



Helping Homeless Persons Find Shelter and Services

A Color-Coded Guide for Santa Cruz County

OCTOBER 2018

Overnight Emergency Shelter

Warming Center Program provides clean, safe, shelter to ensure that no one has to sleep outside on the worst nights of winter. The program activates when temperature forecasts reach 37 (Santa Cruz) and/or during extreme rain events (forecast of 1.0" one day; 0.75" in each of two days; 0.5" in each of three days). Other services include a Rapid Response Blanket and Warm Clothing Delivery Van. Emergency Information Hotline: 831-234-9848.

Association of Faith Communities sponsors nightly transitional shelter at ten faith communities from Santa Cruz to Aptos; depends upon donated space and volunteer cooks; dinner and breakfast provided at the shelter site; operated during specified winter months. Check the Santa Cruz Public Libraries Community Information Database for the Association of Faith Based Communities listing telling operation times and instructions for intake: <https://www.santacruzpl.org/cid/agency/1465/>

Homeless Persons' Health Project

HPHP is a full service, primary care health center that is one of three health clinics within the Health Services Agency of the County of Santa Cruz. HPHP can help if someone has medical needs, wants to see a therapist, needs a referral to a specialist, has benefits forms to be completed, or needs information on local food and shelter programs. 115-A Coral Street (located at Rebele Family Shelter Building at Highway 1 and River Street), 831-454-2080 or toll free 866-731-4747

Color Key for Types of Support

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|--|--|
|  Emergency |  Veterans |
|  Medical |  Re-Entry |
|  Domestic Violence/ Abuse Survivors |  Recovery |
|  Pregnancy |  Supportive Housing |
|  Low Barrier Services |  Youth |
|  Case Management/ Intensive |  Information |
| |  Rent Assistance |

Mariposa House

Mariposa House is the **Monarch Services** emergency shelter at a confidential location for women and children who are survivors of domestic violence, sexual assault, or human trafficking. Survivors seeking safety shelter are referred for shelter screening after their initial crisis intervention contact. At the shelter, each family has their own room with shared bathrooms, kitchen, and communal living space and yard. Clothing, toiletries, food and a laundry facility are provided. The stay at Mariposa House is free, but participants are required to share daily living chores and work for seven hours weekly, according to their own schedule, to help maintain the shelter. Bilingual staff is available 24 hours a day, 7 days a week. Stay limit: 30 days. **To get help or speak to an advocate**, call the Monarch Services office at 831-425-4030 in Santa Cruz (or 831-722-4532 in Watsonville) or call the Monarch Services 24-hour crisis line 1-888-900-4232.

Homeless Services Center

HSC's Coral Street Campus is a center for homelessness organizations and initiatives in three main program areas: (1) transitional shelters, (2) permanent housing programs, and (3) income and employment support. The Center also provides low-barrier services including showers, meals, first-aid, a mail pick-up room, and support groups. <https://www.santacruzhsc.org>

Homeless Services Center Address and Instructions

115B Coral Street, 831-458-6020
Se Habla Español

HSC is the lead agency for the **Smart Path to Housing and Health** coordinated assessment and referral system which provides a process for access, assessment, and assignment to the most appropriate housing and service interventions for people experiencing homelessness in Santa Cruz county.

How to Complete a Smart Path Assessment

For Adults: Mondays–Fridays, 1:00–4:00pm
Instructions: Come to the HSC Safety Kiosk between 8:30–9:30am to sign up to take it in the afternoon (starting at 1:00pm).

By Appointment: Email, text or call Brian Lands, Assessment Specialist, blands@santacruzhsc.org, 831-350-1106.

For Families: Tuesdays, 1:00–3:00pm
Instructions: Check in at the Rebele Family Shelter at HSC. Bring a photo ID for each adult in the family.

HSC Residential Services



Paul Lee Loft: emergency shelter providing a temporary and safe place for up to 50 adult single men and women at a time in dormitory style bunk beds in rooms separated by gender.



Page Smith Community House: transitional housing for 40 individual men and women; average stay 12 to 14 months; provides intensive case management and other supportive services.



Rebele Family Center: emergency shelter for up to 28 households with children (approximately 90 individuals), including dining facility with a serving kitchen, common areas for social interaction among residents, and play areas for children; provides case management support for obtaining permanent housing through CalWORK's Housing Assistance Move-In Program (CHAMP).



Recuperative Care Center: for up to 12 individuals at a time, provides medical respite stay for recovering and stabilizing while receiving integrated social services including housing, mental health services, benefits enrollment, and substance abuse treatment.

HSC Programs Supported by Grants with Separate Eligibility Criteria



180/2020 Permanent Supportive Housing Initiative uses a housing first approach that provides case management to chronically homeless individuals and families, including outreach, engagement, housing application, move-in process, and long-term housing support.
<https://www.180santacruz.org>



Supportive Services to Veteran Families
HSC is a partner in the Veteran Administration Supportive Service to Veteran Families (SSVF) grant, using a Housing First and Rapid Re-housing Model to provide financial assistance and intensive case management for rehousing veterans and their dependents and supporting them for 3 to 6 months.



Re-Entry Program in partnership with Santa Cruz County Probation provides transitional housing to homeless individuals re-entering the community.



Encompass Community Services

Supportive Housing

Encompass Community Services (formerly Santa Cruz Community Counseling Center) and CFSC, its partner corporation, own and operate over 130 beds in duplexes, apartments, and multi-bedroom homes throughout the county, in order to provide stable, permanent, affordable housing for individuals with psychiatric disabilities. The Community Support Services Housing Support Team provides support to all the tenants of Encompass/CFSC housing in order to assist them in maintaining housing stability and in connecting to the community. The team also assists tenants with independent living skills such as shopping, eating well, maintaining safety in housing, and accessing community resources. They also work closely with the County Mental Health (CMH) Housing Support Team to provide linkage with additional mental health support services as needed.

In order to be eligible for housing, an individual must be low-income, have a serious psychiatric disability, and must also pass a criminal background check and have good landlord references. Applications are available at CFSC, at 380 Encinal Street Suite 200, Santa Cruz.

Encompass Community Services Smart Path Assessment Access Instructions

The **Smart Path to Housing and Health** coordinated assessment and referral system which provides a process for access, assessment, and assignment to the most appropriate housing and service interventions for people experiencing homelessness in Santa Cruz county.

Encompass staffs a Public Access Point at **Santa Cruz Public Libraries Downtown Branch**
224 Church Street, 831-427-7707

Tuesdays 1:00–3:00pm
During Downtown Outreach Worker Office Hours (provided by Encompass Community Services)

Thursdays 9:00am–12:00pm
During the Coffee Talk / Working Together Program

Fridays 10:00am–12:00pm
During Downtown Outreach Worker Office Hours (provided by Encompass Community Services)

Encompass Transition Age Youth Program



Transitional Housing Plus (THP Plus): a supportive housing program that serves former foster and probation youth between the ages of 18–24. THP Plus participants receive assistance securing independent housing in the community and meet regularly with their THP Plus Coordinators to work on independent living goals. Throughout this process, participants receive financial assistance with rent, utilities, food, and educational expenses, while also saving money for when they leave the program. They also receive emotional support, life skills coaching, and connections to valuable community resources. Eligible participants have emancipated from the foster care system or an out of home probation placement, and have some form of income to maintain housing as program subsidies decrease.

Encompass Emergency Shelter



River Street Emergency Shelter is a 32-bed emergency shelter for homeless adult men and women with special emphasis on those dealing with mental health issues or substance dependency. The Shelter is a safe art-filled homelike sanctuary space, breakfast and dinner are provided, movie nights happen in the cozy living room, and birthdays and holidays are celebrated. Residents pitch in to help in the running of the Shelter. Shelter staff work individually with residents to assist them in connecting with community resources for obtaining benefits, physical health services, employment, and housing. Specialized counseling is available for those residents with mental health issues. On-site Recovery and Seeking Safety groups support the recovery process for those with substance abuse issues.

River Street Emergency Shelter Address and Instructions

733 River Street, 831-459-6644
The shelter opens at 3:00pm and closes at 8:00am. A Shelter stay is typically 30 days. About 60% of the beds are reserved for individuals referred by County Mental Health and four beds are reserved as crisis beds for County Mental Health, and the Behavioral Health Unit; these beds are intended for a brief stay of 2–5 days. The remainder of the beds are distributed on a waiting list basis. People on the waiting list need to check in every two days to stay on the list.

Encompass Residential Treatment



Casa Pacific: 12-bed residential program in Watsonville for men and women with co-occurring disorders. The program is centered around work and meaningful daily activities as the core of the co-occurring disorders treatment approach. Residents attend Community Connection's Mariposa Center to learn vocational skills and participate in volunteer jobs, or they participate in the Community Action Board's Alcanse work crew. Other activities include socialization, recreation, accessing community resources, on-site recovery meetings and individualized attention to assist in maintaining sobriety, reaching their personal goals, and transitioning into independent community living.



El Dorado Center: 16-bed, community-based, short-term treatment program for individuals who may be stepping down from locked care. EDC is an intensive, structured, unlocked, home-like environment facilitating the healing process in preparation for transitioning back to community living. EDC staff provide individual and group counseling, crisis intervention, structured activities, community outings, and assistance with independent living skills and connecting to the community. A registered nurse is on staff and a County psychiatrist is available.



Telos: 10-bed **short term crisis residential program** that serves as a diversion to psychiatric hospitalization for individuals in crisis and provides a healing environment where residents receive the support they need to stabilize. Staff provide process groups, individual counseling, and assistance with independent living skills and connecting to the community. Treatment approaches include Motivational Interviewing, Mindfulness Awareness Program, Trauma Informed Care, and utilizing the Wellness Recovery Action Plan (WRAP) materials. A nurse and County psychiatrist are available.



Siena House

Siena House is a residential program offering pregnant women in need a safe, stable place to live and receive support. Residents have access to resources and programs to become empowered on their path to spiritual well-being, self-sufficiency, and independence. 108 High Street, 831-425-0138



Veterans Resource Center

Veterans Resource Center is a community based veteran's service agency that uses a Supportive Services for Veteran Families (SSVF) grant to provide homeless prevention and rapid rehousing supportive services for very low-income Veteran families living in or transitioning to permanent housing. VRC provides eligible Veteran families with outreach, case management, and assistance in obtaining VA and other mainstream benefits that promote housing stability and community integration.

Veterans Resource Center Address and Instructions

1658 Soquel Drive, Suite B, 831-477-7515

VRC is a Public Access Point for the **Smart Path to Housing and Health** coordinated assessment and referral system which provides a process for access, assessment, and assignment to the most appropriate housing and service interventions for people experiencing homelessness in Santa Cruz county.

How to Complete a Smart Path Assessment

Non-Veterans and veterans are welcome. Mondays 1:00–4:00pm and Fridays 9:00am–12:00pm



Senior Network Services

SNS provides numerous housing options resources connection services, including a Shared Housing Program that matches people who have homes with people seeking affordable housing. SNS publishes a Housing Options booklet PDF that lists **Federally Subsidized Senior Rental Housing** (10 apartment complexes), **Other Federally Subsidized Rental Housing** (7 apartment complexes), **Senior Apartments** managed by nonprofit affordable housing development companies, and **Residential Hotels**. The booklet gives instructions for getting on waiting lists and explains the pitfalls of Housing Choice (Section 8) vouchers.

To get the Housing Options Booklet, visit the Senior Housing page of the SNS website at <http://www.seniornetworkservices.org/senior-housing/>

1777-A Capitola Road, 831-462-1433, General, 831-462-6788, Senior Housing



Mercy Housing

Mercy Housing is a nationwide nonprofit housing organization that develops and manages affordable, program-enriched housing for low-income families, seniors, and people with special needs. Its properties offer a comprehensive array of supportive services designed to help residents deal with the challenges of poverty, lack of education, financial instability, illness, substance abuse, and chronic homelessness. Each property has its own application process, requirements, and availability, so potential applicants are instructed to call the property directly. Mercy Housing updates a quarterly PDF list of California properties that are currently accepting applications. To access the list, go to the California Properties page at <https://www.mercyhousing.org/california-properties> and use the Click Here link under the California Properties heading in the body of the page.

Santa Cruz Area Mercy Housing Properties

Downtown Villas: 5 units of family housing; 612 Washington Street; 831-459-8290. July 2018 Status: Waitlist Closed.

El Centro Residential: 45 single room occupancy (SRO) units of senior housing; 1110 Pacific Avenue; 831-459-9883. July 2018 Status: Accepting Applications.

Gault Street Senior: 37 accessible units of elder housing; residents' rents are based on their incomes; 211 Gault Street; 831-471-1911. July 2018 Status: Waitlist Closed.

La Playa: 8 units of family housing; 218 Leibrandt Avenue; 831-459-9296. July 2018 Status: Waitlist Closed.

Lagoon Beach: 31 units of family housing; 540 13th Avenue; 831-464-3145. July 2018 Status: Accepting Applications.

Neary Lagoon Cooperative: 95 units of family housing; 81 Chestnut Street; 831-457-2424. July 2018 Status: Waitlist Closed.

Nueva Vista Apartments: 48 units of family housing; 136 Leibrandt Avenue; 831-459-9296. July 2018 Status: Waitlist Closed.

Osocales Community: 28 units of family housing; 4151 Soquel Drive, Soquel; 831-476-2726. July 2018 Status: Accepting Applications.

Sycamore Street Commons: 60 units of family housing; 125 Sycamore Street; 831-421-9061. July 2018 Status: Waitlist Closed.

Washington Street: 8 units of family housing; 81 Chestnut Street; 831-464-3145. July 2018 Status: Accepting Applications.

Housing Authority of Santa Cruz

The Housing Authority of Santa Cruz is an independent, distinct entity that cooperates with local government and serves the entire County of Santa Cruz but is not supported by County funds. It provides services to the County and municipalities on a contract basis and operates federal rental assistance (Section 8) programs. The Housing Authority also owns several apartment complexes for low-income families, which have a separate application process (different from the Section 8 voucher program). The Housing Authority does not provide emergency assistance.

Finding Rental Housing

The Housing Authority maintains on its website a List of Rental Units with Low Income and Other Eligibility Requirements in Santa Cruz County. The list includes rental housing managed by the Housing Authority itself as well as housing managed by other management companies, and it can be accessed at <https://www.hacosantacruz.org/wp-content/uploads/2018/03/List-Rental-Units-Low-Income-and-Restrictions.pdf>

Primary Housing Authority Assistance Programs

Security Deposit Programs: The Housing Authority administers several Security Deposit programs within Santa Cruz county that offer eligible individuals and families assistance with a portion of their security deposit. Explanations about eligibility requirements, benefits, and funding available in each of these programs can be found on the Authority's Security Deposit Program web page at <https://www.hacosantacruz.org/security-deposit-program/>

Special Voucher Programs for Homeless Individuals: The Housing Authority administers two special homeless assistance programs that are both based on referrals from the County of Santa Cruz Health Services Agency/ Homeless Persons' Health Project (HHP). **Shelter Plus Care** combines rental assistance and supportive services for chronically homeless persons and has an allotment of 35 vouchers. **Nuevo Sol SRO** is a Moderate Rehabilitation single room occupancy facility for homeless individuals that has 11 units. For more information, contact HHP at 831-454-2080.

Special Voucher Program for Youth: Family Unification Program—Youth (FUP-Y), which is based on referrals from Encompass Community Services. The program has an allotment of 8 vouchers that are reserved for persons between the ages of 18 and 24 who left foster care at age 16 or older and who lack adequate housing. FUP-Y vouchers used are limited to 36 months of housing assistance. For more information, contact Susan Paradise at 831-459-0444 x 202.

Housing Choice Voucher (Section 8) Program: In the Housing Choice Voucher (HCV) program, once a family receives a voucher, the family finds its own rentals, from homes and apartments on the private market, with a landlord who agrees to participate in the Section 8 program. The Housing Authority pays a portion of the rent directly to the landlord. The participant pays the difference between the negotiated rent and the amount paid by the Housing Authority to the landlord. This amount can (and in many cases does) exceed 30% of the household's adjusted income. Section 8 vouchers are difficult to get and it is difficult to find housing with a landlord that agrees to participate. Applying for a Section 8 voucher requires getting on a waiting list that is often closed. Once on the waiting list, the wait typically lasts several years. More details about the waiting list and the process can be found in various sections of the Housing Authority's HCV web page at <https://www.hacosantacruz.org/program/housing-choice-voucher-section-8-program/> but the **waiting list has been closed** since 2011. To learn more, check the Waiting List Closure page at <https://www.hacosantacruz.org/rental-assistance-programs/waiting-list-closure/>

Project Based Voucher Program: In the Project Based Voucher (PBV) Program, assistance is attached to the unit, rather than to the family occupying the unit. Existing project based complexes are El Centro, Emerald Hill, Jessie Street, San Andreas, Resetar, and St. Stephens. In most cases, the PBV Program shares a waiting list with the Housing Choice Voucher (HCV) Program, but in some cases there are site-based waiting lists. In a case such as the Resetar Residential Hotel, applicants reaching the top of the Resetar waiting list will only be eligible to reside at the Resetar facility. To find PBV project waiting lists that may be open, check the Housing Authority's Waiting Lists For All Programs web page at <https://www.hacosantacruz.org/waiting-lists/waiting-lists-for-all-programs/>

Low Income Public Housing: The Low Income Public Housing (LIPH) Program is a national rental assistance program funded and monitored by the Department of Housing and Urban Development (HUD). Participants in the LIPH rent a townhouse style apartment owned and managed by the Housing Authority of the County of Santa Cruz. Tenants pay rent directly to the Housing Authority and may choose to pay either an income based rent (which is equal to approximately 30% of the household's adjusted income) or a fixed flat rent which is similar to market rent. In the LIPH program, the housing assistance is tied to the public housing unit, so families in LIPH must remain in one of the Housing Authority's public housing units to continue to participate in the program and receive housing assistance. More details can be found on the Housing Authority's LIPH web page at <https://www.hacosantacruz.org/program/low-income-public-housing/> but the **waiting list has been closed** since 2011. To learn more, check the Waiting List Closure page at <https://www.hacosantacruz.org/rental-assistance-programs/waiting-list-closure/>

In light of the frequent connection between trauma and homelessness, this guide was produced by the Santa Cruz Trauma Consortium as part of its mission to increase knowledge and competencies related to working with individuals with trauma within the public sector. SCTC is a collective of local Monterey Bay agencies that work with trauma-exposed populations. Founded in 2012, SCTC is now a collaboration between the California Center of Excellence for Trauma Informed Care and Positive Discipline Community Resources of Santa Cruz.

Join the Santa Cruz Trauma Consortium! Trauma informed approaches have been shown to improve client outcomes, increase staff morale, and advance program effectiveness. SCTC offers agencies locally-based opportunities to increase staff and agency trauma informed practice and strategize on client and system issues in a collective manner.

For more information, contact Gabriella Grant, Director, California Center of Excellence for Trauma Informed Care at traumainformedcalifornia@gmail.com or leave a message at 831-515-7570.
