment support, applying for financial resources, and connections to health services (including mental health and substance abuse services). The program will provide intensive on-site services to all participants and will also partner with existing community services such as Abundant Grace, Coastside Hope, ALAS, El Centro de Libertad and Coastside Clinic. Program participants will have to abide by program rules to continue their enrollment in the program.

Will the programs be staffed 24/7?

Yes, the homeless shelter program will be staffed 24 hours a day, 365 days a year. The on-site staff will monitor the site and activities at all times, ensuring the safety and security of the premises for occupants.

How long will participants stay at the shelter?

Homeless shelter programs are intended to be short term, with actual shelter stays averaging 120 days to six months. However, due to the current pandemic, stays have been longer. The intention of a shelter program is to provide temporary housing while assisting individuals in finding permanent housing. Case management services will be focused on long term housing interventions.

Is this program specifically for people who have COVID-19?

No, this program is not for those with COVID-19 and needing isolation. This program will be for people experiencing homelessness who are vulnerable (elderly and/or with existing medical conditions such as cancer, heart disease, etc.).

Will these programs eliminate homelessness in the area?

This program will be a significant step toward serving people experiencing homelessness and decreasing unsheltered homelessness, however it's likely that some unsheltered individuals may choose to continue living in their current locations. The County's homeless outreach programs will continue to provide services to unsheltered individuals, with the goal of building trust and over time, encouraging individuals to access services, shelter and housing.

When will these programs start?

Currently, the County is researching the acquisition processes and will be planning for the shelter program, if the hotel is purchased. The specific date of the program launch is not yet known but is projected to be in early 2021. The County will work closely with the City of Half Moon Bay throughout the planning and implementation process.

How are the hotel purchases being funded?

If the County proceeds to purchase the hotel, federal CARES Act funding will be utilized. The City is not being requested to help fund the purchase of the hotel. Shelter program operations will be funded by a combination of state and federal sources and additional funding sources (such as philanthropy) will be explored by the County and the non-profit agency providing the services.

How can the community be involved?

The County looks forward to working with the community on the developmental and implementation of this program. The County will be inviting City staff to participate in the process to select an experienced non-profit homeless service provider to provide the services on site.

If the homeless shelter program is implemented, the County will work closely with the selected non-profit service provider on all aspects of the programs, and the County will work with the City and community stakeholders to establish ongoing collaboration about the programs, including a Community Advisory Committee. Once the program is implemented, there may be additional opportunities for community involvement, such as volunteer opportunities.

What are the expectations of the program participants?

Those enrolled in the program will need to comply with program rules and requirements. A sample Program Rules document is provided for your reference.

These Frequently Asked Questions will be updated as new information becomes available.

Welcome and Program Rules

Welcome! Here are some things to know during your stay here. This program's goal is to provide a safe, welcoming, supportive place for people to stay while they work on finding permanent housing. You will be provided with services from your case manager to help you create a housing plan and also connect to other resources. Please read through the rules/protocols below to ensure all participants are safe during their stay here.

Rules/Protocols:

Meals: You will receive breakfast, lunch and dinner each day and have access to small snacks in between meals.

Rooms: Please maintain the cleanliness of your room. Please note that significant room damage will lead to being exited from the program.

Visitors: Visitors to your room are not allowed without prior approval. Having guests on site or in your room without prior approval will lead to being exited from the program.

Quiet Hours: Please keep the noise level down between the hours of 10 pm-6 am. There is also an expectation that program participants are in their rooms between the hours of 10 pm-6 am unless they have communicated with their case manager ahead of time for exceptions about their job or special circumstances.

Respecting Neighbors/Adjacent Properties/Businesses: All program participants are required to be respectful of the neighbors including adjacent properties and businesses, including no loitering. Disrespecting the neighbors' property or businesses will lead to being exited from the program.

COVID-19 Safety Protocols:

- **Wear a mask that covers your nose and mouth at all times you are outside of your room.** If you need replacement masks, please contact any staff.
- **Follow social distancing guidelines** by having at least 6 feet of space between you and another person.
- **Complete the daily temperature check:** Staff will conduct a temperature check daily with each program participant. If staff can't find you for the daily temperature check, a wellness check will be done.

No Smoking:

- Smoking (including marijuana) is not allowed inside any part of the building, including in rooms.
- The cigarette smoking area is located outside at _(description of location)_____.
- Tampering with or disabling your room's smoke detectors will lead to being exited from the program.

Alcohol and Drugs:

- Drugs and alcohol are not permitted on site. Items related to drug or alcohol use on site, including needles, found in your room may lead to you being exited from the program due to the safety of participants and staff.
- If you would like to talk to someone about alcohol or drug use or strategies to decrease use, your case manager would be happy to discuss with you and help you connect you to various supportive service options.

Questions or concerns?

If you have any questions or concerns, please talk with your case manager or the program director, and if you have any urgent concerns or questions, please contact the staff who is on site at that time, as there are always staff on-site to assist and respond to any issues.