

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

October 1, 2018

Where is the shelter?

The shelter is located at the Arturo Ochoa Migrant Center on 915 Southside Road, Gilroy 95020.

How long has the Migrant Center property served as a shelter?

In 2017, the County of Santa Clara began using the Arturo Ochoa Migrant Center in Gilroy as an emergency shelter during the cold weather season.

Why does the County need this shelter?

The 2017 Santa Clara County Homeless Census and Survey showed the number of homeless individuals and families rise significant in South County. The number of homeless persons rose by 64% in Gilroy and 379% in Morgan Hill since 2015, totaling 1110 persons experiencing homelessness between the two South County cities. The Ochoa Family Winter Shelter enables the County to provide much-needed shelter to homeless families.

How many beds does the shelter have?

The shelter houses up to 35 families, up to 140 beds.

What are the hours of operation?

This shelter is open 24 hours a day, 7 days a week and is operated as a temporary, short-term shelter program during cold weather months, from mid-November through the end of March.

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

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 8 providers such as: Bill Wilson Center, Gilroy Compassion Center, Valley Homeless Healthcare Program, Downtown Streets Team, and Community Solutions. If occupancy permits, residents from other areas in the County may be accepted.

Which agency manages the shelter and provides services there?

St. Joseph's Family Center (SJFC) manages the shelter operations, referral process coordination, basic needs services and case management. SJFC contracts with EAH Housing for the day-to-day property management operations and security at the site. Medical care, medical social work, 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 County of Santa Clara Sheriff's 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 are expected on a daily basis? 2 staff

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

The cost to operate the shelter for the winter season is approximately \$400,000 per year.

Where do I get more information regarding the shelter?

Any questions or concerns regarding the Ochoa Family 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 to be determined. The County staff person's # is 408-690-3787.