

Tiny & Transitional Shelters Report

City of Arcadia



Introduction

From October - December 2021, the City of Arcadia interviewed 12 Southern Californian tiny and transitional shelter communities to inquire about their experiences and outcomes. For each location, City staff spoke both the sites' service providers and local government officials. Service providers were asked 24 questions and local government officials were asked 12 questions.

Questions for Service Providers

1. How many tiny homes do you have on site?
2. How many beds do you have on site?
3. Do you allow couples or only individuals?
4. What is the average duration of an individual's stay?
5. How many individuals move on to permanent housing versus returning to the streets?
6. What type of security do you have, if any?
7. Do you have a curfew?
8. How many response calls do you make to PD/Fire?
9. Do you require sobriety?
10. Do you offer lockers for people to store their paraphernalia?
11. How many people OD?
12. Do you offer Narcan?
13. What happens if people do not follow or break the rules?
14. Are wraparound services provided?
15. If you offer wraparound services, what ones do you offer? (i.e. job training)
16. What are your qualifications for entry?
17. Who gets priority? (i.e. locals)
18. What are your proximity rules around the site?
19. Do you have issues with loitering?
20. What are the barriers keeping people from wanting to live in your shelters? (i.e. storage, drugs)
21. Was there neighborhood involvement?
22. Do residents complain or do you receive push back?
23. Do you consider your shelter to be successful?
24. How do you define success?

Questions for Local Governments

1. What was the process for getting the tiny shelters established?
2. How did you prepare your community?
3. How did you select your location?
4. How many shelters do you have on site and how did you arrive at that number?
5. How many individuals are local? How do you define local?
6. How many response calls do you make to PD/Fire related to activity at or near the tiny shelter?
7. Do you consider your shelter to be successful?
8. How do you define success?
9. Does the city council and the community think it is successful?
10. What were the biggest challenges?
11. If you had the opportunity, would you build the shelter again?
12. Do you have any advice or lessons learned in this process?

Baldwin Park - Esperanza Villa



General Information

- **Service provider:** Volunteers of America
- **Local government:** City of Baldwin Park
- **Location:** Industrial/Freeway
- **Operational at the time of inquiry:** No

Local Government Representative

1. What was the process for getting the tiny shelters established? No response
2. How did you prepare your community? No response
3. How did you select your location? No response
4. How many shelters do you have on site and how did you arrive at that number? No response
5. How many individuals are local? How do you define local? No response
6. How many response calls do you make to PD/Fire related to activity at or near the tiny shelter? No response
7. Do you consider your shelter to be successful? No response
8. How do you define success? No response
9. Does the city council and the community think it is successful? No response
10. What were the biggest challenges? No response
11. If you had the opportunity, would you build the shelter again? No response
12. Do you have any advice or lessons learned in this process? No response

Baldwin Park - Esperanza Villa Continued



Service Provider Representative

1. How many tiny homes do you have on site? 25
2. How many beds do you have on site? 25
3. Do you allow couples or only individuals? Individuals, couples are separated
4. What is the average duration of an individual's stay? TBD, goal is 90 days
5. How many individuals move on to permanent housing versus returning to the streets? TBD
6. What type of security do you have, if any? Private security
7. Do you have a curfew? Yes, with exceptions for employment
8. How many response calls do you make to PD/Fire? TBD
9. Do you require sobriety? No, low barrier/Housing First
10. Do you offer lockers for people to store their paraphernalia? TBD
11. How many people OD? TBD
12. Do you offer Narcan? TBD
13. What happens if people do not follow or break the rules? Addressed in case management. Removed if violent.
14. Are wraparound services provided? Yes
15. If you offer wraparound services, what ones do you offer? (i.e. job training) Substance abuse, employment, health care/dental, and legal services
16. What are your qualifications for entry? Unsheltered, adult individual
17. Who gets priority? (i.e. locals) Locals first, but open to all
18. What are your proximity rules around the site? No loitering. Loiters will be given referrals to services
19. Do you have issues with loitering? TBD
20. What are the barriers keeping people from wanting to live in your shelters? (i.e. storage, drugs) TBD
21. Was there neighborhood involvement? Shelter utilizes community in a volunteer capacity.
22. Do residents complain or do you receive push back?
23. Do you consider your shelter to be successful? TBD
24. How do you define success? Building rapport with shelter residents and meeting their interests and needs.

Eagle Rock



General Information

- **Service provider:** Union Station Homeless Services
- **Local government:** Councilmember Kevin De Leon
- **Location:** Freeway/next to a park
- **Operational at the time of inquiry:** No

Local Government Representative

- 1. What was the process for getting the tiny shelters established?** Location was identified by the community and they pushed for a homeless shelter.
- 2. How did you prepare your community?** Community forums, but most of the community was already on board.
- 3. How did you select your location?** The community selected the location. It was a location that was removed from the residential area.
- 4. How many shelters do you have on site and how did you arrive at that number?** 47 shelters, 93 beds. Location specific maximums and fire code.
- 5. How many individuals are local? How do you define local?** LAHSA said the site needed to use the Coordinated Entry System, but they pushed back on it to try to serve the local community first. High school information and whether or not they have family in the area are used to identify locals.
- 6. How many response calls do you make to PD/Fire related to activity at or near the tiny shelter?** It's pretty quiet, nothing crazy.
- 7. Do you consider your shelter to be successful?** TBD
- 8. How do you define success?** Success is how many people are off the streets and how good your outreach is.
- 9. Does the city council and the community think it is successful?** TBD
- 10. What were the biggest challenges?** TBD
- 11. If you had the opportunity, would you build the shelter again?** Yes, of course.
- 12. Do you have any advice or lessons learned in this process?** Get your service provider on board early and structure your operator contract to have community engagement staff included.

Eagle Rock Continued



Service Provider Representative

1. How many tiny homes do you have on site? 47
2. How many beds do you have on site? 93
3. Do you allow couples or only individuals? Both
4. What is the average duration of an individual's stay? TBD, goal is 90 days
5. How many individuals move on to permanent housing versus returning to the streets? TBD. County advises 90 days as the goal.
6. What type of security do you have? RA (overnight staff) and private security are onsite at night. 8 people on site every night.
7. Do you have a curfew? No curfew established. Residents follow the "How to be a good neighbor policy".
8. How many response calls do you make to PD/Fire? TBD
9. Do you require sobriety? No, low barrier/Housing First. Sobriety and recreational use is addressed in case management.
10. Do you offer lockers for people to store their paraphernalia? Yes, amnesty lockers are outside of the facility, but illegal items are not allowed, Guns, knives, mace, and other self-defense items are allowed in lockers.
11. How many people OD? TBD
12. Do you offer Narcan? Yes, both injection and nasal spray.
13. What happens if people do not follow or break the rules? Individuals sign a contract upon entry. Most infractions are handled with conversations by case managers, but if the issues are severe they are asked to leave.
14. Are wraparound services provided? Yes
15. If you offer wraparound services, what ones do you offer? (i.e. job training) Care coordinators create an individualized case plan. These plans include priorities such as increasing incomes, sobriety programs, legal programs, job training, education programs, and medical insurance. Site will utilize a program called Sources Career Development.
16. What are your qualifications for entry? Individuals must be from that community and unhoused.
17. Who gets priority? (i.e. locals) Local community comes first. Individuals must have been contacted by a local outreach group before applying.
18. What are your proximity rules around the site? TBD
19. Do you have issues with loitering? TBD
20. What are the barriers keeping people from wanting to live in your shelters? (I.e. storage, drugs) None, this shelter is very flexible since they utilize a Housing First platform.
21. Was there neighborhood involvement? Yes, the Eagle Rock Council, Homeless and Housing subcommittee, and SELAH all perform outreach and provide support.
22. Do residents complain or do you receive push back? When we first started, there was some push back, but we were able to bring people together with community forums and meetings. Community accepted the project once they were informed.
23. Do you consider your shelter to be successful? TBD
24. How do you define success? Success will be if people are safe, trust is established, and we build community. If all residents can move on within a year to permanent housing that would be a success. A good service provider is key, someone who has experience guiding individuals to success, not just kicking them out.

Echo Park - Alvarado



General Information

- **Service provider:** Urban Alchemy
- **Local government:** Councilmember Mitch O'Farrell
- **Location:** Business/Residential
- **Operational at the time of inquiry:** Yes

Local Government Representative

- 1. What was the process for getting the tiny shelters established?** The shelter company was brought in to present to the City and even brought 6 examples of the tiny shelters. Construction took about 3-6 months. The project focused on moving forward regardless of pushback.
- 2. How did you prepare your community?** Working with a service provider that has experience running tiny shelters already helped the community feel more comfortable. Questions were filtered through the service provider rather than the Councilmember's office and LAHSA came to help inform the community at meetings. Tours of the facilities also helped.
- 3. How did you select your location?** Echo Park is land poor, so it was decided to lease space for the Alvarado shelter as a short term option. The current lease is only a three years.
- 4. How many shelters do you have on site and how did you arrive at that number?** 35 regular and 3 ADA shelters for a total of 38 shelters. The number was decided by fire code and the Planning Department. While single occupancy wasn't the goal, it is nice to have individual shelters for the LGBTQA population.
- 5. How many individuals are local? How do you define local?** Targeted outreach teams from service provider deploy into the community, specifically selected hot spots, to become familiar with the individuals of the area.
- 6. How many response calls do you make to PD/Fire related to activity at or near the tiny shelter?** Very few calls to PD and Fire, as the service provider handles most situations. Resources were allocated to ensure that the surrounding area was protected and there were no tents popping up outside of the shelter.
- 7. Do you consider your shelter to be successful?** Yes, the neighbors' fears have not come to fruition and client feedback has been very positive. The average duration of stay is 6-9 months before residents are transitioned to permanent housing.
- 8. How do you define success?** Success is offering an interim step between the streets and permanent housing to help with client acclimation.
- 9. Does the city council and the community think it is successful?** They are anticipating the yearly report and statistics, which are not yet available. Overall, there have not been that many complaints since it opened.
- 10. What were the biggest challenges?** Acquiring land for the site.
- 11. If you had the opportunity, would you build the shelter again?** Yes, we are actually setting up a second shelter right now.
- 12. Do you have any advice or lessons learned in this process?** Work with LAHSA and select a good service provider early on to help with the resident questions and complaints. Communicate with PD and Fire to discuss possible increase in patrol or services for the area.

Echo Park - Alvarado Continued



Service Provider Representative

- 1. How many tiny homes do you have on site?** 35 plus 3 ADA
- 2. How many beds do you have on site?** 73
- 3. Do you allow couples or only individuals?** Both
- 4. What is the average duration of an individual's stay?** 6-9 months. The shelter is a safe place to wait for permanent housing.
- 5. How many individuals move on to permanent housing versus returning to the streets?** 25 of 200 moved to interim housing and 2-4 moved to permanent housing. 54 have returned to the streets because of COVID guidelines (testing), not following the rules, or because of no available housing options.
- 6. What type of security do you have?** Shelter does not have additional security or armed guards, just the service providers and practitioners. 90% of Urban Alchemy employees are ex-long term offenders and that goes against their goal. The idea is to give the employees real life job experience and to exercise de-escalation.
- 7. Do you have a curfew?** No, low barrier shelter.
- 8. How many response calls do you make to PD/Fire?** No, not unless there is a medical experience.
- 9. Do you require sobriety?** No, low barrier/Housing First
- 10. Do you offer lockers for people to store their paraphernalia?** No amnesty lockers, but they do have storage that is managed by staff.
- 11. How many people OD?** None, because we have a safety program.
- 12. Do you offer Narcan?** Yes. Additionally, testing strips are available to ensure drugs aren't laced with fentanyl.
- 13. What happens if people do not follow or break the rules?** The biggest rule to break is being a danger to yourself or others. Care coordinators check in with residents and write up as needed. If it is serious issue, they will reach out to community partners who may be a better help. About 3 people every 2 months are exited.
- 14. Are wraparound services provided?** No, our care coordinators partner with service providers or their existing case managers who come on-site to help.
- 15. If you offer wraparound services, what ones do you offer? (i.e. job training)** Not applicable
- 16. What are your qualifications for entry?** Being unhoused and local are the only qualifications.
- 17. Who gets priority? (i.e. locals)** Locals are given priority and are located by Healthcare Information and Management Systems Society (HIMMS) and Councilmembers' outreach teams.
- 18. What are your proximity rules around the site?** None. We don't have any signage.
- 19. Do you have issues with loitering?** Small issues, but not a lot.
- 20. What are the barriers keeping people from wanting to live in your shelters? (i.e. storage, drugs)** No, we are low barrier so there aren't many people not wanting to live here. We try to foster relationships with clients to keep them happy.
- 21. Was there neighborhood involvement?** Moderate. We have a point person for the neighborhood who takes citizen calls and complaints.
- 22. Do residents complain or do you receive push back?** We did 3 months of outreach to the community prior to opening.
- 23. Do you consider your shelter to be successful?** Yes
- 24. How do you define success?** Establishing safety, making personal progress, and providing as much support as we can. We just opened another shelter, so that is a metric of our success. Using the housing metric as a measure of success is flawed because there aren't enough places to transition them to. The housing shortage makes this difficult.

Highland Park - Arroyo Seco



General Information

- **Service provider:** Hope of the Valley
- **Local government:** Councilmember Kevin De Leon
- **Location:** Residential/Freeway
- **Operational at the time of inquiry:** Yes

Local Government Representative

- 1. What was the process for getting the tiny shelters established?** We selected the site and then informed the community.
- 2. How did you prepare your community?** Since the location was removed from the rest of the area, push back was minimal. We selected our service provider very early and had an open house day.
- 3. How did you select your location?** The location was an asphalt section closed in the 80's which was abandoned. Utility infrastructure was very important in selecting the site.
- 4. How many shelters do you have on site and how did you arrive at that number?** 115 units, 224 beds. This number was derived from to the location specific maximums and fire code. It is a long and narrow site, so the tiny shelters were turned to have the door away from the fire lane to fit more homes.
- 5. How many individuals are local? How do you define local?** LAHSA said the site needed to use the Coordinated Entry System, but they pushed back on it to try to serve the local community first. High school information and whether or not they have family in the area are used to identify locals.
- 6. How many response calls do you make to PD/Fire related to activity at or near the tiny shelter?** It's pretty quiet, nothing crazy. There was a bridge nearby with poor lighting, so we proactively lit the area to make it safer.
- 7. Do you consider your shelter to be successful?** Yes, but we are not full yet since we are having issues with staffing through the service provider.
- 8. How do you define success?** How many people are off the streets and how good your outreach is.
- 9. Does the city council and the community think it is successful?** Yes, we have seen a large decrease in individuals on the street and the community has noticed.
- 10. What were the biggest challenges?** We had some construction issues. Make sure to establish relationships with the community leaders.
- 11. If you had the opportunity, would you build the shelter again?** Yes, of course.
- 12. Do you have any advice or lessons learned in this process?** Get your service provider on board early and structure your operator contract to have community engagement staff included.

Highland Park - Arroyo Seco



Service Provider Representative

1. How many tiny homes do you have on site? 115
2. How many beds do you have on site? 224
3. Do you allow couples or only individuals? Both
4. What is the average duration of an individual's stay? Goal is 6-9 months
5. How many individuals move on to permanent housing versus returning to the streets? Not available
6. What type of security do you have? Private security company. Security is responsible for screening those entry, issuing/monitoring lockers, conducting safety checks, supporting with crisis de-escalation, calling emergency responders, monitoring emergency exits and ensuring that folks are not bringing any contraband.
7. Do you have a curfew? No, but we encourage everyone to be in by 10pm. After this time, those not present are marked as 'absent'. Participants may be exited if they have four consecutive absences.
8. How many response calls do you make to PD/Fire? 3-5 calls a month., primarily for medical attention.
9. Do you require sobriety? No, low barrier/Housing First. However, they are not allowed to bring in alcohol, drugs, drug paraphernalia or weapons on-site.
10. Do you offer lockers for people to store their paraphernalia? Yes, Lockers are stationed by security.
11. How many people OD? Not available
12. Do you offer Narcan? Yes
13. What happens if people do not follow or break the rules? We develop a support plan outlining expectations which serves as an intervention to review program guidelines. Any egregious incidents that place someone at risk are grounds for immediate exit. Folks will be provided alternative shelter resources if exited.
14. Are wraparound services provided? Yes
15. If you offer wraparound services, what ones do you offer? (i.e. job training) Case management, employment, and housing navigation are offered internally by staff. Substance use, mental health, physical health, and benefit enrollment are offered through partnerships with county agencies and community partners
16. What are your qualifications for entry? Individuals need to have a history experiencing homelessness within a 3 mile radius (catchment area) of the site. No additional qualifications are needed.
17. Who gets priority? (i.e. locals) Those living within 500 feet of freeway, 65+ years, or COVID vulnerable
18. What are your proximity rules around the site? No loitering around/outside the facility.
19. Do you have issues with loitering? Sites located near a park experience less loitering than sites that don't have external public areas.
20. What are the barriers keeping people from wanting to live in your shelters? (i.e. storage, drugs) Adjusting to a structured setting with guidelines, not allowing substances inside the facility, having to be searched by security guard every time you enter the facility and complying with quarantine guidelines.
21. Was there neighborhood involvement? We were not part of the development phase of the projects and have limited knowledge of community involvement prior to the sites opening.
22. Do residents complain or do you receive push back? Before sites open, there is concern that shelters cause an influx of persons experiencing homelessness, community violence, theft, vandalism, encampments, and drug use. After opening, we receive concerns regarding loitering, increase in trash, and limited parking.
23. Do you consider your shelter to be successful? Yes
24. How do you define success? Success is being able to move people off of the streets and begin working on achieving housing and personal stability. Our success is measured by achieving our mission to prevent, reduce and eliminate poverty, hunger and homelessness.

North Hollywood - Alexandria Park



General Information

- **Service provider:** Hope of the Valley
- **Local government:** Councilmember Paul Krekorian
- **Location:** Business/Freeway
- **Operational at the time of inquiry:** Yes

Local Government Representative

1. What was the process for getting the tiny shelters established? There was a proposal for tiny shelters presented in July 2020.

2. How did you prepare your community? We hosted district council meetings and open houses at various sites. We showed residents the homelessness count in immediate vicinity of where they live and explained that "these are your people". We also introduced the "catchment map" and "special enforcement zones" for these areas where there is scheduled cleaning in these areas on a normal basis. These cleaning zones went into effect after a month of a village's implementation.

3. How did you select your location? We looked at locations that already had a homeless population and where the homeless count is high. This is what helped to create their catchment zones.

4. How many shelters do you have on site and how did you arrive at that number? 103 units, 200 beds. Number was determined according to the catchment zone for that specific area in the district.

5. How many individuals are local? How do you define local? Personas are considered local if they have been in the area in the last six months. We did not want to create a draw from others outside the area.

6. How many response calls do you make to PD/Fire related to activity at or near the tiny shelter?

Minimal response calls made to PD/Fire at or near the tiny shelter villages. Most calls medical emergency related – example: diabetes, underlying health issues. One death due to natural cause in August 2021.

7. Do you consider your shelter to be successful? Considers it a work in progress. Successful in the fact that it provides stability. People tend to bounce out of housing a lot. Once they are back out on the streets, they tend to return to the village.

8. How do you define success? Getting individuals into housing, connecting individual to resources they need, and the amount of success stories we hear.

9. Does the city council and the community think it is successful? Yes, overall, all groups believe it is successful. A large population of the community believes its successful and advocates for it because they benefit from it (e.g., special enforcement zones). There are a lot of success stories to share.

10. What were the biggest challenges? Bed abandonment is a challenge and is the number one reason an individual exits the program and is more prevalent in substance abusers. It is important to understand that it doesn't always "stick" the first time. It can take several times for an individual to feel comfortable with staying at the shelter. You must be mindful and give people the time to acclimate, understanding it can be overwhelming.

11. If you had the opportunity, would you build the shelter again? Yes

12. Do you have any advice or lessons learned in this process? Be clear in your goal of providing shelter for persons experiencing homelessness and stick with it. Designs and details can change, but the end goal should remain constant. Communicate with the residents in the surrounding area.

North Hollywood - Alexandria Park



Service Provider Representative

1. How many tiny homes do you have on site? 103
2. How many beds do you have on site? 200
3. Do you allow couples or only individuals? Both
4. What is the average duration of an individual's stay? Goal is 6-9 months
5. How many individuals move on to permanent housing versus returning to the streets? Not available
6. What type of security do you have? Private security company. Security is responsible for screening those entry, issuing/monitoring lockers, conducting safety checks, supporting with crisis de-escalation, calling emergency responders, monitoring emergency exits and ensuring that folks are not bringing any contraband.
7. Do you have a curfew? No, but we encourage everyone to be in by 10pm. After this time, those not present are marked as 'absent'. Participants may be exited if they have four consecutive absences.
8. How many response calls do you make to PD/Fire? 3-5 calls a month., primarily for medical attention.
9. Do you require sobriety? No, low barrier/Housing First. However, they are not allowed to bring in alcohol, drugs, drug paraphernalia or weapons on-site.
10. Do you offer lockers for people to store their paraphernalia? Yes, Lockers are stationed by security.
11. How many people OD? Not available
12. Do you offer Narcan? Yes
13. What happens if people do not follow or break the rules? We develop a support plan outlining expectations which serves as an intervention to review program guidelines. Any egregious incidents that place someone at risk are grounds for immediate exit. Folks will be provided alternative shelter resources if exited.
14. Are wraparound services provided? Yes
15. If you offer wraparound services, what ones do you offer? (i.e. job training) Case management, employment, and housing navigation are offered internally by staff. Substance use, mental health, physical health, and benefit enrollment are offered through partnerships with county agencies and community partners
16. What are your qualifications for entry? Individuals need to have a history experiencing homelessness within a 3 mile radius (catchment area) of the site. No additional qualifications are needed.
17. Who gets priority? (i.e. locals) Those living within 500 feet of freeway, 65+ years, or COVID vulnerable
18. What are your proximity rules around the site? No loitering around/outside the facility.
19. Do you have issues with loitering? Sites located near a park experience less loitering than sites that don't have external public areas.
20. What are the barriers keeping people from wanting to live in your shelters? (i.e. storage, drugs) Adjusting to a structured setting with guidelines, not allowing substances inside the facility, having to be searched by security guard every time you enter the facility and complying with quarantine guidelines.
21. Was there neighborhood involvement? We were not part of the development phase of the projects and have limited knowledge of community involvement prior to the sites opening.
22. Do residents complain or do you receive push back? Before sites open, there is concern that shelters cause an influx of persons experiencing homelessness, community violence, theft, vandalism, encampments, and drug use. After opening, we receive concerns regarding loitering, increase in trash, and limited parking.
23. Do you consider your shelter to be successful? Yes
24. How do you define success? Success is being able to move people off of the streets and begin working on achieving housing and personal stability. Our success is measured by achieving our mission to prevent, reduce and eliminate poverty, hunger and homelessness.

North Hollywood - Chandler Boulevard



General Information

- **Service provider:** Hope of the Valley
- **Local government:** Councilmember Paul Krekorian
- **Location:** Business/Freeway/next to a park
- **Operational at the time of inquiry:** Yes

Local Government Representative

1. What was the process for getting the tiny shelters established? There was a proposal for tiny shelters presented in July 2020.

2. How did you prepare your community? We hosted district council meetings and open houses at various sites. We showed residents the homelessness count in immediate vicinity of where they live and explained that "these are your people". We also introduced the "catchment map" and "special enforcement zones" for these areas where there is scheduled cleaning in these areas on a normal basis. These cleaning zones went into effect after a month of a village's implementation.

3. How did you select your location? We looked at locations that already had a homeless population and where the homeless count is high. This is what helped to create their catchment zones.

4. How many shelters do you have on site and how did you arrive at that number? 39 units, 75 beds. Number was determined according to the catchment zone for that specific area in the district.

5. How many individuals are local? How do you define local? Personas are considered local if they have been in the area in the last six months. We did not want to create a draw from others outside the area.

6. How many response calls do you make to PD/Fire related to activity at or near the tiny shelter?

Minimal response calls made to PD/Fire at or near the tiny shelter villages. Most calls medical emergency related – example: diabetes, underlying health issues. Within one year, 15 medical related calls.

7. Do you consider your shelter to be successful? Considers it a work in progress. Successful in the fact that it provides stability. People tend to bounce out of housing a lot. Once they are back out on the streets, they tend to return to the village.

8. How do you define success? Getting individuals into housing, connecting individual to resources they need, and the amount of success stories we hear.

9. Does the city council and the community think it is successful? Yes, overall, all groups believe it is successful. A large population of the community believes its successful and advocates for it because they benefit from it (e.g., special enforcement zones). There are a lot of success stories to share.

10. What were the biggest challenges? Bed abandonment is a challenge and is the number one reason an individual exits the program and is more prevalent in substance abusers. It is important to understand that it doesn't always "stick" the first time. It can take several times for an individual to feel comfortable with staying at the shelter. You must be mindful and give people the time to acclimate, understanding it can be overwhelming.

11. If you had the opportunity, would you build the shelter again? Yes

12. Do you have any advice or lessons learned in this process? Be clear in your goal of providing shelter for persons experiencing homelessness and stick with it. Designs and details can change, but the end goal should remain constant. Communicate with the residents in the surrounding area.

North Hollywood - Chandler Boulevard



Service Provider Representative

1. How many tiny homes do you have on site? 39
2. How many beds do you have on site? 75
3. Do you allow couples or only individuals? Both
4. What is the average duration of an individual's stay? Goal is 6-9 months
5. How many individuals move on to permanent housing versus returning to the streets? Not available
6. What type of security do you have? Private security company. Security is responsible for screening those entry, issuing/monitoring lockers, conducting safety checks, supporting with crisis de-escalation, calling emergency responders, monitoring emergency exits and ensuring that folks are not bringing any contraband.
7. Do you have a curfew? No, but we encourage everyone to be in by 10pm. After this time, those not present are marked as 'absent'. Participants may be exited if they have four consecutive absences.
8. How many response calls do you make to PD/Fire? 3-5 calls a month., primarily for medical attention.
9. Do you require sobriety? No, low barrier/Housing First. However, they are not allowed to bring in alcohol, drugs, drug paraphernalia or weapons on-site.
10. Do you offer lockers for people to store their paraphernalia? Yes, Lockers are stationed by security.
11. How many people OD? Not available
12. Do you offer Narcan? Yes
13. What happens if people do not follow or break the rules? We develop a support plan outlining expectations which serves as an intervention to review program guidelines. Any egregious incidents that place someone at risk are grounds for immediate exit. Folks will be provided alternative shelter resources if exited.
14. Are wraparound services provided? Yes
15. If you offer wraparound services, what ones do you offer? (i.e. job training) Case management, employment, and housing navigation are offered internally by staff. Substance use, mental health, physical health, and benefit enrollment are offered through partnerships with county agencies and community partners
16. What are your qualifications for entry? Individuals need to have a history experiencing homelessness within a 3 mile radius (catchment area) of the site. No additional qualifications are needed.
17. Who gets priority? (i.e. locals) Those living within 500 feet of freeway, 65+ years, or COVID vulnerable
18. What are your proximity rules around the site? No loitering around/outside the facility.
19. Do you have issues with loitering? Sites located near a park experience less loitering than sites that don't have external public areas.
20. What are the barriers keeping people from wanting to live in your shelters? (i.e. storage, drugs) Adjusting to a structured setting with guidelines, not allowing substances inside the facility, having to be searched by security guard every time you enter the facility and complying with quarantine guidelines.
21. Was there neighborhood involvement? We were not part of the development phase of the projects and have limited knowledge of community involvement prior to the sites opening.
22. Do residents complain or do you receive push back? Before sites open, there is concern that shelters cause an influx of persons experiencing homelessness, community violence, theft, vandalism, encampments, and drug use. After opening, we receive concerns regarding loitering, increase in trash, and limited parking.
23. Do you consider your shelter to be successful? Yes
24. How do you define success? Success is being able to move people off of the streets and begin working on achieving housing and personal stability. Our success is measured by achieving our mission to prevent, reduce and eliminate poverty, hunger and homelessness.

North Hollywood - Whitsett West



General Information

- **Service provider:** Hope of the Valley
- **Local government:** Councilmember Paul Krekorian
- **Location:** Industrial/Freeway
- **Operational at the time of inquiry:** Yes

Local Government Representative

1. What was the process for getting the tiny shelters established? There was a proposal for tiny shelters presented in July 2020.

2. How did you prepare your community? We hosted district council meetings and open houses at various sites. We showed residents the homelessness count in immediate vicinity of where they live and explained that "these are your people". We also introduced the "catchment map" and "special enforcement zones" for these areas where there is scheduled cleaning in these areas on a normal basis. These cleaning zones went into effect after a month of a village's implementation.

3. How did you select your location? We looked at locations that already had a homeless population and where the homeless count is high. This is what helped to create their catchment zones.

4. How many shelters do you have on site and how did you arrive at that number? 77 units, 150 beds. Number was determined according to the catchment zone for that specific area in the district.

5. How many individuals are local? How do you define local? Personas are considered local if they have been in the area in the last six months. We did not want to create a draw from others outside the area.

6. How many response calls do you make to PD/Fire related to activity at or near the tiny shelter?

Minimal response calls made to PD/Fire at or near the tiny shelter villages. Most calls medical emergency related – example: diabetes, underlying health issues. Crime has actually gone down in the surrounding area since the village was established.

7. Do you consider your shelter to be successful? Considers it a work in progress. Successful in the fact that it provides stability. People tend to bounce out of housing a lot. Once they are back out on the streets, they tend to return to the village.

8. How do you define success? Getting individuals into housing, connecting individual to resources they need, and the amount of success stories we hear.

9. Does the city council and the community think it is successful? Yes, overall, all groups believe it is successful. A large population of the community believes its successful and advocates for it because they benefit from it (e.g., special enforcement zones). There are a lot of success stories to share.

10. What were the biggest challenges? Bed abandonment is a challenge and is the number one reason an individual exits the program and is more prevalent in substance abusers. It is important to understand that it doesn't always "stick" the first time. It can take several times for an individual to feel comfortable with staying at the shelter. You must be mindful and give people the time to acclimate, understanding it can be overwhelming.

11. If you had the opportunity, would you build the shelter again? Yes

12. Do you have any advice or lessons learned in this process? Be clear in your goal of providing shelter for persons experiencing homelessness and stick with it. Designs and details can change, but the end goal should remain constant. Communicate with the residents in the surrounding area.

North Hollywood - Whitsett West



Service Provider Representative

1. How many tiny homes do you have on site? 39
2. How many beds do you have on site? 150
3. Do you allow couples or only individuals? Both
4. What is the average duration of an individual's stay? Goal is 6-9 months
5. How many individuals move on to permanent housing versus returning to the streets? Not available
6. What type of security do you have? Private security company. Security is responsible for screening those entry, issuing/monitoring lockers, conducting safety checks, supporting with crisis de-escalation, calling emergency responders, monitoring emergency exits and ensuring that folks are not bringing any contraband.
7. Do you have a curfew? No, but we encourage everyone to be in by 10pm. After this time, those not present are marked as 'absent'. Participants may be exited if they have four consecutive absences.
8. How many response calls do you make to PD/Fire? 3-5 calls a month., primarily for medical attention.
9. Do you require sobriety? No, low barrier/Housing First. However, they are not allowed to bring in alcohol, drugs, drug paraphernalia or weapons on-site.
10. Do you offer lockers for people to store their paraphernalia? Yes, Lockers are stationed by security.
11. How many people OD? Not available
12. Do you offer Narcan? Yes
13. What happens if people do not follow or break the rules? We develop a support plan outlining expectations which serves as an intervention to review program guidelines. Any egregious incidents that place someone at risk are grounds for immediate exit. Folks will be provided alternative shelter resources if exited.
14. Are wraparound services provided? Yes
15. If you offer wraparound services, what ones do you offer? (i.e. job training) Case management, employment, and housing navigation are offered internally by staff. Substance use, mental health, physical health, and benefit enrollment are offered through partnerships with county agencies and community partners
16. What are your qualifications for entry? Individuals need to have a history experiencing homelessness within a 3 mile radius (catchment area) of the site. No additional qualifications are needed.
17. Who gets priority? (i.e. locals) Those living within 500 feet of freeway, 65+ years, or COVID vulnerable
18. What are your proximity rules around the site? No loitering around/outside the facility.
19. Do you have issues with loitering? Sites located near a park experience less loitering than sites that don't have external public areas.
20. What are the barriers keeping people from wanting to live in your shelters? (i.e. storage, drugs) Adjusting to a structured setting with guidelines, not allowing substances inside the facility, having to be searched by security guard every time you enter the facility and complying with quarantine guidelines.
21. Was there neighborhood involvement? We were not part of the development phase of the projects and have limited knowledge of community involvement prior to the sites opening.
22. Do residents complain or do you receive push back? Before sites open, there is concern that shelters cause an influx of persons experiencing homelessness, community violence, theft, vandalism, encampments, and drug use. After opening, we receive concerns regarding loitering, increase in trash, and limited parking.
23. Do you consider your shelter to be successful? Yes
24. How do you define success? Success is being able to move people off of the streets and begin working on achieving housing and personal stability. Our success is measured by achieving our mission to prevent, reduce and eliminate poverty, hunger and homelessness.

Pomona Congregate Shelter



General Information

- **Service provider:** Volunteers of America
- **Local government:** City of Pomona
- **Location:** Industrial
- **Operational at the time of inquiry:** Yes

Local Government Representative

- 1. What was the process for getting the tiny shelters established?** A homeless advisory committee was formed which included elected officials, residents, homeless services providers, and individuals with lived experience. We also held a Lived Experience Summit where homeless individuals provided advise on what they would like or would like to see in a shelter.
- 2. How did you prepare your community?** We formed a homeless advisory committee to help.
- 3. How did you select your location?** The Planning Department provided areas approved for the shelter. They also looked at inherited properties from Redevelopment to assess which properties were best suited for rehab as a potential site.
- 4. How many shelters do you have on site and how did you arrive at that number?** Not available
- 5. How many individuals are local? How do you define local?** 40-50% are Pomona locals. You're "local" if you have lived/resided in Pomona for a year.
- 6. How many response calls do you make to PD/Fire related to activity at or near the tiny shelter?** Not available, mostly EMS/Mental health calls.
- 7. Do you consider your shelter to be successful?** Yes, but there is always room for improvement
- 8. How do you define success?** Helping participants have a safe and comfortable place to stay while waiting to be permanently housed.
- 9. Does the city council and the community think it is successful?** Mixed, There seems to be some confusion on the original intent of the shelter. Some residents think it's an emergency shelter.
- 10. What were the biggest challenges?** Working closely with service provider.
- 11. If you had the opportunity, would you build the shelter again?** Yes
- 12. Do you have any advice or lessons learned in this process?** Maybe set up a different type of shelter, such as tiny shelters. Congregate shelters are a large challenge due to the pandemic.

Pomona Congregate Shelter



Service Provider Representative

1. How many tiny homes do you have on site? 1
2. How many beds do you have on site? 200
3. Do you allow couples or only individuals? Individuals only
4. What is the average duration of an individual's stay? Under 90 days. 120 days is the expectation.
5. How many individuals move on to permanent housing versus returning to the streets? Not available
6. What type of security do you have? Private security 24/7 and hired monitors with security experience. Security guards entrances and exits, check bags, and make rounds. Monitors cover security during their breaks and observe activity in communal areas.
7. Do you have a curfew? Yes, 8pm with exceptions for visits and appointments requiring permission/notice
8. How many response calls do you make to PD/Fire? Not available
9. Do you require sobriety? No, low barrier/Housing First. Cannot use drugs at the site.
10. Do you offer lockers for people to store their paraphernalia? Yes, but not for illegal items.
11. How many people OD? Less than a hand full a year.
12. Do you offer Narcan? No, but we are working on it.
13. What happens if people do not follow or break the rules? Evaluate situation and increase wrap around services. If violent in nature, it is grounds for immediate dismissal.
14. Are wraparound services provided? Yes
15. If you offer wraparound services, what ones do you offer? (i.e. job training) Case management, medical, employment, substance abuse support, ID cards, transportation, and housing stability plan. Partners with additional service providers outside of Volunteers of America.
16. What are your qualifications for entry? Individual experiencing homelessness. Must be able to take care of their own minor medical concerns (change bandages, roll their own wheelchairs).
17. Who gets priority? (i.e. locals) No priority policy
18. What are your proximity rules around the site? No loitering.
19. Do you have issues with loitering? Not anymore. Business Watch Program and Police Department have helped.
20. What are the barriers keeping people from wanting to live in your shelters? (I.e. storage, drugs) None, low barrier/Housing First
21. Was there neighborhood involvement? Active volunteer population made of residents; 100 volunteers showed up day after thanksgiving after 2 shelter's call for help. Churches donate food and clothes. Monthly Pomona Continuum of Care Coalition; community residents are part of this group.
22. Do residents complain or do you receive push back? In the beginning, there was.
23. Do you consider your shelter to be successful? No response
24. How do you define success? No response

Redondo Beach



General Information

- **Service provider:** Harbor Interfaith
- **Local government:** City of Redondo Beach
- **Location:** Business
- **Operational at the time of inquiry:** Yes

Local Government Representative

1. What was the process for getting the tiny shelters established? Meetings with the County and a vote from our City Council to approve it and appropriate funding for it. Our Public Works department ordered the shelters, paved the ground, built the fence and assembled the shelters.

2. How did you prepare your community? There were a few council meetings where the city gave presentations and the community had the ability to comment. Each individual council member educated their respective constituents through various forms of communication.

3. How did you select your location? We provided four or five different locations to the council members during meetings, and they voted on the location. We thought about rotating the location every three months, but that is not what the Council voted for. It was originally going to be in its current location for six months, and then either terminated or moved to another location for another six months, but after the first six months, the City Council voted to keep it at its current location permanently. We tried to find locations that were as far away from residential zones as possible.

4. How many shelters do you have on site and how did you arrive at that number? We have 15. We did not want a large shelter that could potentially affect our residents' quality of life. We also took into consideration what our housing navigator informed us would be needed to more effectively house people.

5. How many individuals are local? How do you define local? All the residents of the shelter are local. That is one of the requirements we have to be eligible for the shelter.

6. How many response calls do you make to PD/Fire related to activity at or near the tiny shelter? Less than five. A couple of fights within the shelter, an employee had a situation with his vehicle, and a resident of the shelter needed medical aid.

7. Do you consider your shelter to be successful? Yes, although we are constantly trying to make it better.

8. How do you define success? 21 people have been permanently housed. All fifteen units remain occupied, giving a total of 36 people off the streets.

9. Does the city council and the community think it is successful? The City Council does. There has been an outpouring of support from the community and the Shelter receives numerous donations ranging from free weekly haircuts, refurbished laptops, a refrigerator, a microwave, food, clothing, hygiene kits, plants, door mats, cleaning supplies, vocational training, quilts, life coaching, interview skills training, counseling and computer skills training.

10. What were the biggest challenges? Getting it completed in time. The deadlines for the funding kept changing. We started the conversations with the County in September 2020, and had to have the shelter occupied by at least one person by December 28, 2020.

11. If you had the opportunity, would you build the shelter again? Absolutely.

12. Do you have any advice or lessons learned in this process? Set up a facility with 24 hour security, fencing around the facility to protect those at the shelter, and permanent plumbing. Using the same service provider the Redondo Beach Police contracted with for housing navigation made it a smooth transition.

Redondo Beach



Service Provider Representative

- 1. How many tiny homes do you have on site?** 15
- 2. How many beds do you have on site?** 15
- 3. Do you allow couples or only individuals?** Both
- 4. What is the average duration of an individual's stay?** Typical stay is 90 days – 6 months.
- 5. How many individuals move on to permanent housing versus returning to the streets?** Since opening December 2020, 21 individuals have been moved to permanent housing. 3 people have returned to the streets
- 6. What type of security do you have?** 1 security guard 24/7 by a company called Black Knight Patrol.
- 7. Do you have a curfew?** Yes, a soft curfew. If people are working overnights, they can request an adjusted curfew. If an individual arrives at the facility after 10pm, they do not bar them from entering. If it is a recurring issue, case managers will follow up to see if there is a reason that they are returning to the shelter so late.
- 8. How many response calls do you make to PD/Fire?** Since opening in December 2020, there have been 3 calls for PD and 20 calls for paramedics.
- 9. Do you require sobriety?** No sobriety requirements, but drugs and alcohol are not allowed onsite. Residents use case management to lessen drug and alcohol usage.
- 10. Do you offer lockers for people to store their paraphernalia?** No lockers offered.
- 11. How many people OD?** None
- 12. Do you offer Narcan?** Yes
- 13. What happens if people do not follow or break the rules?** Issues with residents are handled through case management and personal conversations with staff whenever an incident occurs. Behavioral contracts can be implemented for Individuals who are not following rules. Only in one case did someone break the behavioral contract and they were offered a transfer to another site; they declined.
- 14. Are wraparound services provided?** Yes
- 15. If you offer wraparound services, what ones do you offer? (i.e. job training)** Offered through outside referrals through the Department of Mental Health and other agencies. Some examples of services they have provided are assigning primary care doctors and resume building.
- 16. What are your qualifications for entry?** Single adults. No dependents. Pets are allowed.
- 17. Who gets priority? (i.e. locals)** Must be from Redondo Beach. They determine residency based off previous contact with outreach teams or identification.
- 18. What are your proximity rules around the site?** No loitering.
- 19. Do you have issues with loitering?** Redondo Beach has not had issues with camping outside of the tiny shelter. The shelter operates sanitation clean ups on Tuesdays around the site.
- 20. What are the barriers keeping people from wanting to live in your shelters? (i.e. storage, drugs)** Low-barrier program. Pets are allowed with a full pet policy for everyone to sign.
- 21. Was there neighborhood involvement?** The shelter receives donations of personal hygiene items and laundry detergent. Girl Scouts decorated welcome mats and planted flowers and other plants outside of each home to make them more welcoming. The faith community has offered a lot of support.
- 22. Do residents complain or do you receive push back?** There is some push back, but overall there has been support. Redondo Beach's shelter operates as a "good neighbor". The shelter is responsive to even the smallest complaints.
- 23. Do you consider your shelter to be successful?** Yes
- 24. How do you define success?** The shelter is always full and has a waitlist for tiny homes. Since December 2020, Redondo Beach has permanently housed 21 of its tiny home residents. Teamwork of the staff and developing relationships with neighbors has made it a success.

Reseda - Cabin Community



General Information

- **Service provider:** Hope of the Valley
- **Local government:** Councilmember Bob Blumenfeld
- **Location:** Residential/Business
- **Operational at the time of inquiry:** Yes

Local Government Representative

1. What was the process for getting the tiny shelters established? A Community Action Team on Homelessness identified the local gaps in services, including the lack of shelter beds anywhere in the district. Once sites were chosen, the design and construction of the site began. The entire process from site identification to opening day was less than a year.

2. How did you prepare your community? The sites had already been identified and approved for funding when outreach to neighbors began, which included phone calls, letters to local residents, and two town hall meetings. Cabin Community Committees, one for each site, were established to provide regular access for questions or concerns. These Committees meet on a monthly basis and most concerns typically include maintaining cleanliness and occasionally parking.

3. How did you select your location? Staff created a list of 80 locations throughout the district. Five properties were considered viable and all five were developed. Two were hotels that were purchased through state funds for Project Homekey. One was a County Mental Health facility that was renovated to provide a permanent congregate shelter. The last two were lots where we placed the tiny homes of Reseda and Tarzana. They were both publicly owned, one by the city, the other by Metro and leased to the city.

4. How many shelters do you have on site and how did you arrive at that number? 52. Numbers were determined by site size and fire code. Several building code standards were modified due to the uniqueness of the build.

5. How many individuals are local? How do you define local? All individuals are supposed to be local in our district (CD3). Local is defined as being homeless in the district and have declined to allow enrollment of people from outside CD3.

6. How many response calls do you make to PD/Fire related to activity at or near the tiny shelter? A handful of police calls in six months, usually for medical emergencies typical of any group setting.

7. Do you consider your shelter to be successful? Yes

8. How do you define success? Providing safe, low barrier interim housing to hundreds of people. Also, the shelter allows for anti-camping laws to ensure public access and right of way.

9. Does the city council and the community think it is successful? Council is divided between interim and permanent housing, but most believe the tiny home model is a good addition. The community has noticed that there are fewer entrenched encampments now and the appreciates it.

10. What were the biggest challenges? The grey areas of responsibility between the City, County, and LAHSA can be confusing. Lack of transparency from LAHSA leaves unanswerable questions for the community.

11. If you had the opportunity, would you build the shelter again? Yes. No doubt.

12. Do you have any advice or lessons learned in this process? When looking for sites don't assume property owners will say no. Consistent, open communication and relationship building can turn naysayers into supporters.

Reseda - Cabin Community



Service Provider Representative

- 1. How many tiny homes do you have on site?** 76
- 2. How many beds do you have on site?** 148
- 3. Do you allow couples or only individuals?** Both
- 4. What is the average duration of an individual's stay?** Goal is 6-9 months
- 5. How many individuals move on to permanent housing versus returning to the streets?** Not available
- 6. What type of security do you have?** Private security company. Security is responsible for screening those entry, issuing/monitoring lockers, conducting safety checks, supporting with crisis de-escalation, calling emergency responders, monitoring emergency exits and ensuring that folks are not bringing any contraband.
- 7. Do you have a curfew?** No, but we encourage everyone to be in by 10pm. After this time, those not present are marked as 'absent'. Participants may be exited if they have four consecutive absences.
- 8. How many response calls do you make to PD/Fire?** 3-5 calls a month., primarily for medical attention.
- 9. Do you require sobriety?** No, low barrier/Housing First. However, they are not allowed to bring in alcohol, drugs, drug paraphernalia or weapons on-site.
- 10. Do you offer lockers for people to store their paraphernalia?** Yes, Lockers are stationed by security.
- 11. How many people OD?** Not available
- 12. Do you offer Narcan?** Yes
- 13. What happens if people do not follow or break the rules?** We develop a support plan outlining expectations which serves as an intervention to review program guidelines. Any egregious incidents that place someone at risk are grounds for immediate exit. Folks will be provided alternative shelter resources if exited.
- 14. Are wraparound services provided?** Yes
- 15. If you offer wraparound services, what ones do you offer? (i.e. job training)** Case management, employment, and housing navigation are offered internally by staff. Substance use, mental health, physical health, and benefit enrollment are offered through partnerships with county agencies and community partners
- 16. What are your qualifications for entry?** Individuals need to have a history experiencing homelessness within a 3 mile radius (catchment area) of the site. No additional qualifications are needed.
- 17. Who gets priority? (i.e. locals)** Those living within 500 feet of freeway, 65+ years, or COVID vulnerable
- 18. What are your proximity rules around the site?** No loitering around/outside the facility.
- 19. Do you have issues with loitering?** Sites located near a park experience less loitering than sites that don't have external public areas.
- 20. What are the barriers keeping people from wanting to live in your shelters? (i.e. storage, drugs)** Adjusting to a structured setting with guidelines, not allowing substances inside the facility, having to be searched by security guard every time you enter the facility and complying with quarantine guidelines.
- 21. Was there neighborhood involvement?** We were not part of the development phase of the projects and have limited knowledge of community involvement prior to the sites opening.
- 22. Do residents complain or do you receive push back?** Before sites open, there is concern that shelters cause an influx of persons experiencing homelessness, community violence, theft, vandalism, encampments, and drug use. After opening, we receive concerns regarding loitering, increase in trash, and limited parking.
- 23. Do you consider your shelter to be successful?** Yes
- 24. How do you define success?** Success is being able to move people off of the streets and begin working on achieving housing and personal stability. Our success is measured by achieving our mission to prevent, reduce and eliminate poverty, hunger and homelessness.

Riverside



General Information

- **Service provider:** CityNet
- **Local government:** City of Riverside
- **Location:** Residential/Industrial/Freeway
- **Operational at the time of inquiry:** Yes

Local Government Representative

- 1. What was the process for getting the tiny shelters established?** City relaxed building code standards by declaring state of emergency shelter with state funding. Shelter hotline is provided when calls for service to address PEH occurred; shelter address is not provided to minimize impact on residential neighborhoods.
- 2. How did you prepare your community?** Staff conducted 21 meetings with the community beginning with discussion on cost, sent mailers, conducted Board Meetings. Contracted with Lesar (consultant in San Diego) to prepare Housing First Plan. The Mayor led the effort for tiny shelters.
- 3. How did you select your location?** Selected a City owned facility in industrial area. 23 bridge housing, 23 mental health emergency shelter, large parking lot.
- 4. How many shelters do you have on site and how did you arrive at that number?** 30. 1 person per pallet during COVID—sharing up to 2 people per pallet; 58 people served.
- 5. How many individuals are local? How do you define local?** Locality is determined by where they resided in last 6 months. Other shelter, Path of Life, is county funded program- City will refer individuals there if not local.
- 6. How many response calls do you make to PD/Fire related to activity at or near the tiny shelter?** A handful of calls are made to Police and Fire. Calls are ambulatory/medical and some are regarding fights when shelter on-site security can't handle the situation and/or issue is occurring outside of shelter area.
- 7. Do you consider your shelter to be successful?** Yes
- 8. How do you define success?** Percentage of individuals exiting out of shelter and into permanent housing.
- 9. Does the city council and the community think it is successful?** Yes, Council and the community think it's a success; received no complaints. There is a growing encampment exiting from County shelter.
- 10. What were the biggest challenges?** Shelter began as temporary but is now outgrowing available beds/space; Need to work on moving to bigger shelter or moving people to County shelter.
- 11. If you had the opportunity, would you build the shelter again?** Yes, but would pick a different site that allows for more growth/occupancy
- 12. Do you have any advice or lessons learned in this process?** Pick the right, qualified operator from the start.



Service Provider Representative

1. How many tiny homes do you have on site? 30
2. How many beds do you have on site? 60
3. Do you allow couples or only individuals? Both
4. What is the average duration of an individual's stay? 90 days
5. How many individuals move on to permanent housing versus returning to the streets? Housed 50-60 individuals
6. What type of security do you have? Security guard at the front gate who operates wand/metal detector, checks belongings, and has people sign in, Contract with ProtectUS. Two additional shelter associates are onsite to help with de-escalation.
7. Do you have a curfew? Yes, 9pm unless they are working or have an appointment like court mandated class (provide schedule). Two unexcused absences is grounds for removal from the program.
8. How many response calls do you make to PD/Fire? No more than once or twice a month either for PD or Fire. Calls are usually for paramedics/health issues.
9. Do you require sobriety? No, low-barrier/Housing First.
10. Do you offer lockers for people to store their paraphernalia? Amnesty box available if they happen to come with some items and can be checked out when they leave; no drugs or alcohol allowed.
11. How many people OD? No available, but they have had to administer Narcan
12. Do you offer Narcan? Yes
13. What happens if people do not follow or break the rules? Linked to case manager to learn and manage life skills. Blatant and seriously disregarding rules, such as bringing in drugs, and they are exited. Physical or verbal violence is assessed case by case to see if manageable, if not, then may be put on exit plan.
14. Are wraparound services provided? Yes
15. If you offer wraparound services, what ones do you offer? (i.e. job training) Case management services including a service plan for each client for a 90 day time span, issuing of ID cards, Social Security, etc.
16. What are your qualifications for entry? Referred from Access Center and has to have ties to Riverside, such as having gone to school there or had Riverside PD encounter.
17. Who gets priority? (i.e. locals) Locals
18. What are your proximity rules around the site? No camping; don't create problems PD and Access Center will notify shelter staff who has been acting problematic.
19. Do you have issues with loitering? No because it's part of the agreement to not loiter.
20. What are the barriers keeping people from wanting to live in your shelters? (i.e. storage, drugs) Pets (shelter has cap on pets); couples wanting to stay together but no available double pods.
21. Was there neighborhood involvement? Donations used to be received, but not as many now.
22. Do residents complain or do you receive push back? Not really, the shelter is in an industrial zone so there is minimal pushback. Sharing success stories helps.
23. Do you consider your shelter to be successful? Yes
24. How do you define success? Getting a client to come in who previously was against shelters as well as any behavior change for the better is a success.

Tarzana- Sunflower Cabin Community



General Information

- **Service provider:** Hope of the Valley
- **Local government:** Councilmember Bob Blumenfeld
- **Location:** Business/Bus Line
- **Operational at the time of inquiry:** Yes

Local Government Representative

1. What was the process for getting the tiny shelters established? A Community Action Team on Homelessness identified the local gaps in services, including the lack of shelter beds anywhere in the district. Once sites were chosen, the design and construction of the site began. The entire process from site identification to opening day was less than a year.

2. How did you prepare your community? The sites had already been identified and approved for funding when outreach to neighbors began, which included phone calls, letters to local residents, and two town hall meetings. Cabin Community Committees, one for each site, were established to provide regular access for questions or concerns. These Committees meet on a monthly basis and most concerns typically include maintaining cleanliness and occasionally parking.

3. How did you select your location? Staff created a list of 80 locations throughout the district. Five properties were considered viable and all five were developed. Two were hotels that were purchased through state funds for Project Homekey. One was a County Mental Health facility that was renovated to provide a permanent congregate shelter. The last two were lots where we placed the tiny homes of Reseda and Tarzana. They were both publicly owned, one by the city, the other by Metro and leased to the city.

4. How many shelters do you have on site and how did you arrive at that number? 76. Numbers were determined by site size and fire code. Several building code standards were modified due to the uniqueness of the build.

5. How many individuals are local? How do you define local? All individuals are supposed to be local in our district (CD3). Local is defined as being homeless in the district and have declined to allow enrollment of people from outside CD3.

6. How many response calls do you make to PD/Fire related to activity at or near the tiny shelter? A handful of police calls in six months, usually for medical emergencies typical of any group setting.

7. Do you consider your shelter to be successful? Yes

8. How do you define success? Providing safe, low barrier interim housing to hundreds of people. Also, the shelter allows for anti-camping laws to ensure public access and right of way.

9. Does the city council and the community think it is successful? Council is divided between interim and permanent housing, but most believe the tiny home model is a good addition. The community has noticed that there are fewer entrenched encampments now and the appreciates it.

10. What were the biggest challenges? The grey areas of responsibility between the City, County, and LAHSA can be confusing. Lack of transparency from LAHSA leaves unanswerable questions for the community.

11. If you had the opportunity, would you build the shelter again? Yes. No Doubt.

12. Do you have any advice or lessons learned in this process? When looking for sites don't assume property owners will say no. Consistent, open communication and relationship building can turn naysayers into supporters.

Tarzana- Sunflower Cabin Community



Service Provider Representative

1. How many tiny homes do you have on site? 52
2. How many beds do you have on site? 101
3. Do you allow couples or only individuals? Both
4. What is the average duration of an individual's stay? Goal is 6-9 months
5. How many individuals move on to permanent housing versus returning to the streets? Not available
6. What type of security do you have? Private security company. Security is responsible for screening those entry, issuing/monitoring lockers, conducting safety checks, supporting with crisis de-escalation, calling emergency responders, monitoring emergency exits and ensuring that folks are not bringing any contraband.
7. Do you have a curfew? No, but we encourage everyone to be in by 10pm. After this time, those not present are marked as 'absent'. Participants may be exited if they have four consecutive absences.
8. How many response calls do you make to PD/Fire? 3-5 calls a month., primarily for medical attention.
9. Do you require sobriety? No, low barrier/Housing First. However, they are not allowed to bring in alcohol, drugs, drug paraphernalia or weapons on-site.
10. Do you offer lockers for people to store their paraphernalia? Yes, Lockers are stationed by security.
11. How many people OD? Not available
12. Do you offer Narcan? Yes
13. What happens if people do not follow or break the rules? We develop a support plan outlining expectations which serves as an intervention to review program guidelines. Any egregious incidents that place someone at risk are grounds for immediate exit. Folks will be provided alternative shelter resources if exited.
14. Are wraparound services provided? Yes
15. If you offer wraparound services, what ones do you offer? (i.e. job training) Case management, employment, and housing navigation are offered internally by staff. Substance use, mental health, physical health, and benefit enrollment are offered through partnerships with county agencies and community partners
16. What are your qualifications for entry? Individuals need to have a history experiencing homelessness within a 3 mile radius (catchment area) of the site. No additional qualifications are needed.
17. Who gets priority? (i.e. locals) Those living within 500 feet of freeway, 65+ years, or COVID vulnerable
18. What are your proximity rules around the site? No loitering around/outside the facility.
19. Do you have issues with loitering? Sites located near a park experience less loitering than sites that don't have external public areas.
20. What are the barriers keeping people from wanting to live in your shelters? (i.e. storage, drugs) Adjusting to a structured setting with guidelines, not allowing substances inside the facility, having to be searched by security guard every time you enter the facility and complying with quarantine guidelines.
21. Was there neighborhood involvement? We were not part of the development phase of the projects and have limited knowledge of community involvement prior to the sites opening.
22. Do residents complain or do you receive push back? Before sites open, there is concern that shelters cause an influx of persons experiencing homelessness, community violence, theft, vandalism, encampments, and drug use. After opening, we receive concerns regarding loitering, increase in trash, and limited parking.
23. Do you consider your shelter to be successful? Yes
24. How do you define success? Success is being able to move people off of the streets and begin working on achieving housing and personal stability. Our success is measured by achieving our mission to prevent, reduce and eliminate poverty, hunger and homelessness.