

County of Santa Clara
Office of Supportive Housing
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Gilroy Winter Shelter Frequently Asked Questions

September 20, 2018

Where is the shelter?

The shelter is located at 8490 Wren Avenue, Gilroy, within the National Guard Armory.

How long has the National Guard Armory property served as a shelter?

In the 1980's the County of Santa Clara began using the Gilroy Armory as an emergency shelter during the cold weather season.

Why is the County piloting the expansion of a year-round shelter?

The 2017 Santa Clara County Homeless Census and Survey showed the number of homeless individuals and families in Gilroy rose by 64% since 2015, totaling 722 persons experiencing homelessness. The South County Shelter at the Gilroy Armory enables the County to provide much-needed shelter to homeless individuals and families.

How many beds does the shelter have?

The shelter houses up to 130 persons, adults and families.

What are the hours of operation?

The shelter operates from 6:00 p.m. until 6:00 a.m., Monday through Sunday. Quiet hours are from 10:00 p.m. until 6:00 a.m. Shelter staff are on site from 5:00 p.m. - 6:30 a.m. and Outreach staff are on site or in the local neighborhood during the daytime. Clients may arrive on the shelter property at 5:00 p.m. and will be allowed into the shelter at 6:00 p.m.

What are the requirements for referral and staying at the shelter?

Adults and families wishing to stay at the shelter must be 1) literally homeless, 2) claim residency (where one stays the most time or one's last permanent residence) in one of the following areas: Morgan Hill, San Martin, and Gilroy, and 3) referred from one of 14 providers such as: Gilroy Compassion Center, St. Joseph's Family Center, HomeFirst Services of SCC, Community Solutions, and Housing and Law Enforcement Offices of Gilroy and Morgan Hill. If occupancy permits, residents from other areas in the County may be accepted.

Which agency manages the shelter and provides services there?

HomeFirst Services of Santa Clara County manages the shelter operations, referral process coordination, basic needs services, and light case management. St. Joseph's Family Center will also provide limited case management services. Valley Homeless Healthcare Project and St. Joseph's Outreach Workers

conduct outreach in South County and during proclaimed Inclement Weather Episodes. Medical care, case management, benefits enrollment, and other services are provided by other agencies, community groups, church groups, and volunteers.

What types of measures are in place to prevent loitering and/or trespassing on private properties in the vicinity and to prevent crimes (theft, drug use/sales, harassment, violence, etc.) from occurring in surrounding neighborhoods/ parks?

At intake, onsite staff inform the clients about the shelter rules. Staff oversee the clients as they arrive and leave the shelter. Shelter staff and security patrol the neighborhood during the day to monitor and prevent clients from loitering. Any inappropriate behavior will be addressed. If necessary, the Gilroy Police Department will be contacted to address any problems.

Is the onsite parking adequate for shelter staff, volunteers, and shelter clients who have cars? Yes
How many staff and volunteers are expected on a daily basis? 4 staff and 8 volunteers.

What type of traffic safety measures/controls are in place to avoid vehicle/ pedestrian conflicts during peak hours of client arrival/departure?

Shuttle services are provided in the mornings. Onsite staff oversee the clients as they arrive and leave the shelter. Staff also patrol the nearby neighborhood to ensure that clients do not loiter and monitor for any inappropriate behavior.

Will other services/vehicles, like the County mobile health unit (dental van) and/or any mobile shower and mobile laundry trucks be coming to the site?

Yes, the shelter occupants will access showers onsite. The supplies, linen, and donations are delivered on a weekly basis.

What is the County's budget for operating this shelter?

The cost to operate the shelter for the winter season is approximately \$789,000 per year.

Where do I get more information regarding the shelter?

Any questions or concerns regarding the Gilroy Winter Armory should be referred to Linda Jones, Homeless Concerns Coordinator with the County Office of Supportive Housing at 408-793-0566 or email Linda.Jones@hhs.sccgov.org.

Who can neighbors call 24/7 if there are urgent concerns or problems regarding the facility and/or its clients?

The site 24-hour phone number is 408-489-8781. The County staff person's # is 408-690-3787.