

# Provider's Management Plan

## Safe Parking- Safe Shelter Facility

### Low Barrier Model

Note: If tents, cabins, or other individual shelter unit types are allowed, please also attach *Appendix A, Tents, Cabins, and Non-Vehicle Shelter Standards*

## Overview

The Low Barrier Model allows for service-intensive programs without the cost or time to build traditional shelters, or to expand traditional shelters. Data collection and monitoring of participants is required; 24/7 operation is allowed at the provider's discretion. Accommodates pets, partners, possessions, and follows Housing First harm reduction philosophy.

## Program Description

1. Name of Project
2. Site Address and Assessor's Parcel Number
3. Service Provider name and address
4. Service Provider contact person's name, email and phone number

This program qualifies as a Low Barrier Navigation Center under Government Code Section 65660 and 65662, meaning all of the following apply:

- It offers services to connect people to permanent housing through a services plan that identifies services staffing.
- The program is linked to a coordinated entry system, so that staff may conduct assessments and provide services to connect people to permanent housing. "Coordinated entry system" means a centralized or coordinated assessment system designed to coordinate program participant intake, assessment, and referrals as described in Section 576.400(d) or Section 578.7(a)(8), as applicable, of Title 24 of the Code of Federal Regulations, as those sections read on January 1, 2020, and any related requirements.

- The program complies with Housing First as set forth in Chapter 6.5 (commencing with Section 8255) of Division 8 of the Welfare and Institutions Code.
- The program has a system for entering information regarding client stays, client demographics, client income, and exit destination through the local Homeless Management Information System (HMIS) as defined by Section 578.3 of Title 24 of the Code of Federal Regulations.

5. Plot Plan (Please attach)

All Safe Parking/Safe Shelter operations must be conducted consistent with the attached Plot Plan, which is incorporated into this Management Plan by reference.

6. Hours of operation \_\_\_\_\_ Note: up to 24-hour operations are allowed for “Low-Barrier Shelters.” Hours of operation may be changed but must be incorporated in the Provider’s Program Rules and posted prominently at the site.

7. Quiet hours \_\_\_\_\_

8. Maximum number of parking spaces or tent/shelter units \_\_\_\_\_

Cars, vans, trucks

Trailers, RVs

Tents

Other (please describe)

9. The services and amenities to be provided

Required

\_\_\_\_ Ability to serve individuals, couples and families with children, but not necessarily at one site

\_\_\_\_ Ability to serve individuals with domestic pets

\_\_\_\_ Sanitary facilities, including toilet and hand-washing

\_\_\_\_ Shower facilities or access to showers

\_\_\_\_ Facilities accessible to persons with disabilities (20% of spaces or units, including sanitary facilities)

\_\_\_\_ Garbage containers and trash disposal services

\_\_\_\_ Access to a telephone for use by participants

- \_\_\_ Access to charging equipment for devices
- \_\_\_ Secure storage for personal items
- \_\_\_ Client intake and waiting area
- \_\_\_ Supervision and security during all hours of operation
- \_\_\_ Designated facility for staff use, client waiting, intake, and consulting
- \_\_\_ Documentation of minimal rules required for Participants to maintain safety in order to allow use of the shelter by individuals and families who may not be able or willing to follow requirements at other shelters, such as sobriety requirements. (Provide details in the Host & Participant Agreement, attached)
- \_\_\_ Documentation of collaboration with partners who will provide services, including, without limitation, permanent housing assistance, mental health services, linkage to public assistance, stabilizing and supportive services, services for veterans, and health services. (Provide details; attach separate pages as needed)

*Allowed and Recommended (but not required)*

- \_\_\_ Site fencing
  - \_\_\_ Security camera(s)
  - \_\_\_ Access to electricity
  - \_\_\_ Access to Wi-Fi
  - \_\_\_ Laundry vouchers
  - \_\_\_ Coolers and ice for food storage
  - \_\_\_ Assistance with vehicle registration and securing a driver's license
- Other (please describe)

10. Size of exterior and interior onsite waiting and client intake areas:

## Pilot Startup and Site Inspection

11. Prior to issuance of the permit, a building inspector will visit the site to verify compliance

with code and this management plan.

12. An inspection of the site will be conducted on or before the anniversary date of permit issuance.

13. The Provider will use the following startup strategies:

\_\_\_ outreach to potential participants;

\_\_\_ publicizing criteria for participation;

\_\_\_ making available the dates and times where intake will occur;

\_\_\_ informing/engaging the local sheriff or code enforcement staff to facilitate startup;

\_\_\_ other measures:

14. Prior to occupancy of the site, the Provider must submit a Department Approval Letter from the Division of Environmental Health verifying that the site is served by an acceptable means of sewage disposal able to accommodate the anticipated wastewater demand.

The site is served by one or more of the following acceptable means of sewage disposal:

\_\_\_ portable toilets and/or holding tanks

\_\_\_ permitted onsite wastewater treatment system

\_\_\_ connection to public sewer

\_\_\_ possession of individual waste discharge requirements for the proposed use issued by the North Coast Regional Water Quality Control Board.

NOTE: please attach a Department Letter of Approval from Dept. of Environmental Health.

15. If the site allows recreational vehicles, no disposal of sewage from recreational vehicles is permitted at the site unless the North Coast Regional Water Quality Control Board has approved the sewage disposal system.

NOTE: please attach approval from the North Coast Regional Water Quality Control Board, and details of the sewage disposal system.

## Community Integration

16. Neighborhood outreach plan

a. Property owners were contacted through

Meetings

Date(s) \_\_\_\_\_

Door to door notification

Date(s) \_\_\_\_\_

Other methods (list)

Date(s) \_\_\_\_\_

- b. Safe Parking/Safe Shelter Program Rules have been made available to neighbors through the following method(s):
  
- c. Name and phone number of program staff member that has been designated for ongoing neighborhood outreach:  
 Name: \_\_\_\_\_  
 Phone Number: \_\_\_\_\_
- d. Frequency of ongoing neighborhood meetings is:
  
- e. The following measures will be taken to avoid potential nuisances near the site:

### Operating Procedures

17. The length of stay is six months maximum for each participant, but Low Barrier sites may modify length of stay at the Provider’s discretion.

Length of stay \_\_\_\_\_

Extensions allowed? (Yes/No) \_\_\_\_\_

Wait period between periods of participation? \_\_\_\_\_

Other conditions, procedures, or length of stay provisions:

18. Participants who are still unhoused and in need of shelter after the designated length of stay

- f. Will be notified \_\_\_\_\_ days in advance of the term end date.
- g. May reapply for renewed participation after a break period of \_\_\_\_\_.
- h. The break period \_\_\_\_\_ may / \_\_\_\_\_ may not be waived if open spaces are available.
- i. Other procedures \_\_\_\_\_.

19. Participants may exit or may be asked to exit the program by the following procedures:

20. Inoperable vehicles and abandoned items will be removed from the site by:

- \_\_\_\_ a contingency fund;
- \_\_\_\_ tow vouchers;
- \_\_\_\_ agreements with towing company;
- \_\_\_\_ repair vouchers;
- \_\_\_\_ other (determined by provider)

21. Participants will be selected according to the following rules and priorities:

- a.
- b.
- c.
- d.

(Use additional pages to if necessary)

22. A waiting list will be kept and administered as follows:

23. At the time of registration, participants must sign a Safe Parking/Safe Shelter Host & Participant Agreement. The agreement may be based on the Sample at the end of this Appendix, or the Provider may write its own Agreement. (Please attach a completed copy to the application)
24. The Provider’s Program Rules and the Host & Participant Agreement will be posted prominently at the site, along with contact information for the Provider and onsite staff person.
25. Periodic reviews of Participant needs and circumstances will be conducted every \_\_\_\_\_ according to case management protocol. Reviews will discuss any changes in the Host & Participant Agreement for the Participant, and any violations of the Agreement that may have occurred since the last periodic review.
26. The following are required conditions of the Participant Agreement:
  - a. Participants may not use or possess any weapons or firearms of any kind on the site.
  - b. Urinating and defecating outside the facilities provided is prohibited.
27. Staff will be on site at all times during hours of operation. The expected staffing level will be \_\_\_\_\_ employees on site. Onsite management will be conducted as follows:

(Attach additional pages as needed)

## Records

28. Providers operating Safe Parking/Safe Shelter facilities must annually track and report to the County by September 30 of each year the following details of the use of their facility:
  - i. # of persons served by month;
  - ii. # of persons served whose residence was or is a vehicle;
  - iii. # of persons served who are no longer in need of a homeless shelter
    - A. The # of persons who have moved into permanent supportive housing;
  - iv. Average percent occupancy of safe parking and safe shelter sites.

## Site Security

29. Security measures will be followed to ensure adequate health and safety of participants, staff, and visitors on-site. (Please check and describe all that apply)

Site fencing

Security camera(s)

Hired security

Staff person

Designated participant(s)

Other (describe)

30. The Provider notified the Sheriff's Office and the local fire department of the program's operation and contact information for the staff at the site on \_\_\_\_\_ (date).

## Plan Modification or Revocation

24. A provider may amend voluntary provisions of this Management Plan by filing an update with the Planning Department and notifying neighbors as part of its Neighborhood Outreach Plan. Voluntary provisions are those written into the Plan by the provider.
25. The Planning Director may initiate proceedings to revoke the zoning clearance certificate for a Safe Parking – Safe Shelter site for any of the conditions cited in Section 61.05.7 of the County Code. A zoning clearance certificate may only be revoked by the Board of Supervisors after a duly noticed public hearing.



**Safe Parking – Safe Shelter Pilot Program  
Hosts & Participants Agreement  
Sign-up and Release of Claims Agreement**


**Children:**

Name	Age	Sex

For any child listed above, please give the name and number of any parent/s who is not staying in the vehicle or shelter.  N/A

<p>Emergency Contact (<i>Name, Phone/Address</i>):</p>   <p>Other relevant information: <input type="checkbox"/> N/A</p>
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- I will cooperate with the host representatives to the fullest extent possible, will actively participate in services I select, and abide by all program rules.
- I agree to stay on the property and in the vehicle or shelter provided at my own risk, and will make no claim against the host if personal injury, loss of personal belongings or damage of personal property occurs while on the premises.
- I consider my stay on the property to be transitory and not subject to the California tenant laws. I understand that this shelter is being provided on a trial basis and that I may be asked to leave at any time.

Participant Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Host Signature: \_\_\_\_\_

Date: \_\_\_\_\_

# Safe Parking – Safe Shelter Pilot Program Hosts & Participants Agreement

## Policy Agreement

1. \_\_\_\_\_, the Host, agrees to offer services on a voluntary basis to connect participants with permanent housing.
2. \_\_\_\_\_ abides by Housing First principles. No rent or fees are charged for services, nor is any individual or family denied participation because of inability to pay.
3. Individual shelters may not be entered or searched without a warrant. An exception exists in the case of an emergency that threatens health or safety of participants or staff.

I \_\_\_\_\_, the Participant, will adhere to the following rules and policies while participating in the Safe Parking/Safe Shelter Pilot Program at this location \_\_\_\_\_.  
I will:

1. Allow only those listed on the Sign-Up and Release of Claims Agreement at the shelter.
2. Maintain the vehicle or shelter and surrounding area in a clean and organized condition.
3. Refrain from asking for money, goods, or services from staff, volunteers, employees, and other participants, other than those offered as part of the services provided.
4. Remember that other uses and activities exist on or around the site, and I agree to co-exist with those uses with minimum interference.
5. Recognize that other participants at the site have similar circumstances, needs, and challenges; I agree be considerate, and support and assist when I am able.
6. Refrain from physical, verbal, or emotional abuse toward any man, woman, child or animal.
7. Not engage in confrontational behavior while on or near the property.
8. Abide by the Provider's Program Rules regarding possession or consumption of drugs or alcohol. Participants in violation will be removed from the program.
9. Smoke only in designated outside areas.
10. Not bring weapons of any kind onto property.

I understand that violation of these rules may result in a written warning, suspension of services, or immediate termination of services. I further understand that if I am asked to leave and do not do so or become disruptive, I will be subject to arrest for criminal trespass.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Host Signature: \_\_\_\_\_ Date: \_\_\_\_\_