

San Mateo County Navigation Center

Provider Coordination Meeting Part II

Robert Moltzen, LifeMoves

Matthew Hayes, Center on Homelessness

Irene Pasma, Healthcare for the Homeless/Farmworker Health Program

March 24, 2023

Agenda



Welcome/Meeting Purpose



Construction & Timeline Update



Navigation Center Services & Information Sharing



Office Space and Group Meetings



Next Steps

Teams on the call today:

Due to the large number of people on the call, we will not go through individual introductions. If your department/team is not listed here, please speak up!

Behavioral Health & Recovery Services	Bridges to Wellness	Center on Homelessness	Economic Self Sufficiency (H.S.A.)	El Centro
Healthcare for the Homeless/ Farmworker Health	Health Coverage Unit	Healthcare in Action	Health Plan San Mateo	LifeMoves
Public Health Policy & Planning	San Mateo Medical Center	Redwood City	Health Administration	Veteran's Administration

Array of prefabricated modular units serving 260 singles and couples

240 Sleeping units

- 168 w/ restrooms (200sf)
- 72 w/o restrooms (100 sf)

Parking: Car = 77, Bike = 39

All electric commercial kitchen

Community Building

Dog Run

Basketball Court

Medical and Dental Clinics

NAVIGATION CENTER



NAVIGATION CENTER: Construction and Timeline Updates

- Construction and site preparation is ongoing
- Construction expected to be completed on April 14, 2023
- Clients expected to begin moving into the Navigation Center on April 24, 2023
 - Phase 1: Clients at Maple transitioning to the Navigation Center on April 24, 2023
 - Phase 2: Intakes for the remaining units taking place through the end of May 2023



Construction Photos

3/6/23, 8:50 AM
San Mateo County



3/6/23, 9:00 AM
San Mateo County



Construction Photos



Interior Photos



Interior Photos



Providers & Their Services at the Navigation Center

On Site Full Time

- LifeMoves
 - Case management
 - Benefits assistance
 - Employment assistance
 - Housing assistance
 - LVN
 - Outreach Team
- Healthcare in Action
 - Medical Care
 - Behavioral Health
 - Care Coordination
- El Centro
 - Group and 1:1 counseling sessions
 - Outpatient AOD services
- University of the Pacific
 - Dental care

On Site Part Time

- Behavioral Health
 - BHRS MAT
 - BHRS ARM
 - BHRS HCH and HEAL
 - Hospitals and Institutions
 - Doctoral and MSW interns
- Benefits Assistance
 - Economic Self Sufficiency (H.S.A)
- Bridges to Wellness/ECM
- Coordinated Entry
- LifeMoves Education Department

Off Site Partners*

- Behavioral Health
 - BHRS Regional Clinics
 - BHRS SUD & Residential Treatment Programs
 - BHRS Housing Program
 - BHRS Full Service Partnerships (FSP)
 - BAART Clinic
- Medical & Benefits Assistance
 - San Mateo Medical Center
 - San Mateo County Street Medicine/Mobile Clinic
 - San Mateo County Health Coverage Unit (HCU)
- Outreach
 - Redwood City Outreach Hub
- Core Service Agencies
- Service Connect
- Jail (Sheriff/Correctional Health Services)
- Veteran's Administration

*Not comprehensive

Information Sharing

Navigation Center Intake Release of Information

Utilizing AB210 to facilitate MDTs

HIA & SMC Health Release of Information Forms

Existing information sharing processes should remain between organizations

Office / Meeting Space

On-site full time providers

- Discussing individually with each partner (HIA, El Centro, RWC HOT and eventually UOP)
- Dedicated clinic spaces as well as flex office spaces

On-site part time providers

- Flex office spaces

Case Conference/MDT Meetings

On-site full time providers

- Frequent case conference meetings (LM, HIA, El Centro, UOP)
- LifeMoves will share more information with HIA, El Centro and UOP about exact next steps

Full-time, part time and off-site providers

- Rotating themed MDTs
- Once every 2 weeks starting in the summer
- LifeMoves will reach out to you with invites and more information once Navigation Center has had some time to operate

Next Steps

- **Request for Information:** LifeMoves is updating the case manager resource binder and will be reaching out to you and other agencies to get the most up-to-date program contact and eligibility information
- **Keep an eye out** for e-mails regarding space and meeting information from Robert
- **If you have questions** about how your team should be coordinating with the Navigation Center, please reach out to Irene, Matthew, Robert and we can schedule a follow up meeting with you
 - Coordination among Health providers:
ipasma@smcgov.org
 - Construction timeline/CES:
mhayes@smcgov.org
 - On-site operations, LifeMoves services, general coordination:
rmoltzen@lifemoves.org

CORE SERVICE AGENCIES



There are eight Core Service Agencies that work in close collaboration with the Human Services Agency of San Mateo County to provide you and your family with basic emergency and support services to stabilize your living situation. The Core Service Agencies provide crisis intervention and referrals based on an evaluation of your needs and qualifications for assistance. The Core Service Agencies also provide information on housing resources and function as the access points for coordinated entry into homeless services for residents of San Mateo County. Call or visit the Core Service Agency that serves your area to find out more about their services. Below are just a few of the services that they offer.



Food including information about grocery programs and where you can get hot meals



Information on housing resources, shelter and other homeless services



Short-term rental/deposit/mortgage payment assistance

to support you in staying housed

Utility bill financial assistance and assistance with applying for on-going utility payment programs for people with low incomes

DALY CITY COMMUNITY SERVICE CENTER

350 90th St., Daly City
(650) 991-8007

Area Served: Daly City, Broadmoor, Colma

YMCA COMMUNITY RESOURCE CENTER

1486 Huntington Ave.,
South San Francisco
(650) 276-4101

Area Served: Brisbane, San Bruno, South San Francisco

PACIFICA RESOURCE CENTER

1809 Palmetto Ave., Pacifica
(650) 738-7470

Area Served: Pacifica

COASTSIDE HOPE

99 Avenue Alhambra, El Granada
(650) 726-9071

Area Served: Montara, Moss Beach, El Granada, Half Moon Bay

LOCATIONS

SAMARITAN HOUSE

4031 Pacific Blvd., San Mateo
(650) 347-3648

Area Served: Belmont, Burlingame, Foster City, Hillsborough, Millbrae, San Mateo, San Carlos

SAMARITAN HOUSE SOUTH

1836B Bay Rd., East Palo Alto
(650) 294-4312

Area Served: East Palo Alto, Menlo Park

PUENTE DE LA COSTA SUR

620 North St., Pescadero
(650) 879-1691

Area Served: La Honda, Loma Mar, Pescadero, San Gregorio

FAIR OAKS COMMUNITY CENTER

2600 Middlefield Rd., Redwood City
(650) 780-7500

Area Served: Redwood City, North Fair Oaks, Portola Valley, Woodside, Atherton

For more information, please visit:

<https://www.smcgov.org/hsa/core-service-agencies-emergency-safety-net-assistance>

AGENCIAS DE SERVICIOS ESENCIALES (CORE)

Hay ocho Agencias de Servicios Esenciales (Core) que trabajan en colaboración con la Agencia de Servicios Humanos del condado de San Mateo para ofrecerle a usted y su familia servicios básicos de emergencia y apoyo para estabilizar su situación de vida. Las Agencias Core ofrecen intervenciones en crisis y recomendaciones basadas en una evaluación de sus necesidades y elegibilidad para recibir asistencia. Las Agencias Core también dan información sobre recursos de vivienda y funcionan como los puntos de acceso para la búsqueda coordinada de servicios a personas sin hogar para los residentes del condado de San Mateo. Llame o visite la Agencia Core que presta servicios en su área para obtener más información sobre sus servicios. A continuación se mencionan sólo algunos de los servicios que ofrecen.



Comida incluyendo información sobre programas de alimentos y dónde puede conseguir comidas calientes



Información sobre recursos de vivienda, albergue y otros servicios para personas sin hogar



Asistencia para el pago de renta/depósito/hipoteca a corto plazo para apoyarlo a mantener un lugar donde vivir

Asistencia económica para la factura de servicios públicos y asistencia con la solicitud para programas de pago de servicios públicos continuos para personas de bajos ingresos

DALY CITY COMMUNITY SERVICE CENTER

350 90th St., Daly City
(650) 991-8007

Área de Servicios: Daly City,
Broadmoor, Colma

YMCA COMMUNITY RESOURCE CENTER

1486 Huntington Ave.,
South San Francisco
(650) 276-4101

Área de Servicios: Brisbane,
San Bruno, South San Francisco

PACIFICA RESOURCE CENTER

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Área de Servicios: Pacifica

COASTSIDE HOPE

99 Avenue Alhambra, El Granada
(650) 726-9071

Área de Servicios: Montara,
Moss Beach, El Granada,
Half Moon Bay

UBICACIONES

SAMARITAN HOUSE

4031 Pacific Blvd., San Mateo
(650) 347-3648

Área de Servicios: Belmont,
Burlingame, Foster City,
Hillsborough, Millbrae, San Mateo,
San Carlos

SAMARITAN HOUSE SOUTH

1836B Bay Rd., East Palo Alto
(650) 294-4312

Área de Servicios: East Palo Alto,
Menlo Park

PUENTE DE LA COSTA SUR

620 North St., Pescadero
(650) 879-1691

Área de Servicios: La Honda,
Loma Mar, Pescadero, San Gregorio

FAIR OAKS COMMUNITY CENTER

2600 Middlefield Rd., Redwood City
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Área de Servicios: Redwood City,
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Coordinated Entry System

CES Diversion Program and Shelter Placements



SAMARITAN
HOUSE

The development of CES

- Creates a unified system to address the current homelessness issues and housing crisis
- Sets a path to develop a systematic approach targeted at returning unsheltered homeless people to housing as quickly as possible
- Prioritizes existing system capacity for those who face the highest barriers and longest history of homelessness
- CES is funded by County (Measure K) and Federal grants

How to access CES in San Mateo County

- Through 1 of 8 Core Agencies located throughout San Mateo County
- Various Homeless Outreach Teams throughout San Mateo County (LifeMoves HOT team, WeHOPE and PRC outreach teams, RWC Strategy outreach team, SMPD outreach team)
- Institutional Programs such as San Mateo County jail and hospital

CORE Agencies

- 8 CORES throughout San Mateo County
- Clients can access many various services and programs through Client Services
- Coordinated Entry System (CES) is one service accessed through the client's local CORE agency

List of CORE Agencies

Core Service Agency	Address	Phone Number	Areas Served
Daly City Community Services Center	350 - 90th St., Daly City	(650) 991-8007	Daly City, Colma, Broadmoor
Samaritan House South	1852 Bay Road, East Palo Alto	(650) 294-4312	East Palo Alto, Menlo Park
Coastside Hope	99 Ave. Alhambra, El Granada	(650) 726-9071	Half Moon Bay, Montara, Moss Beach, El Granada,
Pacifica Resource Center	1809 Palmetto Avenue, Pacifica	(650) 738-7470	Pacifica
Samaritan House	4031 Pacific Blvd., San Mateo	(650) 347-3648	San Mateo, Belmont, Burlingame, Foster City, Hillsborough, Millbrae, San Carlos
Puente de la Costa Sur	620 North Street, Pescadero	(650) 879-1691	Pescadero, La Honda, Loma Mar, San Gregorio
Fair Oaks Community Center	2600 Middlefield Rd., Redwood City	(650) 780-7500	Redwood City, North Fair Oaks, Portola Valley, Woodside, Atherton
YMCA Community Resource Center	1486 Huntington Ave, South San Francisco	(650) 276-4101	South San Francisco, Brisbane, San Bruno

Welcome to CES

- We work with families and single adults
- Clients must meet the required criteria to gain access to CES
 - This is done while conducting an intake with Client Services Case Manager at the client's local CORE
- Clients must be currently homeless or "at-risk" of being homeless within 3 days (eviction from residence, being kicked out of family home, losing lease or rental agreement, etc.)
- Clients must be a resident of San Mateo County for the past 90 consecutive days
- Must fill out an residency affidavit with Client Services Case Manager
- Once the requirements have been met, Client Services will send a CES Diversion Program referral

Determining what's best for the Client

- CES consists of trained Diversion Specialists
- Client will have a conversation with a Diversion Specialist, approximately 25-45 minutes long
- Assessment and enrollment is completed
- Every Client has a different life story
- Our first option would be to divert the client away from homelessness by means of diversion (Rental assistance, using the client's network system, friends and/or family)
- Shelter is the last option, but in most cases, it's their only option

Plan of Action

- Diversion through Flex Funding (rental assistance or travel assistance to residential location)
- Possible to divert to SLE or residential treatment center
- Shelter placement
- Assessments completed allow clients to a potential housing intervention match (11 possible different housing vouchers)

Diversion Story

- Sally contacted a Core Agency due to experiencing homelessness for 6 months in San Mateo County. All required criteria was met and a referral was sent to CES.
- Through a conversation, CES was able to determine Sally had family members living in another state. The diversion specialist used Miracle Messages to reunite Sally with her long lost family members, who were willing to accept her back into their home.
- CES used “Flex Funding” to financially assist Sally in her transportation needs back to her home state for permanent residency.

Single Shelter Placements

- 3 congregate single shelters in San Mateo County
 - Safe Harbor in SSF
 - Navigation Center in Redwood City
 - Project WeHOPE Shelter in EPA
- 3 non-congregate shelters in San Mateo County
 - Coast House in HMB
 - El Camino House in San Mateo
 - Pacific Emergency Shelter in Redwood City
- Half Moon Bay's Coast House accepts families and singles that are residents of the Coastsides (Pacifica, Montara, Moss Beach, El Granada, HMB, Pescadero and La Honda)
- Pacific Emergency Shelter accepts singles that are residents of RWC only, El Camino House accepts singles from SMC
- Shelter placements priority are given to the highest need client, no reservations as we do have a waitlist
- Clients do need to be cleared by shelters before placements

Family Shelter Placements

- 4 family shelters throughout San Mateo County
 - Family Crossroads in Daly City
 - First Step for Families in San Mateo
 - Redwood Family House in Redwood City
 - Haven Family House in Menlo Park
- Must have child under the age of 18 or be 28 weeks pregnant to be considered a family referral

After being placed in Shelter

- Clients are assigned a Case Manager once placed at shelter
- Develop a case plan
- Minimum of 30 days
- Stay could be cut short if clients are not following rules or have violent behaviors
- Clients can stay longer if they are following rules and showing success on their case plan
- Every client is different and has a different case plan

Flowchart of CES services



Contact Information

Jerome Olimpiada, CES Program Manager

jolimpiada@samaritanhousesanmateo.org

(415) 702-7853



EMERGENCY RELOCATIONS

GETTING YOUR CLIENT OUT OF A
BAD SITUATION

REASONS FOR A NOTICE TO
VACATE:

- BEHAVIOR: VISITORS, DRUGS OR ALCOHOL, MENTAL HEALTH SYMPTOM EXACERBATION
- NON-PAYMENT OF RENT
- INCREASE IN RENT THAT DOH CANNOT COVER
- PROPERTY MANAGEMENT CHANGES

WHAT TO DO IF YOUR CLIENT GETS A NOTICE TO VACATE?

Contact Property Manager/Landlord

- ❖ Make sure it is accurate
- ❖ Mediation
- ❖ If you can get agreement for your client to stay, this may be the best option
- ❖ If mediation fails, negotiate a notice to vacate that works for both Landlord and client, with appropriate amount of time to relocate.
- ❖ This is not a fast process
- ❖ DOH, Client, Landlord are all notified
- ❖ If CT owes \$ they can apply for assistance with Core Agencies
- ❖ Temporary Housing? Family, Friends, Shelter, Hotels, Vehicles. About 50% of the time Client will need temporary living arrangements
- ❖ If client has resources, they can utilize storage units for their possessions, otherwise they may need to throw a lot out

RELOCATION VOUCHER TIME

- Gather all documents
- Get Voucher/RTA
- RTA usually lasts for 6 months. Depending on your clients needs, housing history, and financial situation, it could take that whole time, and may even need an extension
- Find a new apartment (obviously easier said than done)

LOOKING FOR NEW UNIT

- GO THROUGH LANDLORDS THAT YOU KNOW AND TRUST, WHO ALREADY DEAL WITH OUR CLIENTS AND VOUCHERS
- NEW LANDLORDS CAN GET INCENTIVES FOR WORKING WITH DOH, WHICH CAN HELP WITH CONVINCING
- PHONE CALLS! SET UP VIEWINGS
- APPLICATION PROCESS/DEPOSIT ASSISTANCE/APPLICATION FEES/HOLDING FEES → CORE AGENCY ASSISTANCE
- GET SIGNED RTA
- RETURN TO DOH

INSPECTION TIME

If inspection passes move to next slide

If inspection fails, move back a slide

Inspections can take up to a few weeks to get scheduled

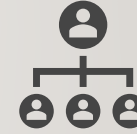
Inspection passes and lease is signed

Need lease for assistance from Core Service Agencies

MOVING!



Work with Ct's on packing throughout this process



Moving resources are hard to come by



Hope your client has friends with trucks



If they are moving because of their own behavior, you have a lot to work on moving forward

ANDREA CARRARA MHA
WWW.MHASMC.ORG

