

County of Santa Clara
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Mountain View Winter Shelter Frequently Asked Questions

September 10, 2018

Where is the shelter?

The shelter is located at 748 Mercy Street, Mountain View. The site is owned by Trinity United Methodist Church, near the intersection of Hope and Mercy Streets.

When does the shelter open and close for the season?

The shelter is open from the Monday after Thanksgiving through March 31st.

Why does the County need a shelter in Mountain View?

The 2017 Santa Clara County Homeless Census and Survey showed the number of homeless individuals and families in Northern Santa Clara County rose by 19% since 2015. In Mountain View, the number of homeless individuals and families has risen by 48% since 2015. The Mountain View Winter Shelter provides much-needed shelter to additional homeless individuals and families.

How many beds does the shelter have?

The shelter houses up to 50 persons, specifically families and single women. Each population will have a separate section in the shelter, with on-site security for the safety of all present in the shelter.

What are the hours of operation?

The shelter operates from 5 p.m. until 7:00 a.m. Quiet hours are from 10:00 p.m. until 6:00 a.m. Shelter staff are on site from 4 p.m. to 7:30 a.m. Clients may come on site beginning at 5:00 p.m.

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

Families and single women 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: Cupertino, Los Altos, Los Altos Hills, Milpitas, Mountain View, Palo Alto, or Sunnyvale, and 3) referred from one of 11 North County providers such as: Community Services Agency of Mountain View, Sunnyvale Community Services, Lifemoves, Our Daily Bread, and Neighbors Helping Neighbors.

Which agency manages the shelter and provides services there?

HomeFirst Services of Santa Clara County manages the shelter operations, referral process coordination, outreach, basic needs services, and light case management. Community Services Agency of Mountain View/Los Altos will provide intensive case management services. Medical care, employment workshops, 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, on-site 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 Mountain View 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 spaces will be provided? 15

How many staff and volunteers are expected on a daily basis? 4

How will overflow demand be managed?

Since only clients who are referred by qualified/designated agencies will be able to reside in this shelter, walk-ins are not allowed. A waitlist of referred clients will be maintained and if there is a no-show, then HomeFirst staff will contact the individuals on the waitlist to fill the vacant bed(s).

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

On-site staff will oversee the clients as they arrive and leave the shelter. Staff will monitor client behavior in the area immediately surrounding the Church. If there are any behavioral issues, staff will address it, and if necessary, contact the Mountain View Police Department. Staff will also patrol the nearby neighborhood to ensure that clients do not remain in the area.

What is the relationship between the City of Mountain View and the County on this project?

This is a Church project and the County has been collaborating with the Church to execute the project, and also provides funding. The City of Mountain View is the permitting authority for the permissible use on the site. Supervisor Joe Simitian, in whose district this project is located, is supportive of this shelter.

Will other services/vehicles be coming to the site?

At times, service providers will come to the site and conduct case management appointments and bring other services to the clients.

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

The cost to operate the shelter for the winter season is approximately \$350,000 per year.

Where do I get more information regarding the shelter?

Any questions or concerns regarding the Mountain View Winter Shelter 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 408-648-0906. The County staff person's phone number is 408-690-3787.