

# Memorandum

**TO:** HONORABLE MAYOR  
AND CITY COUNCIL

**FROM:** Kip Harkness  
Lee Wilcox

**SUBJECT:** EMERGENCY OPERATIONS  
CENTER UPDATE: JULY 15-21

**DATE:** July 22, 2020

Approved



Date

7/22/2020

## INFORMATION

### BACKGROUND

This information memo provides a weekly written update during the July recess to the Mayor, City Council, and the public on the activities of the Emergency Operations Center to slow and reduce the spread of COVID-19 and support our most at-risk residents.

### EMERGENCY OPERATIONS CENTER UPDATE: JULY 15 – JULY 21

There are currently 502 staff that are part of the Emergency Operations Center (EOC), down from 518 last week and a high of 713 during the week of June 5.

*Key Accomplishments.* Highlights of work over the past week include:

- Continued food distribution with no gaps, delivering close to 2.5M meals.
- On July 17, the Finance Branch submitted Coronavirus Relief Fund (CRF) expenditures for the period March 1-June 30 to the Department of the U. S. Treasury to meet the City's reporting obligation as a prime recipient of CRF funds.
- The Emergency Public Information Officer published messaging on media and digital channels regarding fast-changing updates to County and State public health orders. In tandem, the Community and Economic Recovery Branch updated the City's [Virtual Local Assistance Center](#) to include information on public health orders and testing.
- The Finance and Recovery Branches released an [information memo summarizing the fiscal year 2020-2021 California State Budget](#) as it relates to the City's priorities, policies, and programs.
- Touchless fixtures were installed at the five community centers hosting summer camps to increase safety and lower the risk of disease transmission at those sites.
- The Safety Branch provided updated training and procedures to all screening locations at City facilities, and developed a standard process for departmental reporting of potential COVID-19 exposures by staff.

- Of the 104 trailers delivered to the City by the California Office of Emergency Services (CalOES) at the start of the pandemic response, 57 have now been removed and relocated under the responsibility of other agencies. Staff continue to coordinate the removal and reassignment of the remaining 47 trailers.
- Completed contract with Witt O'Brien's to support an update of the City's Power Vulnerability Plan by the end of October that will address access and functional needs issues, as well as advance the City's ability to respond to any potential upcoming Public Safety Power Shutoffs while also continuing COVID-19 response.

*Updates to State and County Public Health Orders.* Santa Clara County remains on the State's [monitoring list](#), and therefore most of the restrictions announced by the Governor on July 13 still [apply](#) to the County and to San José.

On July 20, the Governor announced new guidance for counties on the monitoring list, which allows certain personal care services, hair salons, and barbershops to operate if they can do so outdoors and while following strict guidance issued by the State (for [hair salons and barbershops](#) and separately for [personal care services](#)). Electrology, tattooing, and piercing services cannot be provided under any circumstances because they are invasive procedures that require a controlled hygienic (indoor) environment to be performed safely.

*Updates to State and County School Reopening Guidance.* On June 30, Santa Clara County Public Health and the Santa Clara County Office of Education issued [guidance](#) to schools to prepare for reopening for in-person instruction for 2020-2021 School Year. On Friday July 17, the Governor announced new guidance for school reopening that requires counties to be off the State's monitoring list for at least 14 days before schools can open for in-person instruction. Waivers to this guidance can be granted for elementary schools by the County Public Health Officer based on review of community epidemiological data, consideration of other public health interventions, consultation with California Department of Public Health (CPDH), and consultation with labor, parent and community organizations.

As of July 17, Santa Clara County remained on the State monitoring list, and the County therefore [directed](#) all schools to follow the State directive and close all in-person operations. The County Public Health Department is strongly encouraging elementary schools to follow the waiver process so that they can safely resume in-person instruction this fall.

## **DIGITAL INCLUSION**

The AT&T hotspot partnership has been designed to maximize the City's collaboration with the Santa Clara County Office of Education (SCCOE) to improve connectivity for thousands of households on an expedited timeline. This partnership includes:

- 11,000 mobile hotspot devices: Approximately 8,000 to SCCOE for direct student use and 3,000 to the Library for community checkout.
- Unlimited 4G LTE data for one year.

- Student hotspots have Children's Internet Protection Act (CIPA) content filtering for one year.
- Direct assistance from AT&T to prepare and test hotspots for deployment.
- Up to 50 AT&T staff to assist with hotspot deployment to students.
- Hotspot how-to booklet and materials created in five languages: English, Spanish, Vietnamese, Tagalog/Filipino, and Chinese.
- Accelerated delivery timeline to ensure hotspots are received for deployment in advance of FY 2020-2021 school year start dates (first deliveries before August 10th).

To expedite the receipt and effective management of the hotspot distribution program, the City will accession the hotspots as items into the Library’s collection. The requested number of hotspots will then be “checked-out” and distributed for the full school year to SCCOE and each school district, as applicable. Leveraging the existing inventory and tracking system in the Library’s integrated materials management database will also allow for an appropriate level of data collection and reporting, while preserving privacy for student households.

While the full implementation process is being quickly developed, staff is working closely with SCCOE to ensure that all necessary support materials are created concurrently and that other beneficial services are made available to families, such as automatic enrollment with a student library card. Packaging and multilingual instructional materials for the overarching digital inclusion program, SJ Access, are in process for an expedited roll-out. Hotspots that are not circulated to schools/student households will be distributed to unconnected residents through the Library.

Digital Inclusion Expenditure Plan. The proposed partnership agreement utilizes Coronavirus Relief Funds (CRF) to pay upfront for one-year of unlimited data service for each hotspot, sales tax on the hotspots, the cost of software that is compliant with the Children’s Internet Protection Act (CIPA), and creation of collateral to support distribution and use. According to guidelines issued by the U.S. Treasury Department, CRF resources may be used “to facilitate distance learning, including technological improvements, in connection with school closings to enable compliance with COVID-19 precautions.” After negotiations with AT&T, the following cost breakdown is included in the proposed contract agreement.

Program/Cost Element	11,000 Hotspot Devices Cost	Annual Unlimited Data Plan Cost	Sales Tax on 11,000 Hotspots	Annual CIPA Filtering Cost	Collateral Creation	Grand Total
<b>Total Cost</b>	\$ 1,594,890	\$ 7,920,000	\$ 147,527	\$ 33,600	\$ 68,000	\$ 9,764,017
<b>AT&amp;T Contribution</b>	\$ (1,594,890)	\$ (4,620,000)	\$ -	\$ -	\$ -	\$ (6,214,890)
<b>Total Cost to City</b>	\$ -	\$ 3,300,000	\$ 147,527	\$ 33,600	\$ 68,000	\$ 3,549,127

The City Attorney’s Office has advised that there is some risk associated with the prepayment of a year of hotspot data service, yet CRF funds must be expended by December 30, 2020.

Prepayment is allowed if consistent with the City's ordinary procedures. The City has a practice of pre-paying software licensing fees, which follow a monthly subscription model similar to an unlimited data plan. Under the current US Treasury Department guidance, it is unclear if the Treasury will determine that prepayment will be an allowable expense.

Timeline. To accomplish implementation in time for students to benefit from the program at the start of the new school year, the process of negotiating agreements and completing necessary procurements must be expedited and efficient. Any significant impact to the below timeline will likely result in a delay to program implementation and hotspot distribution.

<b>Task</b>	<b>Deadline</b>	<b>Status</b>
Final negotiation of device and service level	7/10/2020	Complete
Web filtering PO approved	7/10/2020	In Process
Marketing collateral shipped to processing vendor	7/16/2020	Complete
Custom coding and device finalized	7/17/2020	Complete
Devices shipped for processing	7/17/2020	Complete
Begin receiving devices at Library for processing	7/22/2020	Pending
Finalize device count per district	7/22/2020	Pending
Finalize agreement with SCCOE	7/30/2020	Pending
Training for City and District staff	7/30 – 8/10	Pending
Hotspot distribution	8/10 – 9/4	Pending

**BEAUTIFYSJ RESPONSE**

Scoping Encampment Conditions and Clean Up Efforts. To prevent the spread of coronavirus infectious disease (COVID-19), the Centers for Disease Control and Prevention (CDC) is recommending that if individual housing options are not available, people who are living unsheltered or in encampments should remain where they are. The CDC further recommends that community coalitions work to improve sanitation in encampments. At the June 30, 2020 City Council meeting, the BeautifySJ Response EOC Branch presented its three-strategic goal framework to support these recommendations through the end of December, which advances a public health approach to unsheltered homelessness. The Branch has two short term goals: 1) Increase emergency trash pickup and develop systematic waste disposal for SJ encampment residents, and 2) Ensure continuity of existing BeautifySJ initiatives and programs. The Branch’s longer-term goal is to redefine, unify, and deliver BeautifySJ programs and develop a plan to address critical service gaps.

Since the presentation, the Branch took quick action to better understand the scale and scope of existing conditions, deploy resources to respond to immediate community needs, and secure funding opportunities and new resources to efficiently expand existing service levels. The team first worked to design and begin deployment of a pilot dumpster program at five specific locations. The locations selected for this waste management service coincide with the Homeless Support Branch’s Pilot Encampment Support Program, which aims to support the largest

encampments in the City. Two of the five sites received their dumpsters on July 16, 2020; the remaining three sites are expected to receive dumpsters the first week of August. The dumpsters will be serviced multiple times per week. It is important to note that the speed with which dumpsters can be deployed is initially being constrained by supply chain barriers during the pandemic, but staff is working with waste management vendors. Over the next several weeks, the Branch will be evaluating the effectiveness of the dumpsters as a tool to improve sanitary conditions at encampments throughout the City, which may result in further deployments or adjustments to the pilot program.

In addition to the dumpster pilot, the BeautifySJ COVID-19 team has been performing regular trash bag drop off and pick up services at various large and medium-sized encampments across the City. The team is also completing substantial encampment cleanups (not abatements) and enforces the EOC public right of way protocol as needed. Recognizing that existing resources are not sufficient to meet demands, the team is in the process of expanding capacity with current competitively procured vendors to ensure responsiveness as longer-term contracts are advertised and awarded. In July, the team has also worked collaboratively with the Housing Department's outreach teams to do proactive outreach in areas where Union Pacific is conducting cleaning and abatement activities.

As the Branch performs general trash pickup and cleanup activities, it is also working to build a sustainable, data-informed waste management service model for encampment residents. To support this effort, a team of Parking and Traffic Control Officers (PTCOs) from the Department of Transportation (DOT) were deployed to assess hundreds of potential service sites throughout the City. This team was provided with newly created maps informed by existing City data sets that have not been previously analyzed together. Having PTCOs visually assess locations and perform detailed site assessments helps the Branch improve the intelligence available to create data-informed service delivery plans. It is expected that this effort will conclude by the first week of August and inform service-delivery decisions and prioritization for the first iteration of a citywide service model. The Branch is in the process of developing request for bid (RFB) proposals to support these services through December 2020.

## **TRANSITION PLAN FOR TEMPORARY EMERGENCY SHELTERS**

The Homeless Services Branch of the EOC is currently planning to revert two of the temporary emergency shelters to their previous uses, and transition shelter guests to new accommodations.

Since March, City staff has taken numerous actions to provide temporary emergency shelter for unhoused residents during the shelter crisis. These actions have included:

- Converting Parkside Hall into a temporary shelter for 75 individuals;
  - Converting South Hall into a temporary shelter for 200 individuals;
  - Converting the Overnight Warming Location at Bascom Community Center into a temporary shelter for 30 individuals; and
- Establishing a temporary shelter at Camden Community Center for 10 families.

Since the local shelter crisis declaration went into effect, every unhoused resident in San José who has requested shelter has been referred to either a shelter or motel room. (Motel rooms are reserved for vulnerable people.)

As the City gradually phases in more normal operations, and the sites used for temporary emergency shelter are needed for their previous uses, City staff have developed a transition plan to demobilize two of the temporary emergency shelters in August. The plan provides alternative accommodations for individuals staying in those shelters.

Current estimates for the demobilization of temporary emergency shelters are:

- Parkside Hall – guests transition by August 15 to other shelter or housing options. The site is part of the Museum Place development and is slated for demolition.
- Bascom Community Center – guests transition to other shelter or housing options by August 15.
- Camden Community Center – families will transition when construction is complete on family-oriented Emergency Interim Housing on Evans Lane that is expected to be ready in early September.

Temporary shelter is still an important component of the City's COVID response. South Hall will remain in operation as a temporary shelter through December 31, 2020, and may be extended into 2021. It's expected the capacity can expand up to 285 beds.

Before individuals transition out of Parkside and Bascom locations, they will be assessed to determine the most appropriate new housing or shelter destination. Options include:

- Emergency Interim Housing under construction;
- Mabury Bridge Housing Community;
- The Plaza interim housing;
- Hotel (for medically vulnerable individuals);
- Permanent supportive housing;
- Rapid Rehousing (temporary rental assistance);
- South Hall, which will remain open as a temporary shelter indefinitely;
- Existing shelters throughout the County; and
- Housing Problem Solving – i.e., working with individuals to find housing solutions such as a room share or moving in with family or friends.

The transition plan ended new referrals to Parkside and Bascom shelters on July 20 to allow the shelter service provider sufficient time to work with current shelter guests on finding alternative housing and shelter options. Referrals will continue to Camden shelter and the families at Camden will be offered an opportunity to transition to the Evans Lane emergency interim housing once complete in early September. Referrals will continue to South Hall at a maximum capacity of 200. In addition, up to 85 beds will be held at South Hall for Parkside and Bascom guests upon demobilization of the facilities in August, putting South Hall at the expanded

July 22, 2020

**Subject: Emergency Operations Center Update: July 15-21**

Page 7

capacity of approximately 285. Individuals or families in need of shelter should continue to call the shelter hotline at (408) 278-6420.

Construction is continuing as quickly as possible at the three Emergency Interim Housing sites. Together, those sites will provide temporary housing for approximately 300 people with priority for those currently in our temporary shelters. The Evans Lane and Rue Ferrari sites will complete construction in early September. The Monterey Bernal site will complete construction in three phases beginning in mid-August through early September.

South Hall, which is currently configured to sleep up to 200 individuals, will be expanded up to 285 beds, if necessary, to accommodate shelter clients from Parkside and Bascom.

The shelter operator will work with their current guests at Parkside and Bascom to determine the most appropriate housing or shelter option for every client.

Supported Isolation Update. The County is piloting an expanded supportive isolation program to help all Santa Clara County residents effectively isolate or quarantine. County staff are working with staff from the City and other cities to jointly fund and sustain a countywide program this fall. The revised program will roll out once operation plans are finalized and it's known which Cities will participate. The County is drafting an agreement for staff's review.

## **COORDINATION**

This memorandum was coordinated with the City Manager's Office, the Housing Department, the City Attorney's Office, and the Emergency Operations Center.

/s/

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/s/

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