

# Memorandum

**TO:** HONORABLE MAYOR  
AND CITY COUNCIL

**FROM:** Jim Ortbal  
Jon Cicirelli  
Jacky Morales-Ferrand

**SUBJECT: SUPPORTING PUBLIC HEALTH  
AND SAFETY AT ENCAMPMENTS  
AND IN NEIGHBORHOODS**

**DATE:** November 3, 2020

Approved



Date

11/4/20

## INFORMATION

The purpose of this memorandum is to notify the City Council of the Emergency Operation Center (EOC) protocols to address homeless encampment conditions and support public health and safety at encampments and in neighborhoods during the COVID-19 response.

## EXECUTIVE SUMMARY

It is the City of San José EOC goal to reduce the spread of the coronavirus infectious disease (COVID-19) and advance public health guidance related to unsheltered homeless communities. To prevent the spread of COVID-19, the Centers for Disease Control and Prevention (CDC) recommends 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.<sup>1</sup>

In accordance with CDC guidance and Santa Clara County Public Health Orders to shelter-in-place, the City suspended encampment abatement activities in March 2020. While City-initiated encampment abatement activities are suspended, the City is working to address sanitary conditions at encampments across the City and ensure that the public safety of unsheltered residents and the general public is not undermined by the location or condition of encampments. The City recognizes that limitations must exist to allowing encampments under all circumstances, including at certain locations, of certain sizes, or with certain conditions present. To that end, the EOC has developed protocols, “Supporting Public Health and Safety at Encampments,” (see **Attachment A**) for the following:

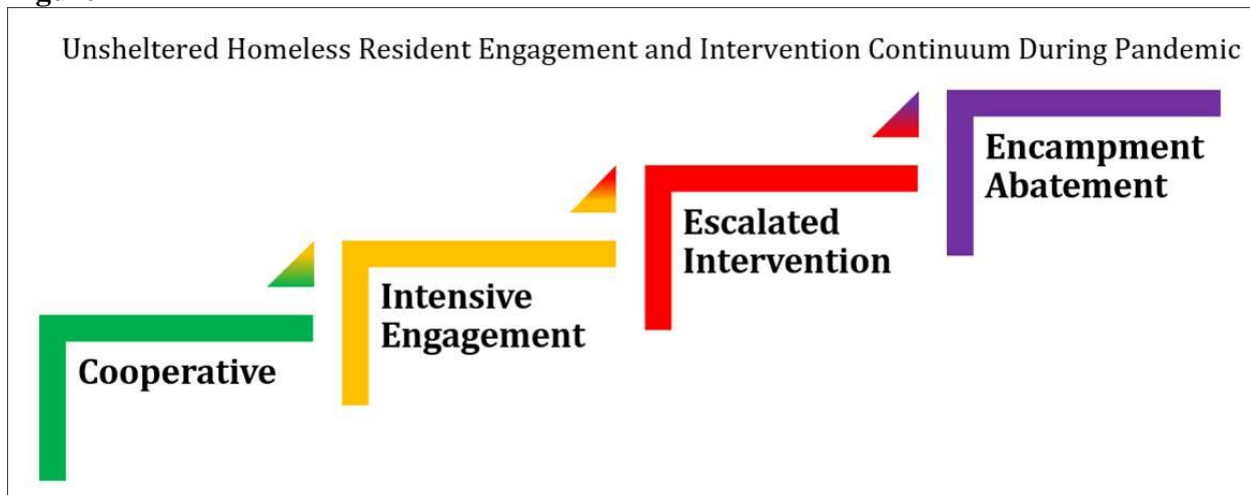
- **Clearing the Public Right of Way:** responding to and addressing/removing encampments located in the right of way (e.g. streets, sidewalks, trails, etc.).

<sup>1</sup> <https://www.cdc.gov/coronavirus/2019-ncov/community/homeless-shelters/unsheltered-homelessness.html#facility-encampments>

- **Multi-disciplinary Assessment and Intervention pilot:** address the need for escalated interventions at certain encampments from a variety of disciplines in order to improve conditions (e.g. behavioral health, public safety/health – police, fire, etc.).
- **Escalated Clean-Ups:** remove trash/debris from an encampment, but allow encampment residents to remain sheltering in place.

The protocols will be managed collaboratively between the Homeless Services and BeautifySJ Branches to address conditions at encampments and ensure that the public safety of unsheltered residents and the general public is not undermined by the location/spread of encampments, and their conditions. However, if conditions in an encampment persist that endanger the health and/or safety of the unsheltered or the general public after the protocols have been followed, or if a clear and present danger exists, then the location will be subject to the City’s existing encampment abatement procedures. The protocols reflect a proactive engagement continuum and escalated approach to improving conditions at encampments, as illustrated in the diagram below in Figure 1 (also in **Attachment B**).

**Figure 1**



## **BACKGROUND**

### ***COVID-19: Preventing Spread of COVID-19 Among Homeless Populations***

To prevent the spread of coronavirus infectious disease (COVID-19), the Centers for Disease Control and Prevention (CDC) recommends 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. California is under a State of Emergency due to the COVID-19 pandemic. In March 2020, the Governor issued Executive Order N-32-20 urging a focused approach to bring unsheltered

Californians indoors by increasing shelter and housing inventory.<sup>2</sup> Additionally, the Santa Clara County Shelter-in-Place Order not only directed residents to shelter in their place of residence, it urged governments to make shelter available for people experiencing homelessness.

Both the local and national guidance is intended to help prevent community spread of COVID-19. This is especially critical considering that 1) the virus can cause severe illness or even death; 2) certain sub-populations are at higher risk of contracting the disease; 3) there is no vaccine currently available to prevent the disease; 4) the virus is spread mainly from person-to-person within close contact of one another; and 5) recent studies suggest that COVID-19 may be spread by people who are not showing symptoms.<sup>3</sup>

People experiencing homelessness are more vulnerable to COVID-19 because they have limited access to sanitation like clean water and soap, are more prone to illnesses, and they lack spaces to shelter indoors. The City of San José has a significant lack of shelter spaces to meet the need for the over 5,000 people who are living on our streets or in other areas not intended for habitation. For the thousands of unsheltered people lacking a safe place to go indoors, sheltering in place means remaining in place where they live outdoors. Thus, in response to the spreading pandemic and public health guidance, the City of San José Housing Department suspended the City's encampment abatement program in early March 2020.

Suspending abatement activities results in a necessary public good—it helps reduce community spread of COVID-19, and as such helps save the lives of both our vulnerable residents (homeless community) and the general public. Additionally, as the Valley Homeless Healthcare Program (VHHP) and the County's Public Health Department scale their regular testing at all congregate shelters and encampments of 10 or more people, suspension of abatement activities also supports contact tracing efforts in those cases where someone has tested positive for COVID-19. VHHP also recommends encampments remain in place to maintain service connections with unsheltered residents.

### ***COVID-19: City's Support of Homeless Community***

According to the 2019 Point-in-Time count, there are 9,706 people experiencing homelessness in Santa Clara County. Of the 9,706 people countywide, 6,097 are homeless in San José. Over 80 percent of homeless individuals in San José are unsheltered, meaning that they were counted on the streets, in encampments, in vehicles or other areas not meant for human habitation.

Importantly, 83% of homeless individuals surveyed in San José reported living in Santa Clara County prior to becoming homeless. The Community Plan to End Homelessness is a five-year, community-wide strategic plan to address homelessness. This plan contains three strategies:

- Address the root causes of homelessness through system and policy change;
- Expand homelessness prevention and housing programs to meet the need; and

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<sup>2</sup> Executive Order: <https://www.gov.ca.gov/wp-content/uploads/2020/03/3.18.20-EO.pdf>

<sup>3</sup> CDC: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>

- Improve quality of life for unsheltered individuals and create healthy neighborhoods for all.

The unprecedented harm that COVID-19 poses to people experiencing homelessness in San José created a catalyst that demanded immediate actions, at a large scale, for our homeless neighbors. COVID-19 was a catalyst to immediately begin implementing a variety of strategies within the Community Plan. To address the public health crisis and the homelessness crisis, the Administration pursued an emergency response through three EOC Branches—one focused on meeting homeless housing needs, supportive services, and deep coordination with the County EOC, a second branch focused on emergency interim housing solutions that not only advanced State and County objectives to expand non-congregate shelter options (Emergency Interim Housing), but also responded to Council direction seeking to address the intersecting crises, and a third EOC branch focused on providing encampments trash service and large debris clean up.

Working collaboratively with the Santa Clara County Office of Supportive Housing, the Housing Department expanded temporary housing and shelter capacity in response to public health orders. To date, over 790 motel/hotel rooms are reserved across eight cities in the County (312 motel rooms are located in San José), over 385 temporary shelter beds were added across several sites including South Hall in downtown San José (Council District 3), Camden Community Center (Council District 9) and the County Fairgrounds (Council District 7), hours of operation were expanded at 10 shelters, safe parking sites, and bed capacity is being used at existing Bridge Housing Communities, Plaza Hotel and Casa de Novo. An October 16, 2020 point in time utilization count of COVID vulnerable non-congregate hotels had a utilization rate of 89% while the temporary congregate shelters had a utilization rate of 79%. The City's two temporary shelters are operating at full or near full capacity. Camden Community Center temporary shelter for families has been operating at 100% capacity since August. South Hall shelter has an average nightly enrollment of 275 individuals or 96% of capacity for the month of October and average nightly attendance of 209 individuals (10/1/20 - 10/23/20).<sup>4</sup>

Importantly, the City is also in the process of completing construction of three Emergency Interim Housing sites that will add immediate capacity to serve populations at higher risk of severe illness if they contracted COVID-19, but which will add permanent interim housing capacity once the pandemic has receded. These three sites, located in Council Districts 2 and 6, will add 321 beds to the overall system, and one of the sites is being built specifically to house families with children. The first site at Monterey and Bernal is open, and the two additional sites will open in November.

In response to encampment abatement suspensions due to public health recommendations, City staff worked to provide increased hygiene supportive resources to improve sanitary conditions for those living in areas not meant for human habitation. This increase in resources included adding portable restrooms and hand-washing stations at large encampment locations throughout the City.

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<sup>4</sup> "Nightly enrollment" is defined as those individuals who have a bed reserved each night. "Nightly attendance" is the count of individuals who slept at the shelter.

Additionally, with one-time federal stimulus funding, the Housing Department will enhance street-based supportive services starting in January 2021. A new program called Services Outreach Assistance and Resources (SOAR), focuses on 16 of the City’s largest encampments, adding comprehensive street-based services; hygiene and trash services; and housing and shelter opportunities for homeless encampment residents. The street-based services include dedicated street outreach teams staffed by mental health clinicians; drug and alcohol counselors; and a storage program for encampment residents’ personal belongings. SOAR has several housing and shelter opportunities including access to reserved shelter beds, motel vouchers and “housing problem solving,” which is case management and financial assistance to help homeless identify immediate alternatives to shelter. The Housing Department will coordinate as needed with other departments and agencies, such as County Office of Supportive Housing, Valley Homeless Healthcare, Department of Transportation and Police, to address individuals needs and encampment conditions. This approach of street based outreach and services, hygiene and trash and housing and shelter opportunities provides a compassionate approach to address the health and safety needs of people living outside during this health crisis. The SOAR site locations are:

- Corie Court/Coyote Creek
- Guadalupe/87/Woz/Park
- Virginia/Guadalupe River Trail
- Felipe
- Roberts/Coyote Creek
- Tully/Capitol/Coyote Creek
- 87/Branham/Narvaez
- Brokaw/Old Oakland/Coyote Creek
- Spring/Hedding/Coleman
- Roosevelt Park/Coyote Creek
- Olinder/Williams/16<sup>th</sup>/Coyote Creek
- Coyote Meadows/Remillard Ct
- Willow/Lelong/Guadalupe
- Aborn/Thompson Creek
- Stone/Cimino
- St. James Park

The third EOC Branch formed to respond to COVID-19, the BeautifySJ Response Branch, began in mid-June with the goal of developing and delivering a regular trash service that provides the right level of service to the right location at the right frequency to result in a cleaner City and improved conditions in encampments.

After an intensive process to determine where homeless residents reside and the magnitude of trash including bio-waste generated at these encampments, the BeautifySJ Branch initiated a three-tier service model. Sites requiring the lowest level of service are designated as Tier 1 or Tier 2 which comprise roadways and trails respectively. There are currently over 50 locations in Tier 1 and Tier 2, which have been assigned to non-profit partners and are currently providing trash services. Tier 3 has over 150 sites requiring substantial levels of service to include deep cleaning, bio-waste services, and other waste disposal. As the team refines its understanding of locations requiring trash service, as well as the productivity of service providers and other vendors, the sites in each category will change. These can be tracked in the public web map provided to Council.<sup>5</sup> On October 20, 2020, Council approved purchase orders with three

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<sup>5</sup> <https://gis.sanjoseca.gov/maps/encampmentservices/>

vendors to provide trash services at sites in Tier 3. Since June, the Branch has also conducted and supported major clean-ups across the City, including the following locations:

- Guadalupe River Park Trail;
- Guadalupe River – Alma, Willow, Lelong;
- Coyote Creek Trail– Olinder Area;
- Coyote Creek – Tuers Road;
- S. Almaden Blvd – Grant;
- Story Road – U.S. 101;
- Monterey Road and Bailey; and
- Union Pacific Railroad cleaning areas.

The BeautifySJ Branch, in coordination with the Homeless Services Branch, is also piloting two complimentary trash pickup solutions to understand where service and resource efficiencies can be gained. The first, is a dumpster program, with 22 dumpsters currently deployed across 11 locations and pickups occurring several times per week. Some dumpster locations are at the Housing Department’s SOAR sites. The second pilot is a supplementary trash collection program on weekends with one of the City’s waste hauling contractors, Green Team. The pilot is serving 23 locations.

All three EOC Branches received an infusion of time-limited funding from both the federal and state government that facilitated the ability to quickly develop and implement shelter, housing and street-based solutions that could have otherwise taken at least 18 months to advance, and which were cost prohibitive. All activities currently being implemented by the EOC Branches are in alignment with and help advance sub-goals within the Community Plan to End Homelessness.

## **ANALYSIS**

### ***EOC Protocol Overview***

The City EOC initiated the “Supporting Public Health and Safety at Encampments,” protocol (see **Attachment A**) in response to national and local public health guidance, and it is applied through the Beautify SJ Response Branch and the Homeless Support and Services Branch. While City-initiated encampment abatement activities are largely suspended, in accordance with the protocol, the City is working to address sanitary conditions at large and medium sized encampments across the City and ensure that the public safety of unsheltered residents and the general public is not undermined by the location of encampments, or activities occurring within them. The protocol outlines three primary areas for action, specifically public right of way blockages, the multi-disciplinary assessment and intervention pilot, and the escalated clean-up, each of which is further detailed below.

### ***Right of Way Blockages***

In some instances, there are individuals encamping in areas of the public right of way that, if allowed, undermine the public safety of the unsheltered and the general public, and could result in immediate personal injury. For example, an encampment that is spilling onto a street could potentially result in an accident. In these cases, the safety interest of both populations outweighs the public health benefit of not asking individuals to move from where they are sheltering in place. The protocol (Attachment A, p.9) outlines what is considered the public right of way and the activities that will be followed if encampments are located in these areas. The public right of way includes streets, sidewalks, park trails, medians and park strips.

Blocking or impeding the public right-of-way is considered a public safety hazard requiring immediate mitigation. If a right of way blockage exists, staff will be deployed to notify encampment occupant(s) that they are obstructing the public right-of-way (or access to a public facility) and creating a public safety hazard. The encampment occupant(s) will be provided garbage bags to assist with clean-up and removal of items required to clear the right of way and they will be notified that it must be cleared within 48 business hours. After 48 hours, a BeautifySJ Team or contractor will return to the site to collect garbage bags, trash, or other debris identified or left behind by the encampment occupant(s). The BeautifySJ Team will ensure that the right-of-way obstruction is cleared. In some instances, it may require a second clean-up visit. In other instances, where the encampment resident(s) are non-compliant (not cooperating voluntarily), the City will be required to mitigate the public safety hazard through the existing Encampment Abatement Procedures.

***Multi-Disciplinary Encampment Assessment & Intervention Pilot***

Abatements remain the exception—in response to extraordinary circumstances—rather than the rule to avoid unnecessary dispersal of unsheltered people and additional contact with other encampments. Instead of abatements, per CDC guidance, multidisciplinary teams should work collaboratively to improve conditions in encampments. With the pandemic stretching into its ninth month with no known end in sight, issues have arisen at encampments requiring further interventions. Every encampment is unique and the circumstances around its location and residents are dynamic. To account for this complexity, the City developed the Encampment Assessment and Intervention protocol to test on a pilot basis for use on a case-by-case basis, and particularly for extreme situations that stakeholders believe rise to the level of a multidisciplinary intervention. The goal is to provide a City or other agency intervention in an encampment before the encampment becomes a severe health and/or safety endangerment that would trigger an abatement. The intervening actions and service delivery should address the needs of the unhoused residents and risks posed by some encampments, for example, public safety or criminal, private property or infrastructure/assets damage, or public health.

The Encampment Multidisciplinary Assessment & Intervention pilot combines current resources to assess homeless individuals’ needs, encampment safety, public safety or neighborhood impact, environmental hazards, and to the extent possible with available resources, provide coordinated service delivery. The stakeholder team will consist of key leaders with decision-making authority and/or expertise across a multitude of disciplines including Housing/Shelter, Transportation/Parking, Beautify/SJ, Fire, Police, County Office of Supportive Housing, Valley Homeless Healthcare Program, Valley Water and homeless street outreach.

Although any outlying circumstance can be considered for this assessment, there are certain priority categories that may trigger a multi-disciplinary review, as detailed in Table 1 below:

**Table 1**

<b>Personal Injury</b>	<b>Crime/Nuisance Behavior</b>	<b>Undermining Public Health</b>
Violent Crime Occurring	Suspected Stolen Copper Wire at Site/ Infrastructure Damage Caused by Makeshift Structures	Number of People; Limited Social Distancing
Actual Fires/Fire Responses Undermining Infrastructure	Severe Environmental Degradation Suspected Felony Crimes (including drug dealing or manufacturing)	Unhealthy Levels of Trash/Debris Rodents/other Vermin with disease causing potential

The Multi-disciplinary Assessment and Intervention protocol is being piloted at five encampment locations, outlined below in Table 2. The locations were chosen as they each have complex and dynamic conditions, meeting a multitude of the circumstances in the table above. The locations were also chosen based on known concentrations of unsheltered, the 2019 Point in Time Count found Council Districts three and seven had the highest counts of homeless.<sup>6</sup> Finally,

<sup>6</sup> 2019 Point in Time Count (Council Districts p. 11): <https://www.sanjoseca.gov/home/showdocument?id=38890>



sites were chosen with the goal of balancing locations on creeks with locations on land or near neighborhoods and businesses.

**Table 2: Pilot Locations**

Site	Council District	Assessment/Disciplines Required
N. First & Component	4	HomeFirst – street outreach BeautifySJ – trash Police – Streets Crime Transportation – Vehicle Abatement
Felipe	7	HomeFirst – street outreach Office of Supportive Housing – Behavioral Health BeautifySJ – trash Police – Street Crimes Transportation – Vehicle Abatement Fire – Fire data/fire risk
Coyote Creek (Olinder/Williams St/16 <sup>th</sup> )	3	HomeFirst – street outreach Office of Supportive Housing – Behavioral Health BeautifySJ – trash Police – Street crimes Fire – Fire data/fire risk
Coyote Creek (Roberts/Lucretia)	7	HomeFirst – street outreach BeautifySJ – trash Office of Supportive Housing – Behavioral Health Police – Street Crimes Fire – Fire data/fire risk Valley Water – joint clean up
Coyote Creek (Rocksprings)	7	HomeFirst – street outreach BeautifySJ – trash Transportation – vehicle abatement Police – Street crimes/data Valley Water – joint clean up

It is anticipated the Multi-disciplinary Assessment and Intervention pilot will work on these five sites through the remainder of the calendar year. It is important to acknowledge that with hundreds of encampment locations, and quite likely dozens or more that warrant some level of assessment and/or intervention due to community concerns, that all sites cannot be addressed in the pilot or in the short term. If assessment and intervention occur more quickly at the pilot sites and resources allow, additional sites may be added for assessment prior to the end of the year. For this latter scenario, staff is establishing additional criteria with a special emphasis on equity factors and proximity to sensitive locations as discussed at the October 20, 2020 Council meeting. Locations under consideration for future multi-disciplinary assessment and intervention work include lower Silver Creek (Mathson School), Spring/Hedding, Mervyn’s Way, Welch Park, the Guadalupe Gardens, Donna Ln, and the old Singleton Landfill. Finally, nothing in the EOC protocol prohibits Police or Fire from intervening at a location or recommending an abatement if conditions warrant an escalated response.

### ***Escalated Clean Up Protocol***

At times, the conditions in encampments may require escalated site cleanings or large item debris removal. Escalated site cleanings are a necessary action along an engagement continuum with encampment residents. Within the BeautifySJ Response Branch, the City's primary goal is to support sanitary environments at encampments, which include trash pickup and the removal of debris that, if left unaddressed, could result in the spread of disease. City staff aims to reach as much of that goal as possible through voluntary and cooperative relationships with encampment residents. However, there are instances in which encampment residents are unwilling to participate in a trash pick-up program (collecting and disposing of their own trash) despite many attempts by staff to build relationships and encourage participation. In these instances, to support the health and safety of the encampment resident(s) and the surrounding community, staff may pursue an escalated encampment cleanup (see Attachment A, p.11) that is located on City property or property controlled by the City of San José.

While operating under a suspension of abatement procedures, the City is requesting that individual encampments comply with the following:

- Contain personal property within one 12 x 12-foot perimeter area, and if possible within tent/structure;
- Socially distance individual tents/structures at a minimum of six feet apart (6ft); and
- Voluntarily participate in the City's Encampment Trash Pickup Program (i.e. collecting and disposing of their own trash in City-provided trash bags and designated pickup locations).

The BeautifySJ Response Branch is piloting a three-tiered service delivery model to support sanitary environments for unsheltered residents (and by extension the broader community) and provide trash pickup services to encampment residents. Tier 1 routes are primarily neighborhood-based and serviced by Goodwill Industries and Downtown Streets Teams. Tier 2 routes are primarily located along trails and serviced by Conservation Corps. Tier 3 sites are overseen by the BeautifySJ Team with support from City contractors to remove both smaller trash and large debris. For all three tiers, encampment residents are provided trash bags and encouraged to place bags that are filled with garbage at designated collection points. Some encampments require many visits by the BeautifySJ Team prior to residents voluntarily participating in the trash pickup program. Others, despite repeated attempts to gain voluntary cooperation, refuse to dispose of trash and, in some instances, claim what is objectively trash as personal property to avoid cleanup. The latter scenario poses a public health hazard requiring escalated clean-up actions.

If an encampment meets the following criteria, an escalated encampment clean-up may be pursued by the City for the protection or preservation of the public peace, health and safety, or to avoid personal injury or property damage:

- The encampment resident's trash and property expand beyond a 12 x 12-foot perimeter and/or there is a significant accumulation of debris and large items;

- The encampment is unwilling to participate in trash pick-up and a BeautifySJ Team member and/or Housing outreach partner have attempted contact and encouraged participation in the encampment trash pickup program at least 3 times.
- The site has visible trash and/or biowaste that is attracting rodents, or other animals that can spread diseases to people by biting or carrying disease causing pathogens. Trash may include but is not limited to: 1) decaying organic matter (e.g. meat, household garbage, animal or human feces) 2) items containing mold or other decaying organic matter, including carpet, upholstery, drywall, wood products, tents/structures, mattresses, or tires, 3) other items that to a reasonable person are objectively trash.

The EOC's primary goal is to address sanitary environments at encampments, which include trash pickup and the removal of debris that, if left unaddressed, could result in the spread of disease. The BeautifySJ Response Branch aims to reach that goal primarily through voluntary and cooperative relationships with encampment residents. The escalated clean-up protocol outlines the process to provide enhanced clean up when the conditions described above are warranted.

## **PUBLIC OUTREACH**

The Housing Department has communicated the EOC protocols to nonprofit outreach partners as well as community and homeless advocacy groups.

## **CONCLUSION**

In accordance with CDC guidance, and to slow the spread of COVID-19, the City largely suspended encampment abatement activities. While encampment abatement activities are suspended, the City is working to improve sanitary conditions at encampments and ensure that the public safety of unsheltered residents and the general public is not undermined by the location or condition of encampments. To that end, the EOC has developed protocols for the following:

- Clearing public right of way;
- Multi-disciplinary assessment and intervention pilot addressing encampment conditions;
- Escalated clean-ups removing trash/debris.

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The protocols will be managed collaboratively between the BeautifySJ and Homeless Services Branches to address conditions at encampments and ensure that the public safety of unsheltered residents and the general public is not undermined by the location/spread of encampments, and their conditions. This protocol is in its second iteration. City staff will continue to update this protocol in conjunction with changing conditions and aligned with available resources.

/s/

Jim Ortbal  
Deputy City Manager  
EOC Operations Coordinator

/s/

Jacky Morales-Ferrand  
Director  
Housing Department

/s/

Jon Cicirelli  
Director  
Parks, Recreation, Neighborhood Services

For questions, please contact Ragan Henninger, Deputy Director, Housing Department at [ragan.henninger@sanjoseca.gov](mailto:ragan.henninger@sanjoseca.gov) or Sarah Zárate, Assistant to the City Manager, [sarah.zarate@sanjoseca.gov](mailto:sarah.zarate@sanjoseca.gov).

Attachments

Attachment A: Supporting Public Health and Safety at Encampment Sites Protocol

Attachment B: Engagement Continuum

# ATTACHMENT A

## City of San José

# Supporting Public Health and Safety at Encampment Sites

## Response to COVID-19 and City Shelter Crisis Declaration

The protocols and procedures contained within this document guide the City of San José’s response to unsheltered homelessness during the COVID-19 pandemic. These documents are in support of public health and safety at encampment sites.

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For questions related to this document, please contact Sarah Zárata, Assistant to the City Manager, at [sarah.zarate@sanjoseca.gov](mailto:sarah.zarate@sanjoseca.gov).

# Supporting Public Health and Safety at Encampment Sites

## EOC COVID-19 Emergency Encampment Protocol

Effective July, 1, 2020

### Program Area

The City of San José's Emergency Operations Center initiated this protocol in response to national and local public health guidance, and it applies to the Beautify SJ Response Branch and the Homeless Support and Services Branch.

### Background

It is the City of San José's Emergency Operation Center (EOC) goal to advance public health guidance related to unsheltered homeless communities. 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.<sup>1</sup> The City is working to advance both of these recommendations, although it recognizes that limitations exist to allowing encampments in all instances, locations, and of all sizes.

Reducing the spread of COVID-19 is of primary concern to the City of San José. To that end, in accordance with CDC guidance and Santa Clara County Public Health Orders to shelter-in-place, the City suspended encampment abatement activities unless a situation arises that endangers the health and/or safety of unsheltered individuals or the general public. This practice will remain in place until either the County shelter-in-place order is lifted or CDC or Santa Clara County Public Health guidance related to unsheltered residents changes.

While City-initiated encampment abatement activities are suspended, in accordance with this protocol, the City is working to improve sanitary conditions at large and medium sized encampments across the City (see Definitions Section below for encampment criteria), and ensure that the public safety of unsheltered residents and the general public is not undermined by the location of encampments.

### Purpose

#### *Disease Prevention*

National Scope - To prevent the spread of COVID-19, the 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.<sup>2</sup>

Local Scope – The Santa Clara County Public Health Officer issued a shelter-in-place order that encourages people to remain in their residence, and limits resident activities outside the home to only those deemed essential per the public health order.

Both the local and national guidance is intended to help prevent community spread of COVID-19. This is especially critical considering that 1) the virus can cause severe illness or even death, 2) certain sub-populations are at higher risk of contracting the disease, 3) there is no vaccine currently available to prevent the disease, 4) the virus is spread mainly from person-to-person

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<sup>1</sup> <https://www.cdc.gov/coronavirus/2019-ncov/community/homeless-shelters/unsheltered-homelessness.html#facility-encampments>

<sup>2</sup> [Ibid.](#)

within close contact of one another, and 5) recent studies suggest that COVID-19 may be spread by people who are not showing symptoms.<sup>3</sup>

People experiencing homelessness are more vulnerable to COVID-19 because they have limited access to sanitation like clean water and soap, are more prone to illnesses, and they lack spaces to shelter indoors. The City of San José has a significant lack of shelter spaces to meet the need of the over 5,000 people who are living on our streets or in other uninhabitable areas. For the thousands of unsheltered people lacking a safe place to go indoors, sheltering in place means remaining in place where they live outdoors. Thus, in response to the spreading pandemic and public health guidance, the City of San José Housing Department suspended the City's encampment abatement program in early March 2020. Additionally, the department created a City-County COVID-19 Homelessness Response Plan, deployed hygiene stations across the City, and equipped street outreach teams and volunteers with supplies and information on COVID-19 for distribution to those living outdoors.

Suspending abatement activities results in an immense public good—it helps reduce community spread of COVID-19, and as such helps save the lives of both our vulnerable residents (homeless community) and the general public. Additionally, as the Valley Homeless Healthcare Program (VHHP) and the County's Public Health Department scale their regular testing at all congregate shelters and encampments of 10 or more people, suspension of abatement activities also supports contact tracing efforts in those cases where someone has tested positive for COVID-19. VHHP also recommends encampments remain in place to maintain service connections with unsheltered residents.

#### *Hygiene Services to Reduce the spread of COVID-19*

Living outdoors presents immense challenges to preventing the spread of disease, and naturally results in the outcome of increased blight, including increased litter, trash, and dumping as homeless residents do not receive regular waste management service. To help reduce the spread of disease and the blight impacts that have been exacerbated by the suspension of encampment abatements, as part of the City's COVID-19 encampment response, the City launched two programs to support sanitation efforts. The first is a pilot encampment support program, that provides the city's 16 largest encampments with portable toilets, handwashing stations, and outreach. In January 2021, the Housing Department will launch a new program at these 16 sites, called Services Outreach Assistance and Resources (SOAR), that will have enhanced street outreach and services. The second program is the Homeless Encampment Trash Program, which is more expansive in terms of number of locations. The latter has had the dual purpose of: 1) collecting trash at encampments (by distributing and collecting trash bags), and 2) ensuring that encampments do not accumulate too much debris (large items), that could spread disease.

#### *Exceptions to Encampment Abatement Suspension*

In few instances, there are individuals encamping in areas of public right of way that, if allowed, undermine the public safety of the unsheltered and the general public and could result in immediate personal injury. In these cases, the safety interest of both populations outweighs the public health benefit of not asking individuals to move from where they are sheltering in place. The procedure below outlines what is considered the public right of way and the activities that will be followed if encampments are located in these areas.

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<sup>3</sup> <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>

## Procedure

### *Encampments in Public Right of Way*

Upon receiving a report of an encampment, the complaint will be assessed by either the Housing Department or Beautify SJ staff, whichever is first notified of the complaint, to determine if the encampment blocks or impedes the public right-of-way or access to public facilities. Complaints received through PRNS Parks Concerns must be forwarded to the BeautifySJ Team for analysis. For purposes of this protocol, the public right of way includes:

- Sidewalk
- Median
- Road or right-of-way
- Park Trails
- Access to maintain utilities
- Park strip

Blocking or impeding the public right-of-way is considered a public safety hazard requiring immediate mitigation. If an encampment is determined to block or impede the public right-of-way, the following steps will be taken and notification will be provided to the BeautifySJ COVID-19 Team within 36 business hours of receiving the complaint.

*If the Housing Department's Homeless Response Team receives an encampment complaint and determines it is blocking or impeding the public right-of-way:*

- The Housing Department will submit the encampment details to BeautifySJ within 36 business hours through the following email: [BeautifySJ@sanjoseca.gov](mailto:BeautifySJ@sanjoseca.gov)
- The email will contain:
  - Encampment location
  - Available encampment details, including number of residents
  - Pictures if they are available
- Within 24 business hours of receiving a ROW encampment notification, the BeautifySJ COVID-19 Community Coordinator will be deployed to notify encampment occupant(s) that they are obstructing the public right-of-way (or access to a public facility) and creating a public safety hazard.
- Encampment occupant(s) will be provided garbage bags to assist with clean-up and removal of items required to mitigate the hazard. They will also be notified that the hazard must be mitigated within **48 business hours**. [There are instances where the public safety hazard must be mitigated immediately. In these instances, which will be evaluated on a case by case basis, individuals will be required to immediately move themselves and their belongings 10 feet from the public ROW to mitigate the hazard. Staff will also notify the occupants that staff will return after 48 hours to assist with additional debris removal as described in the next step].
- **After 48 business hours**, a BeautifySJ COVID-19 team will return to the site to collect garbage bags, trash, or other debris identified or left behind by the encampment occupant(s). Depending on the size of the public safety hazard, BeautifySJ may respond to the incident with a City trash pick-up contractor to assist with trash removal.
- Prior to leaving the site, the BeautifySJ COVID-19 Team will ensure that the right-of-way obstruction is cleared. In some instances, it may require a second clean-up visit. In other instances, where the encampment resident(s) are non-compliant (not cooperating



voluntarily), the City will be required to mitigate the public safety hazard through the existing Encampment Abatement Procedures.

- Each contact made by the BeautifySJ COVID-19 Team at the site will be documented on Survey123.
- The BeautifySJ Program Manager will also continue communicating and coordinating with the Homeless Response Team Manager to ensure street outreach activities performed by the Housing Department contractors are coordinated.

*If a Park Ranger identifies an encampment along a specified observation route and determines it is blocking or impeding the public right-of-way:*

- The Park Ranger will enter the location of the encampment into Survey123, which will generate a notification for BeautifySJ.
- BeautifySJ will then proceed with the process outlined above.

Additionally, all calls received by the Housing Department's Homeless Concerns Hotline will continue to be responded to by deploying street outreach teams in accordance with the department's current practice.

*Not covered under this protocol*

This protocol is in its second iteration. City staff will continue to update this protocol in conjunction with changing conditions and updates to the City's abatement procedure. Updates will contemplate re-evaluations of abatements dependent on various factors, including size, locations, structures, nuisance activity, and other public health and safety issues.

While the City maintains suspending encampment abatement activities is in the public health interest of all City residents, if any encampment in the City is identified as a severe health and/or safety endangerment, it will be subject to the City's existing "Encampment Abatement Procedures<sup>4</sup>." Classification as severe health and/or safety endangerment will be determined on a case-by-case basis by applying an establish risk assessment matrix to the known circumstances at an encampment. The risk assessment procedure is further detailed in the Appendix for this protocol, beginning on page 8.

It is important to note that railroad tracks are not public right of way; they are private property. As such, encampments on railroad tracks do not fall under this protocol.

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<sup>4</sup> See Attachment starting on page 18.

## **Definitions**

### *Unsheltered Homelessness*

Living/sleeping outside or in places not meant for human habitation.

### *Encampment Abatement*

The clearing/cleaning of a Homeless Encampment that presents serious health and/or safety hazards, environmental impacts, blocks public right of way, and has a significant accumulation of debris/trash.

### *Public Facilities*

Public facilities subject to this protocol include, but are not limited to: park restrooms, including the entrance/exit points; park amenities (playgrounds, fitness equipment, skate parks, picnic tables, picnic areas, sidewalks/paths, benches, storage containers); and entry or exit points for any city-owned facility.

### *Shelter-in-Place (General Public)*

Per the Santa Clara County Shelter-in-Place Order, residents are to remain in their residence unless they are executing essential activities outside the home. Essential activities change over time. For the most recent shelter-in-place order, see the references below.

### *Shelter-in-Place (Unsheltered Communities)*

In the absence of a location to shelter indoors, people are encouraged to remain where they are outdoors, provided it does not create a public health or safety hazard.

### *Large Encampment*

50 or more individuals living outdoors in a unit.

### *Medium Encampment*

25-50 or more individuals living outdoors in a unit.

### *Community Coalition*

According to the CDC a community coalition focused on COVID-19 planning and response should include local and state health departments, outreach teams and street medicine providers, homeless service providers and Continuum of Care leadership, emergency management, law enforcement, healthcare providers, housing authorities, local government leadership, people with lived experiences, and other support services as needed.

## **Responsibilities**

*BeautifySJ COVID-19 Team* – This team will receive encampment complaints and ensure they are appropriately responded to in accordance with this policy. The team is also responsible for deploying the COVID-19 trash pick-up services and updating the service schedule as needed. This team will work closely with the Housing Department to ensure close coordination.

*Housing Department Homeless Response Team* – This team will receive encampment complaints and ensure they are appropriately forwarded to the BeautifySJ COVID-19 Team using the designated email address. The team is also responsible for deploying street outreach teams as needed, and closely coordinating with the BeautifySJ COVID-19 Team.

*Park Rangers* – Report location of encampments that are along trails and blocking or impeding the ROW by using Survey123.

*EOC Operations/Beautify SJ Branch* – Maintain and communicate this policy with all impacted departments, and ensure it is reviewed and updated as appropriate.



# Supporting Public Health and Safety at Encampment Sites

## Encampment Multidisciplinary Assessment and Intervention Team Protocol

### Encampment Multidisciplinary Assessment and Intervention Team

#### Background

As described in the City of San José EOC Protocol “Supporting Public Health and Safety at Encampment Sites,” to prevent the spread of COVID-19, the CDC recommends that if individual housing options are not available, people who are living unsheltered or in encampments should remain where they are. This guidance is rooted in public health and results from several known facts: 1) COVID-19 is highly transmissible, 2) Complications from COVID-19 can result in severe illness that may lead to death, 3) Certain populations are at higher risk of developing severe illness from contracting COVID-19, and 4) No vaccine exists to prevent the spread of COVID-19.

In response to national and local public health guidance, the City of San José suspended its encampment abatement procedures unless extraordinary circumstances arise that outweigh the public health benefit of allowing people to remain in place. The first exception to the abatement suspension rule is articulated in the EOC Protocol regarding the public right-of-way.

With the pandemic stretching into its eighth month with no known end in sight, issues have arisen at encampments requiring further interventions, and in very limited instances, additional exceptions to abatement suspensions. Every encampment is unique and the circumstances around its location and residents are dynamic. To account for this complexity, the City developed the Encampment Assessment and Intervention Matrix below to be used on a case-by-case basis, and particularly for extreme situations that stakeholders believe rise to the level of a multidisciplinary intervention.

In applying the Encampment Multidisciplinary Assessment and Intervention Matrix, City staff and stakeholders identified in the Executive Team below should lead their assessments with the principle that an encampment abatement, if pursued, could lead to the spread of COVID-19 and, for vulnerable populations whose health is already compromised, contracting COVID-19 could result in severe illness or death. As such, abatements should remain the exception—in response to extraordinary circumstances—rather than the rule. Instead of abatements, per CDC guidance, multidisciplinary teams should work collaboratively to improve conditions in encampments.

#### Encampment Multidisciplinary Assessment and Intervention Matrix

The City of San José has over 5,000 unsheltered residents, many of whom live in encampments. Most of these encampments do not pose severe health and/or safety endangerments. Yet circumstances may arise requiring the City and its partners to immediately intervene to improve conditions for encampment residents or surrounding neighborhoods.

The Risk Assessment Matrix helps staff and other stakeholders evaluate encampment conditions and pursue any necessary intervention(s) based on a two-factor scale: 1) The level of risk posed by some variables, and 2) The probability of a given event occurring should no intervention occur. The assessment outcome provides a tiered escalation process triggered by the final matrix rating.

## Risk Assessment Matrix

		Probability of Event		
		Likely	Probable	Unlikely
Level of Risk	Critical			
	Elevated			
	Normal			

<p><b>No Intervention.</b> Encampment conditions do not warrant further intervention. If the site is not already part of the Encampment Trash Pickup Program, submit an Encampment Assessment Survey 123.</p>
<p><b>Early Warning.</b> The encampment should be prioritized for an “Early Warning” list and mitigating actions should be recommended by the Multidisciplinary Assessment and Intervention Team.</p>
<p><b>Reduce Risk.</b> Extraordinary circumstances exist in the encampment that outweigh the public health purpose/benefit of encampment abatement suspension. The encampment should be prioritized as an abatement candidate, triggering the City’s Encampment Abatement Procedure.</p>

### Responsibility and Oversight – Multidisciplinary Assessment & Intervention Team

The Encampment Multidisciplinary Assessment & Intervention Team combines resources to assess homeless individuals’ needs, encampment safety, public safety or neighborhood impact, environmental hazards, and to the extent possible with available resources, provide coordinated service delivery.

Multidisciplinary assessments approach outreach and engagement with homeless individuals from a harm reduction perspective (developing rapport while identifying an individual’s risks and needs). Additionally, the comprehensive assessment of encampment conditions is completed by the active disciplines, each assessing encampment conditions from their specific discipline lens and providing findings and recommendations inclusive of the risks and needs outlined below.

The City, in collaboration with its external partners, will create an executive Encampment Assessment & Intervention Team (the Team) to ensure service delivery and coordination. The Team will consist of key leaders with decision-making authority and/or expertise including:

#### Team Members:

- Housing
- Fire
- Valley Water
- Homeless Street Outreach
- DOT Vehicle Abatement
- Public Health
- BeautifySJ
- Environmental Services
- County HEAT Team
- Police

**Each discipline will conduct an assessment that will include the following risks and needs:**

Housing/Street Outreach	<ul style="list-style-type: none"> <li>- Identify all residents of encampments</li> <li>- Conduct regular visits to the encampment</li> <li>- Identify needs and goals of residents and coordinate referrals</li> <li>- Complete Shelter/Housing Assessment</li> </ul>
BeautifySJ	<ul style="list-style-type: none"> <li>- Public right-of-way impediments</li> <li>- Cleanliness conditions, including large debris removal needs and trash receptacle needs</li> <li>- Trash for Cash and/or other trash employment referrals</li> </ul>
Fire	<ul style="list-style-type: none"> <li>- Fire risk, illegal fires</li> <li>- Data review of fire responses to the area</li> </ul>
Police	<ul style="list-style-type: none"> <li>- Public safety risk, crime/illegal activity</li> <li>- Data review of police responses to the area</li> </ul>
Public Health	<ul style="list-style-type: none"> <li>- Public health risks greater than slowing spread of COVID-19</li> </ul>
Valley Water	<ul style="list-style-type: none"> <li>- Waterway blockages or other environmental risks/impacts</li> </ul>
DOT Vehicle Abatement	<ul style="list-style-type: none"> <li>- Vehicle assessment</li> <li>- Removal of abandoned vehicles</li> </ul>
County Homeless Engagement and Access Team (HEAT)	<ul style="list-style-type: none"> <li>- Substance use disorder, psychosocial assessment, and treatment options for individuals</li> </ul>

This assessment process allows the City and its partners to intervene and coordinate services to address the exceptional conditions created by unsheltered homelessness and COVID-19. The intervening actions and service delivery should address the needs of the unhoused residents and the situational risks posed by some encampments, for example, to personal injury, private property or hazard-related infrastructure/assets, or public health on the other. The Multidisciplinary Assessment Team is responsible for making final recommendations (described in procedure below) and, in some instances, when an encampment falls under Early Warning, initiating mitigating actions to address risks. Although any outlying circumstance can be considered for this assessment, the following priority categories may trigger a Team review:

<b>Personal Injury</b>	<b>Crime/Nuisance Behavior</b>	<b>Undermining Public Health</b>
Violent Crime Occurring	Suspected Stolen Copper Wire at Site/ Infrastructure Damage Caused by Makeshift Structures	Number of People; Limited Social Distancing
Actual Fires/Fire Responses	Severe Environmental Degradation	Unhealthy Levels of Trash/Debris
Undermining Infrastructure	Suspected Felony Crimes (including drug dealing or manufacturing)	Rodents/other Vermin with disease causing potential

## Procedure for Initiating an Encampment Assessment

Concerns are regularly received by various departments related to encampments in the City of San José. These concerns or requests are forwarded to, or received by, either the Homeless Concerns Hotline (Housing Department) or BeautifySJ (PRNS). In general, most requests are handled through regular service delivery. However, if either program is unable to mitigate community concerns due to the complexity of intersecting issues at an encampment, the following steps should be followed:

### **Step 1: Submit Communication to Branch Directors Detailing Issues Requiring a Multidisciplinary Encampment Assessment**

- When issues at an encampment rise to the level of additional intervention, either the Housing Community Program Administrator or BeautifySJ Program Manager shall submit an electronic written communication to both the BeautifySJ Response Branch Director (currently Rick Scott) and the Homeless Support and Services Branch Director (currently Ragan Henninger).
- The email communication subject line should read, “Request for a Multidisciplinary Assessment.”
- The email should provide basic details, including:
  - A description of concerning encampment activity and any particularly sensitive issues needing attention
  - A list of outreach and engagement attempts made at the location
  - Recommended executive team disciplines needed at the location, if known

### **Step 2: Branch Directors Review Request for Multidisciplinary Encampment Assessment and Make Determination for Discipline Reviews**

- Upon receiving a request for a multidisciplinary review, the Branch Directors will decide whether individual disciplines need to be engaged, or if the entire Executive Team should be activated for a review. This determination should be made within **48 business hours** of the request being submitted.
- The Branch Directors will send an email communication to the appropriate Executive Team contacts requesting a review of an encampment site, findings from their discipline lens, and recommendations to mitigate issues observed. A current list of contacts is in the SharePoint drive for the Multidisciplinary Encampment Assessment Folder.
- The initiation of the Multidisciplinary Encampment Assessment should be logged in the EOC BeautifySJ Branch Folder titled “Multidisciplinary Encampment Assessments” that can be accessed through SharePoint:  
<https://sanjoseca.sharepoint.com/:f:/r/teams/EmergencyServices/2019%20Novel%20Coronavirus/COVID-19%20DOCUMENTATION/1.%20Operations/BeautifySJ%20Branch/Multidisciplinary%20Assessments?csf=1&web=1&e=WOEzSa>
- Once in the SharePoint file, the site assessment should be entered into the Excel Spreadsheet with relevant information.
- After entering the site information into the excel spreadsheet, a new folder should be created for each site being assessed. The site folder should be used to maintain all site findings received from each discipline as well as the recommendations.







# Supporting Public Health and Safety at Encampment Sites

## Escalated Encampment Cleanup Protocol

Effective October 5, 2020

### Escalated Encampment Cleanup Protocol

#### Program Area:

The City of San José's Emergency Operations Center initiated this protocol in response to encampment and trash conditions. It is aligned with national and local public health guidance, and it applies to the Beautify SJ Response Branch and the Homeless Response Branch.

#### Background and Purpose

This protocol provides considerations and a procedure for an escalated encampment cleanup.

As described in the City of San José EOC Protocol "Emergency Encampment Protocol"<sup>5</sup> to prevent the spread of COVID-19, the CDC recommends that if individual housing options are not available, people who are living unsheltered or in encampments should remain where they are. This guidance is rooted in public health and results from several known facts: 1) COVID-19 is highly transmissible, 2) Complications from COVID-19 can result in severe illness that may lead to death, 3) Certain populations are at higher risk of developing severe illness from contracting COVID-19, and 4) No vaccine exists to prevent the spread of COVID-19.

In response to national and local public health guidance, the City of San José suspended its encampment abatement procedures unless extraordinary circumstances arise that outweigh the public health benefit of allowing people to remain in place. The first exception to the abatement suspension rule is articulated in the Supporting Public Health and Safety Protocol regarding the public right-of-way.

With the pandemic stretching into its eighth month with no known end in sight, issues have arisen at encampments requiring escalated site cleanings consistent with this protocol. Escalated site cleanings are a necessary action along an engagement continuum with encampment residents. Within the BeautifySJ Response Branch, the City's primary goal is to support sanitary environments at encampments, which include trash pickup and the removal of debris that, if left unaddressed, could result in the spread of disease. City staff aim to reach that goal through voluntary and cooperative relationships with encampment residents. However, there are instances in which encampment residents are unwilling to participate in a trash pick-up program (collecting and disposing of their own trash) despite many attempts by staff to build relationships and encourage participation. In these instances, to support the health and safety of the encampment resident(s) and the surrounding community, staff may pursue an escalated encampment cleanup that is located on City property or property controlled by the City of San José.

Under **SJMC § 10.20.150**, the City has legal authority to prohibit trespassing on any property owned or controlled by the City of San José. As it relates to encampments on or impeding the public right of way, the City is working with encampment residents to mitigate public safety hazards by asking residents to move their tents/structures and other property off the right-of-way. For all other encampments on City property, while the City is generally operating under a suspension of abatement procedures, the City is requesting that individual encampments:

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<sup>5</sup> Refer to page 2 of this document.

1. Contain personal property within a 12 x 12 foot perimeter, and if possible within tent/structure;
2. Socially distance individual tents/structures at a minimum of six feet apart (6ft); and
3. Voluntarily participate in the City's Encampment Trash Pickup Program (i.e. collecting and disposing of their own trash in City-provided trash bags and designated pickup locations).

### *Encampment Trash Pickup Program*

The BeautifySJ Response Branch is piloting a three-tiered service delivery model to support sanitary environments for unsheltered residents. The program purpose is to provide a trash pickup service to encampment residents. Tier 1 routes are primarily neighborhood-based and serviced by Goodwill Industries and Downtown Streets Teams. Tier 2 routes are primarily located in trails and serviced by Conservation Corps. Tier 3 sites are overseen by the BeautifySJ team with support from City contractors to remove both smaller trash and large debris. For all three tiers, encampment residents are provided trash bags and encouraged to place bags that are filled with garbage at designated collection points. Some encampments require many visits by the BeautifySJ team prior to residents voluntarily participating in the trash pickup program. Others, despite repeated attempts to gain voluntary cooperation, refuse to dispose of trash and, in some instances, claim what is objectively trash as personal property to avoid cleanup. The latter scenario poses a public health hazard requiring mitigating actions.

If an encampment meets the following criteria, an escalated encampment clean-up may be pursued by the City for the protection or preservation of the public peace, health and safety, or to avoid personal injury or property damage:

- The encampment resident's trash and property expand beyond a 12 x 12-foot perimeter and/or there is a significant accumulation of debris;
- A BeautifySJ team member and/or Housing outreach partner have attempted contact and encouraged participation in the Encampment Trash Pickup Program at least 3 times.
  - Attempted contacts must be recorded (verified) within either Survey123 or Salesforce
- The site has visible trash and/or biowaste that is attracting insects, rodents, or other animals that can spread diseases to people by biting or carrying disease causing pathogens. Trash may include but is not limited to:
  - Decaying organic matter (ex. Meat, household garbage, animal or human feces)
  - Items contaminating mold or other decaying organic matter, including carpet, upholstery, drywall, wood products, tents/structures, mattresses, or tires
  - Other items that to a reasonable person are objectively trash

Important Disclaimer: There are instances where an existing public health and safety hazard must be mitigated immediately despite 3 contacts not being previously recorded. In these instances, which will be evaluated on a case by case basis, such trash will be required to be disposed of immediately to mitigate the hazard. This situation is expected to be a rare exception to the general threshold noted above and, if such a condition is encountered, it will be fully documented using Survey123, including with pictures.

## Procedure

When the criteria above is met, the BeautifySJ team may pursue an escalated clean-up through the following procedure:

### **Step 1: Request an Escalated Encampment Clean-Up**

- Complete an Escalated Encampment Clean-Up Form with required pictures.
- The electronic form can be found in the SharePoint Folder contained within the BeautifySJ Branch titled “Escalated Cleanup Requests.”  
<https://sanjoseca.sharepoint.com/:f:/r/teams/EmergencyServices/2019%20Novel%20Coronaviruses/COVID-19%20DOCUMENTATION/1.%20Operations/BeautifySJ%20Branch/Escalated%20Cleanup%20Requests?csf=1&web=1&e=wk8VB7>
- This Form may only be completed by either a Community Coordinator, the BeautifySJ Program Manager, or the BeautifySJ Program Manager designee.
- Submit completed Form with Pictures via email to:
  - Housing Community Program Administrator (Vanessa Barretta)
  - BeautifySJ Program Manager (Olympia Williams)

### **Step 2: Escalated Encampment Clean-Up Form Review**

Depending on other program activities, either the Housing Community Program Administrator (Vanessa Barretta) or the BeautifySJ Program Manager (Olympia Williams) will review the Escalated Encampment Clean-Up Form, pictures, and other attachments (if applicable), and will either approve, conditionally approve, or decline the request within **48 business hours**.

- If the Form is Approved:
  - The encampment is ready for an Escalated clean-up posting (proceed to Step 3).
  - Email Homeless Concerns to notify them of pending intervention ([homelessconcerns@sanjoseca.gov](mailto:homelessconcerns@sanjoseca.gov))
  - Save the approved form in the “Approved Forms” folder within the Escalated Cleanup Requests Folder in SharePoint.
- If the Form is Conditionally Approved:
  - The requestor must review the conditional approval comments, correct necessary items/submit additional evidence/or take additional actions in accordance with the conditional approval. After meeting conditional approval requirements, the Escalated Encampment Clean-Up Form should be re-submitted to the form reviewer. If approval is gained with re-submission, proceed to Step 3 and email Homeless Concerns ([homelessconcerns@sanjoseca.gov](mailto:homelessconcerns@sanjoseca.gov)) to notify them of pending intervention.
  - Save the conditionally approved form in the “Conditionally Approved Forms” folder within the Escalated Cleanup Requests Folder in SharePoint.
- If the Form is Declined:
  - The requestor should pursue other mitigating options with the BeautifySJ Program Manager or the Housing Community Program Administrator.

- Save the declined form in the “Declined Forms” folder within the Escalated Cleanup Requests Folder in SharePoint.

### **Step 3: Posting an Encampment for Escalated Clean-Up (See Attachment B)**

Upon receiving the signed approval form, the encampment is ready for a clean-up posting. All postings should be completed **at least 72 hours prior** to an encampment clean-up; clean-ups may be conducted seven days a week.

- The BeautifySJ Team, in collaboration with Housing Department staff or contractors as needed, should post the approximate perimeter of the cleaning site(s), tents, structures, and other items in the vicinity (within 300 feet or 1 city block) of the encampment area that objectively appear to be trash as defined by this protocol. Importantly, the posting area defines the perimeter eligible for escalated cleaning.
- Notices shall include translations in Spanish and Vietnamese that the City of San José will be conducting a cleanup of the encampment site and include:
  - Clear language that the resident(s) is *not* being asked to leave the area; the resident(s) should continue to shelter in place;
  - The date for the scheduled cleaning;
  - Direction to the resident that they should separate all trash and contain property within their tent/structure, or at a minimum, within a 12 x 12 foot perimeter around their tent/structure;
  - A phone number that the resident can call to request more information.
- If the encampment resident(s) is present at the time of posting, oral notice shall, if reasonably possible, be given to the resident that the encampment will be cleared of trash as indicated in the posting. The resident should be reminded that they do not need to move their encampment (provided they are not blocking or impeding the public right-of-way), should be provided with trash bags and encouraged to separate trash, and should be encouraged to contain all property within their tent, or at a minimum, within a 12 x 12 foot perimeter around their tent/structure. If the clean-up is occurring at a site where the resident(s) is occupying a vehicle, the resident(s) should be encouraged to contain all property within their vehicle.
- When the site posting is complete, a Survey123 must be submitted to document the posting. Pictures must be taken of the posting and submitted with the survey. If the encampment resident(s) was present, it should be noted in the survey.

### **Step 4: Conducting an Escalated Encampment Clean-Up**

- On the scheduled clean-up day, a City staff member will accompany a City contractor to perform clean-up activities. Staff will be mindful and cautious to only dispose of items that are either a.) voluntarily identified as garbage by the resident, or b.) constitute trash as defined by this protocol.
- City staff shall take at least one picture of the encampment prior to beginning the clean-up activities.

- If the encampment resident(s) is present, City staff will inform the resident(s) that all activities are intended to only remove trash and debris, and that the resident(s) may continue to shelter in place. Staff will work with the resident(s) to identify items for disposal, and will also encourage, if not already completed, that all personal property be moved inside their tent, within a 12 x 12 ft. perimeter, or inside of their vehicles. If other tents/structures are present, Staff will also request that a minimum six-foot (6 ft.) space separate the tent/structures.
- In some instances, heavily soiled tents/structures may constitute trash. If this scenario is encountered, the heavily soiled tent/structures will be disposed of and a new tent will be provided to the resident(s).
- City staff and City contractors will make every effort to prevent damage to personal property, and City staff onsite will provide guidance and make final decisions on whether an item is trash.
- During the encampment cleaning, the resident(s) will be offered the opportunity to store any personal items. If the resident(s) accepts an offer to store property, staff and City contractors will follow existing personal property storage process as outlined in the City's encampment abatement procedures (see attachment).
- When clean-up activities are complete, City staff shall submit a Survey 123 with before and after pictures documenting the clean-up. If a tent/structure was dismantled, a picture must be submitted, and the comments section should note if a new tent was provided. All other relevant site clean-up details should be included in the comments, including a recommendation for what Tier the site should be added to for the Encampment Trash Pickup Program.
- Prior to leaving the site, City staff should provide trash bags to the encampment resident(s) and encourage them to participate in the Encampment Trash Pick-Up Program.

**Approved by:**

<u>          /s/  </u> <i>Kip Harkness, EOC Director</i>	<u>          10/1/20  </u> <i>Date</i>	<u>          /s/  </u> <i>Ragan Henninger, Branch Director</i>	<u>          10/1/20  </u> <i>Date</i>
<u>          /s/  </u> <i>Jim Ortbal, EOC Operations Coordinator</i>	<u>          10/1/20  </u> <i>Date</i>	<u>          /s/  </u> <i>Rick Scott, Branch Director</i>	<u>          10/1/20  </u> <i>Date</i>
<b>Original Effective Date: 10/5/20</b>		<b>Review Periodicity: Updated 10/30/20 with posting</b>	

In addition to the above signatories, this protocol has been reviewed by the Directors of Housing and Parks, Recreation, and Neighborhood Services, as well as by the City Attorney's Office.



## **Attachment A- Encampment Abatement Procedures from Memorandum of Understanding between the City of San José and Santa Clara Valley Water District**

### **Exhibit A ENCAMPMENT ABATEMENT PROCEDURES**

A homeless encampment is a camp located along a sidewalk, other public right of ways, creek or other waterway located in San José that is has not been permitted by the City of San José, Santa Clara Valley Water District, and/or other agencies with jurisdiction to regulate that occupation/camping activity.

#### **1. Program Goals**

- 1.1. Homeless Persons: Offer services, including housing assessment (to qualify for a permanent housing solution), encourage homeless persons to remove their belongings before the site is abated, and offer an immediate housing opportunity so as have an interim place to stay.
- 1.2. Environmental: Reduce the amount of trash in the waterways with a focus on the Direct Discharge Project Areas (Attachment A).
- 1.3. Community response: provide a coordinated and centralized response to address community concerns regarding safety, sanitary conditions, blight, and public nuisance.

#### **2. Program Partners**

##### **2.1. City of San José (City) Departments**

- The Department of Housing (Housing) implements and manages the Encampment Abatement Program.
- Environmental Services Department (ESD) manages the Direct Discharge Program goals in the project areas identified in Attachment A, as well as the management of the weight tags used for disposal of garbage from the abatement.
- The Department of Parks, Recreation, and Neighborhood Services (PRNS) oversees the Ranger re-encampment prevention activities.
- San José Police Department (Police) provides security and safety at postings and abatements through their Secondary Employment Unit (SEU).
- Department of Transportation (DOT) provides enforcement of vehicles illegally parked on City streets through the Vehicle Abatement Program.

- 2.2. Santa Clara Valley Water District (Valley Water) provides equipment, such as compactors, skid steer loaders and other machinery as is needed for encampment abatement activities and additional staff during abatements. Valley Water is also responsible for appropriate disposal of industrial hazardous waste. (This does not include human waste or biomedical hazardous waste.)

- 2.3. The City's Contractor is hired to post notices, document and photograph the site, and sort out personal items, as well as remove the structures during the abatements.

The following procedures outline the steps to be taken prior to and on the day(s) of the encampment abatement. These procedures do not replace or preclude the investigation and prosecution of suspected criminal or actual criminal activity. Such activity at encampments shall follow the standard enforcement procedures. All emergencies shall be reported to the San José Police Department at 911/311.

### **3. Reporting a Homeless Concern**

- 3.1. All inquiries to the City regarding encampments or homeless concerns within San José should be routed to the Homeless Concerns Hotline (Hotline) at (408) 975-1440 or [homelessconcerns@sanjoseca.gov](mailto:homelessconcerns@sanjoseca.gov).
- 3.2. Examples of homeless concerns reported to the City's Hotline include:
  - Homeless encampment
  - Inhabited vehicle (Recreation Vehicle/Car/Trailer)
  - An individual person living in a place not meant for habitation
  - Trash that appeared to be associated with a homeless encampment
  - Loitering
- 3.3. The Hotline will document the calls and emails from the public and enter the following information into the Homeless Concerns database:
  - Date of call or email
  - Location of the encampment/concern
  - Size of the encampment per the reporting party
  - The concern and other pertinent information regarding the encampment
  - Name and contact information
- 3.4. Valley Water will forward or refer Access Valley Water (AVW) reports of encampments that are reported within San José limits to the Homeless Concerns Hotline as frequently as reports are received.

### **4. Outreach: First Contact**

- 4.1. The City will dispatch the City's Homeless Outreach and Engagement Contractor (Outreach) to each location reported to the Hotline. Outreach will conduct a site visit and attempt to make contact in a compassionate and considerate manner
  - 4.1.1. If contact is made:
    - Outreach will conduct assessments (Vulnerability Index - Service Prioritization Decision Assistance Tool surveys) to determine housing options and evaluate immediate needs.
    - Outreach will be conducted in English, Spanish, Vietnamese and other languages as deemed necessary.
    - Outreach will inform occupants about community and environmental concerns.
    - Separate bags will be provided for garbage and storable personal property.
    - Outreach will provide notification of the impending abatement and encourage people to remove their property.
    - Outreach will explain the process of how to retrieve personal belongings by providing the Outreach flyer highlighting the Homeless Helpline phone number.
    - Outreach will offer services, shelter and housing options.
  - 4.1.2. If no contact is made, Outreach will leave a Homeless Helpline flyer and Homeless Services Pocket Guide.



- 4.1.3. Outreach will revisit encampments two additional times, at different times during the day, to make contact.
  - 4.1.3.1. If additional site visits are needed, they will be conducted two weeks prior to an abatement.
- 4.1.4. After each site visit, Outreach documents their efforts in the Homeless Concerns database with the following information:
  - Encampment identification information
  - Date of the visit
  - Number of tents/structures/other evidence of encampment
  - Number of people at the encampment
  - Number of contacts made
  - Number of people at the encampment who were referred to shelter and/or services
  - Number of people who accepted shelter
  - Number of people who accepted services
  - Reason services is declined
  - Identify shelter options and if declined, reason why it was declined
  - Number of assessments completed
  - Notes about the encampment and surrounding area

## **5. Assessment: Second Contact**

5.1 City's Encampment Abatement Manager will visit each encampment site to:

- Communicate concerns and provide notification that an abatement may be scheduled.
- Garbage bags will be provided.
- Determine jurisdiction.
- Determine if it is an active or inactive encampment.
- Feasibility, such as access to the encampment and how abatement crews and equipment will enter the camp.
- Address any challenges that many occur during the abatement.

*Note: Sites reported via Valley Water AVW reports will not receive "second contact" as jurisdiction and feasibility have been determined by Valley Water staff.*

## **6. Prioritizing Encampments for Removal**

6.1 The City and Valley Water will decide on date and locations for encampment abatements using the following criteria. Sites are prioritized in the following order:

- 6.1..1 Site falls within one of the Direct Discharge Project Areas, which are in three sections of Coyote Creek as shown on the map in Attachment A.
- 6.1..2 Site has received complaints from the Hotline or AVW reports.
  - 6.1..2.1 Site is on public property or a watercourse flowing within the boundaries of San José, where Valley Water or the City of San José has ownership or easement.
- 6.1..3 Site is blocking the public right of way:
  - 6.1..3.1 Site is in an area that is highly visible and/or frequented by the public.
- 6.1..4 Site presents serious health and/or safety hazards and environmental impacts to the site are occurring.
- 6.1..5 Site has significant accumulation of debris.



- 8.1.2 Postings will be placed on tents, structures, and other evidence of encampment in the abatement area. These are courtesy postings to provide additional information to encampment occupants.
- 8.1.3 City's Contractor will photograph posted notices to document time and location of posting. Photos are stored through Cloud storage managed by the City's Contractor and shared with the City.
- 8.1.4 If individuals are present at the encampment, oral notice shall, if reasonably possible, be given to the occupants that the encampment will be removed as indicated in the posting. Occupants are provided an Outreach flyer, highlighting the Homeless Helpline, an explanation on property retrieval, garbage and storage bags.

## **9. Final Site Visit: Fourth Contact**

- 9.1. City's Encampment Abatement Manager or Outreach will conduct a site visit to each posted site one or two days before the scheduled abatement. City's Encampment Abatement Manager or Outreach reminds individuals that an abatement is scheduled for the current week. City's Encampment Abatement Manager or Outreach offers referrals to services and provides bags for garbage and personal belongings.
- 9.2. The City will email the list of all sites to be abated to interested parties on the City's encampment list serve managed by the City's Encampment Abatement Manager on the day before the abatement.

## **10. Abatement**

- 10.1. The morning of the abatement, the City's Encampment Abatement Manager, SEU Officers, Valley Water staff and City and Valley Water contractors meet at Remillard Court at 7:00 a.m. (meeting site and time can vary depending on sunrise and locations of sites).
- 10.2. The City's Encampment Abatement Manager and Valley Water lead determine which sites on the list will be abated for the day (determination depends on site locations and size of encampment).
- 10.3. All personnel shall be present at the start of an encampment removal. The City's Encampment Abatement Manager and/or City's Contractor, and SEU officers, will give individuals who are still at the site 15 minutes to disassemble, bag, and pack up their belongings. Accommodations will be made for people with disabilities. The City will pilot this procedure for 30 days from the first abatement after MOA approval to see if it is effective in reducing the number of items stored. If it is deemed ineffective, or logistically difficult to implement, this step will be suspended.
- 10.4. The Encampment Abatement Manager or designee will request the name of any individual, remaining in the area, claiming storable personal property. Any item immediately returned will be noted on the photo inventory list with the name of the individual who collected it.
- 10.5. SEU Officers will conduct a site check to make sure that no individuals remain on site.
- 10.6. City's Contractor will photograph each posted site tent, structure or other evidence of an encampment, and surrounding area as identified by City's Encampment Abatement Manager.
- 10.7. The Abatement Log (Attachment C) will be completed by City's Abatement Manager or by City Contractor for each site abated.
- 10.8. Tents, structures, and other evidence of encampment in the abatement area will be dismantled and removed for storage unless they pose a threat to public health or safety.

- 10.8.1. Dismantle structures and open tents for sorting; avoid cutting tents when possible; and if a tent can be opened by zipper, use zipper.
- 10.9. After City's Contractor completes documentation of the site, the City and Valley Water's Contractor will begin abatement of the site.
- 10.10. City's Contractor will sort items using tools, including trash grabbers, rakes, shovels, or poles.
- 10.11. Transport bags remaining at an encampment will be searched by City's Contractor and items deemed a potential health or safety hazard will be discarded before the bag is stored.
- 10.12. City's Encampment Abatement Manager or designee will watch the sorting done by the Contractor to ensure they are consistent with the Guidelines for Storable Personal Property (Attachment D); City's Encampment Abatement Manager will provide guidance and make final decisions on whether or not an item is trash or storable personal property.
  - 10.12.1. The City's Contractor will make every effort to prevent damage to storable property.
  - 10.12.2. All storable property will be placed in a separate location. Contractor will provide an opportunity to reclaim storable personal property before it is removed from the abatement site for storage.
  - 10.12.3. All trash will be bagged and placed in a garbage compactor.
- 10.13. When sorting, City's Encampment Abatement Manager ensures that the City's Contractor will:
  - 10.13.1. Open any tent, bag, purse, backpack, or suitcase to verify the contents and check for personal items, but will not sort each item inside.
- 10.14. Once sorted, the Contractor will photograph the property to document what is being placed in storage.
  - 10.14.1. A sign or board indicating the date and location of the containers will be placed in the photograph with the property.
- 10.15. All property will then be placed into clear plastic tubs or bags.
  - 10.15.1. The tub or bag will be marked with the date and location of the abatement.
- 10.16. The Contractor will load the storable personal property into a truck to be transported to the storage facility.
  - 10.16.1. All trash to be taken to the landfill by Valley Water staff.
  - 10.16.2. Valley Water forwards weight tags to the City.
  - 10.16.3. City's Contractor will download all photo documentation and label it with the date and submit detailed storage log at the end of each abatement day.

### **11. Return of Storable Personal Property**

- 11.1. The person whose belongings were stored must contact Outreach to describe the personal property they wish to retrieve.
- 11.2. Outreach will call or email the Contractor to provide the following information received from encampment occupant:
  - Date and location of abatement
  - Description of items
  - Name of person requesting storable personal property
- 11.3. If the item requested is stored after an abatement, City's Contractor will retrieve the item from storage.
- 11.4. Contractor will drop off the item(s) at the location identified by the City for collection by the caller.
- 11.5. After 90 days, all unclaimed personal property will be disposed.



Attachment B- Encampment Escalated Cleanup Posting with Example Dates

**The City of San José will pick up trash in this area on the following date(s):**  
**[Wednesday, May 30, 2018] to [Thursday, May 31, 2018]**

Please help us keep this area clean and healthy. Place all your trash at designated locations by: **[7:00 a.m. on May 30, 2018]**.

Please put your personal property within your tent or structure, or within a 12 x 12-foot living space.

During the cleanup, the City of San José will remove items and materials not stored in a tent, structure, or living space. Unclaimed personal property will be collected and stored at a City facility for 90 days unless it is perishable, contaminated, or presents a potential health or safety hazard.

This trash and debris at this encampment pose a potential health and safety hazard. Please help us keep you safe and clean by cooperating with staff and minimizing loose trash and debris. Thank you.



**TO PICK UP YOUR PROPERTY**

CALL (408) 510-7600  
Monday–Friday, 9:00 a.m. to 5:00 p.m.  
EMAIL: [outreach@homefirstsc.org](mailto:outreach@homefirstsc.org)  
VISIT: **Boccardo Regional Reception Center**  
2011 Little Orchard Street, San Jose CA 95125

Property is not stored on-site at the Boccardo Regional Reception Center. To claim property, you will be required to provide a description of the items and the date and location of the cleanup and schedule a date to return to collect your items.

**ALL UNCLAIMED PROPERTY WILL BE DISPOSED OF AFTER [8/31/18]**

**La Ciudad de San José recogerá la basura en esta área en las siguientes fechas:**  
**[miércoles 30 de mayo de 2018] al [jueves 31 de mayo de 2018]**

**Thành Phố San José sẽ thu dọn rác trong khu vực này vào những ngày dưới đây:**  
**[Wednesday, May 30, 2018] đến [Thursday, May 31, 2018]**

**聖荷西市將於以下日期在該地區收集垃圾:**  
**[2018年5月30日星期三]至[2018年5月31日星期四]**

**圣何塞市将于以下日期在该地区收集垃圾:**  
**[2018年5月30日星期三]至[2018年5月31日星期四]**

Ayúdenos a mantener esta área limpia y saludable. Coloque toda su basura en los lugares designados a más tardar: **[7:00 a.m. del 30 de mayo de 2018].**

Xin giúp giữ khu vực này sạch sẽ và lành mạnh. Bỏ rác vào những địa điểm cố định trước: **[7:00 a.m. on May 30, 2018].**

請幫助我們保持該區清潔和健康。請在**[2018年5月30日上午7:00]**之前將所有垃圾放在指定的位置。

請幫助我們保持該區清潔和健康。請在**[2018年5月30日上午7:00]**之前將所有垃圾放在指定的位置。

Durante la limpieza, la Ciudad de San José retirará los artículos y materiales que no estén almacenados en una carpa, estructura o espacio habitable. La propiedad personal no reclamada se recogerá y almacenará en una instalación de la Ciudad durante 90 días a menos que sea precedera, esté contaminada o presente un peligro potencial para la salud o la seguridad.

Esta basura y escombros en este campamento representan un peligro potencial para la salud y la seguridad. Ayúdenos a mantenerlo seguro y limpio cooperando con el personal y minimizando la basura y los escombros sueltos. Gracias.

**PARA RECOGER SU PROPIEDAD**

Llame al **(408) 510-7600**, de lunes a viernes, de 9:00 a.m. A 5:00 p.m.

CORREO ELECTRÓNICO: **outreach@homefirstssc.org**

VISITA: **Boccardo Regional Reception Center**  
2011 Little Orchard Street, San Jose CA 95125

La propiedad no se almacena en el sitio en el Boccardo Regional Reception Center. Para reclamar la propiedad, se le pedirá que proporcione una descripción de los artículos y la fecha y el lugar de la limpieza y programe una fecha para regresar a recoger sus artículos.

**TODA LA PROPIEDAD NO RECLAMADA SERÁ ELIMINADA DESPUÉS DEL [31/8/18]**

Trong lúc dọn dẹp, Thành Phố San José sẽ lấy đi tất cả các đồ vật không cất vô trong lều hoặc trong phạm vi sinh sống. Các đồ đạc cá nhân còn sót lại sẽ được giữ lại ở một nhà kho của Thành Phố trong vòng 90 ngày ngoại trừ các đồ đạc dễ hỏng, gây ô nhiễm, hoặc có nguy cơ gây ra ảnh hưởng đến sức khỏe và an toàn.

Rác rưởi và các mảnh vụn ở trại lều này có nguy cơ gây ảnh hưởng đến sức khỏe và sự an toàn Xin giúp chúng tôi giữ sạch sẽ và tạo an toàn bằng cách hợp tác với nhân viên và giảm thiểu việc xả rác và vứt bừa bãi các đồ vụn. Xin cảm ơn.

**ĐỂ ĐẾN LẤY ĐỒ ĐẶC CỦA QUÝ VỊ**

XIN GỌI **(408) 510-7600**, thứ Hai-thứ Sáu, 9 giờ sáng đến 5 giờ chiều

EMAIL: **outreach@homefirstssc.org**

ĐI ĐẾN: **Boccardo Regional Reception Center**,  
2011 Little Orchard Street,  
San Jose CA 95125

Đồ đạc không có giữ ở Boccardo Regional Reception Center. Để lấy đồ, quý vị cần phải diễn tả các đồ vật đó cũng như ngày và địa điểm khi các đồ vật bị dọn đi và hẹn ngày quay lại để lấy đồ.

**TẤT CẢ CÁC ĐỒ ĐẶC SẼ BỊ VỨT ĐI SAU NGÀY [31 THÁNG 8, 2018]**

在清理過程中，聖荷西市將清除未存放在帳篷、建築物或居住空間內的物品。

除非那些物品容易腐爛，已受污染或對健康及安全構成潛在隱患，否則該物品將被收集並存放在本市的設施中90天。

這個營地的垃圾和雜物對健康及安全構成潛在隱患。

請幫助我們確保您的安全和清潔，與我們的員工合作並儘量減少鬆散的垃圾和雜物。謝謝。

取回你的私人物品

可在週一至週五，上午 9 點至下午 5 點 致電 (408) 510-7600

電郵: **outreach@homefirstssc.org**

訪問: **Boccardo Regional Reception Center**  
2011 Little Orchard Street, San Jose CA 95125

私人物品並不存放在 Boccardo Regional Reception Center 內。要取回你的私人物品

您將需要提供物品的描述以及清理的日期和位置，並安排一個日期以取回您的物品。

所有無人認領的物品將在 **[8/31/18]**之後棄置。

Coloque sus pertenencias personales dentro de su tienda de campaña o estructura, o dentro de un espacio habitable de 12 x 12 pies.

Xin cất các đồ đạc cá nhân của quý vị vô trong lều hay một nơi nào đó, hoặc trong phạm vi 12 x 12-foot nơi quý vị đang ở.

請將您的私人財產放在帳篷、建築物或在12 x 12尺的居住空間內。

請將您的私人財產放在帳篷、建築物或在12 x 12尺的居住空間內。

在清理过程中，圣何塞市将清除未存放在帐篷、建筑物或居住空间内的物品。

除非那些物品容易腐烂，已受污染或對健康及安全構成潛在隱患，否則該物品將被收集並存放在本市的設施中90天。

这个营地的垃圾和杂物對健康及安全構成潛在隱患。

請幫助我們確保您的安全和清潔，與我們的員工合作並儘量減少鬆散的垃圾和雜物。謝謝。

取回你的私人物品

可在週一至週五，上午 9 點至下午 5 點 致電 (408) 510-7600

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所有無人認領的物品將在 **[8/31/18]**之後棄置。



## ATTACHMENT B

### Supporting Public Health and Safety at Encampment Sites

#### Unsheltered Homeless Engagement and Intervention Continuum During COVID-19

##### Cooperative

- Provide residents with trash service (residents participate voluntarily)
- Provide street outreach

##### Intensive Engagement

- Provide residents with trash service
- Engage with more frequency to encourage voluntary participation in trash service program
- May require ROW removal
- Provide street outreach
- May be a SOAR location

##### Escalated Intervention

- Initiate Multidisciplinary Assessment Team (Disciplines dependent on encampment circumstances)
- Possible Escalated Clean up to accomplish trash removal at site
- Engage with more frequency to encourage voluntary participation in trash service program
- Provide street outreach

##### Encampment Abatement

- Provide street outreach
- Abatement subject to existing City procedures