



TO: Mayor and Councilmembers

FROM: Michelle Greene, City Manager

CONTACT: Vyto Adomaitis, Neighborhood Services & Public Safety Director
Claudia Dato, Senior Project Manager

SUBJECT: Reservation of Emergency Shelter/Transitional Housing Beds for Goleta Homeless

RECOMMENDATION:

- A. Consider reservation of two shelter beds for the period of one year at the Salvation Army Hospitality House shelter/transition housing program to be dedicated to homeless persons from Goleta who are selected and placed by the Central Coast Collaborative on Homelessness (C3H) Goleta Coordinated Outreach Team; and,
- B. Authorize the City Manager to execute a Memorandum of Understanding with the Salvation Army for reservation of beds at its Hospitality House shelter/transition housing program in the not-to-exceed amount of \$25,550, for the period of July 1, 2017 through June 30, 2018, subject to the approval of the FY 2017/18 and FY 2018/19 Budget.

BACKGROUND:

For the past ten years the City has been involved in various regional initiatives to address homelessness in Santa Barbara County, including for several years, the Ten Year Plan to End Chronic Homelessness and Common Ground SB. In 2012, a new collaborative was developed to merge all efforts related to homelessness, improve cross-sector coordination and enhance all aspects of housing and service delivery for the homeless in a cost effective manner with measureable results. This initiative was named the Central Coast Collaborative on Homelessness (C3H).

C3H is a county-wide agency that works in partnership with a broad group of service providers and stakeholders, including government agencies, non-profit organizations, business leaders, foundations, faith communities, and volunteers, to harness all resources available to reduce the number of people experiencing homelessness, as well as minimize the impacts of homelessness in Santa Barbara County. C3H includes a Policy Council of elected leaders from all the jurisdictions in the County. For the past few years, Mayor Perotte has served as the City's representative.

Over the past couple of years, C3H has worked on development of outreach teams to address specific regions of the county. These teams consist largely of volunteers, but are typically guided by or facilitated by C3H staff in coordination with each jurisdiction's representative to the C3H Policy Council. Approximately a year ago, a "Goleta Coordinated Outreach Team" started to actively work to connect with homeless in the community and support efforts to find them housing. Team members have included Mayor Perotte, service providers, homeless advocates, citizen volunteers, and other stakeholders. City staff and the Sheriff's Department Community Resource Deputy have provided support to the group on a regular basis. The team typically meets weekly to plan, coordinate and debrief on efforts to connect homeless individuals with resources. The ultimate goal is to assist homeless individuals in securing safe and affordable housing. The team has been actively working with eight to ten individuals.

From a practical perspective, one of the immediate challenges to helping the homeless find stable shelter has been the lack of available transitional housing or emergency shelter beds in the Goleta area. Last summer the idea of contracting for shelter beds came up in a Goleta Coordinated Outreach Team meeting. The idea of reserving shelter beds for specific clients is not a new one. The City of Santa Barbara has been reserving beds at the Salvation Army's Hospitality House through its Restorative Police Program, the County has beds reserved through various Departments such as Probation and Behavioral Wellness, and the Veterans' Administration also funds beds reserved for veterans. These programs reserve beds because the ability to take a homeless individual to a reserved shelter bed, versus having law enforcement cite them or arrest them for trespassing or other violations (e.g. public urination, littering, etc.), is both a compassionate and pragmatic solution to the problem of homelessness.

On November 14, 2016, the City Council discussed conceptual support for reserving shelter beds with the Salvation Army, which would be dedicated to homeless from Goleta. Staff was directed at that meeting to return with additional information specifically regarding a reservation program at the Salvation Army and associated costs.

DISCUSSION:

There are many issues facing the homeless population, and not all homeless require the same services. Many, but not all, of the chronic homeless suffer from addiction and mental health issues. Most shelter programs, both overnight and transitional, with the exception of the temporary overnight "warming centers," require patrons to be addiction free and sober. Most facilities do not have the resources to manage disruptive behavior and significant mental health issues. However, some homeless do not present substance abuse or mental health concerns, and would do well in a transitional housing environment. While some homeless individuals access overnight shelter only during inclement weather, others are actively engaged in more supportive services or "case management" and would welcome the opportunity to find more permanent shelter with a path to self-sufficiency.

Hospitality House Reservation Program

At the November 14, 2016, Council meeting, staff presented information regarding transitional housing and case management services provided to homeless individuals by the Salvation Army at its Hospitality House located in Santa Barbara. The Hospitality House is a shelter and transitional housing program for homeless individuals (not for

families) that includes meals and case management services consisting of counseling, life skills coaching, vocational training, financial mentoring, recreational activities, therapy, health services and Veteran's assistance. Men and women are housed in separate dormitory facilities.

In exchange for the services listed above, residents must be able to fully participate in program obligations, goals, and objectives (i.e. follow rules, participate in case management, attend meetings, and complete chores). Residents must be able to function in a social environment, be able to meet all basic needs without assistance from others, be able to pass a breathalyzer and urinalysis test upon taking residency, maintain sobriety, not commit any crimes while a resident, not pose a danger to themselves or others, and must be committed towards self-improvement and recovery from substance abuse, if applicable. The ultimate goal of the Hospitality House is to help residents reintegrate into mainstream society with an emphasis on employment, wellness, and long-term housing. The average stay at Hospitality House is six months, although up to a year is permissible in some cases. Three of the eight individuals the Goleta Outreach Team is working with are ready for this type of supportive housing.

In August 2016, Mayor Perotte, members of City staff, including the City Manager and Community Resource Deputy Dave Valadez, toured the Hospitality House. All members of the tour group were impressed by the Salvation Army organization in terms of operation and management of the Hospitality House, as well as the facility itself. During the tour of the Hospitality House, staff learned that the actual cost of reserving one shelter bed is \$45 a night. However, the Salvation Army has agreed to a price of \$35 a night, or \$12,775 annually per bed, if the City enters into an annual commitment. Staff has worked with the Salvation Army to develop a draft Memorandum of Understanding (MOU) covering bed reservation, case management, referral and other details for consideration and discussion (Attachment 1). Staff notes that the proposed MOU is broad in nature. If the Council would like to prioritize access based on veteran status, or some other criteria, those guidelines can be developed and included.

If Council approves participation in the shelter bed program, homeless individuals would be identified, selected, referred, and transported to the Hospitality House for occupancy in a reserved City of Goleta bed by the C3H Goleta Outreach Team. C3H would also provide ongoing case management services for those persons during their stay at the Hospitality House, in coordination with Salvation Army staff. C3H staff have indicated that reservation of two beds would be optimal to serve the needs of the homeless individuals who have been identified in Goleta as ready to enter a shelter program.

City staff suggests reserving two beds for the period of one year to take advantage of the lower pricing offered by the Salvation Army, and to give C3H adequate time to place individuals in the shelter and evaluate the results of the program. This would equate to a total cost of \$25,550 for the reservation of two beds for FY 2017/18. C3H has indicated that it will offer its services to support the program as part of its existing annual support request of \$5,500.

FISCAL IMPACTS:

At its November 14, 2016, meeting, Council discussed potentially utilizing Community Development Block Grant (CDBG) funding for a bed reservation program, and expressed

some concern about using these monies at the detriment of other non-profit programs. While CDBG funds could be a source of funding starting with FY 17/18, this would redirect approximately \$23,500 in CDBG funding from other public services historically benefiting from programmatic CDBG grants. To give Council an idea of the agencies and services that would be affected, the table on the following page lists this year's CDBG recipients.

Fiscal Year 16/17 CDBG Recipients

CDBG Subrecipient:	Program:	Grant Amount
Community Action Commission	Senior Nutrition Program	\$4,000
Family Service Agency	Big Brother Big Sisters Program	\$3,500
Isla Vista Youth Projects	Family Resource Center	\$3,000
New Beginnings	Homeless Safe Parking Program	\$3,000
Girls Incorporated	Scholarships to Goleta Center	\$2,965
Santa Barbara Neighborhood Clinic	Goleta Medical Clinic	\$4,000
Sarah House (AIDS Housing SB)	Residential End-of-Life Care	\$3,000

In addition, it is unclear at this point if funding for the CDBG program will be included in the federal budget at all. The City may not receive any CDBG funding in the next fiscal year, or may receive a severely reduced allocation. Under Council's current stipulation for grant funding and commitment to allocate \$100,000 annually for community grants (inclusive of the City's CDBG allocation), any loss of CDBG funding would be backfilled by the General Fund. Therefore, staff does not recommend using CDBG funds for the shelter bed program.

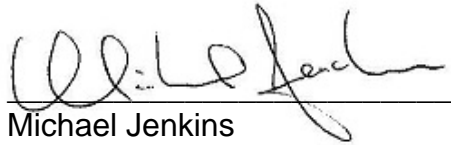
In an effort to identify other funding sources, staff contacted several colleagues in the tri-county region. Unfortunately, staff did not find any other funding source other than CDBG and the General Fund, which most agencies utilize to support these types of homeless programs. For example, the City of Santa Barbara utilizes General Fund money (over \$91,000 annually) to pay for homeless services specifically to avoid any competition for CDBG funding by other human service agencies.

As noted above, the cost to reserve one bed at the Salvation Army Hospitality House for the period of one year is \$12,775. C3H has recommended that the City reserve two beds, which would cost \$25,550 for one year. If the City Council is interested in moving forward with reservation of two beds, staff recommends that Council allocate \$25,550 in General Fund monies in account 101-5-1100-223 (Support to Other Agencies) for payment to the Salvation Army, as well as an additional \$5,500 in the same account for continued support to C3H in the FY 2017/18 Budget.


ALTERNATIVES:

The City Council could choose to not take action at this time to reserve shelter beds at the Salvation Army Hospitality House, and could continue to consider of this request in the context of the other Support to Other Agencies requests during the FY 2017/18 and FY 2018/19 budget process. Alternatively, Council could choose to reserve one bed only at this time. In addition, the Council could opt for a shorter contract period with the Salvation Army, though doing so would prevent the City from reserving a bed(s) at the \$35 per night cost.

Legal Review By:


Michael Jenkins
Interim City Attorney

Approved By:


Michelle Greene
City Manager

Attachment:

1. MOU for Bed Utilization at Hospitality House

Attachment 1

MOU for Bed Utilization at Hospitality House

Project Name: Salvation Army Hospitality House
Shelter Bed Reservation

**MEMORANDUM OF UNDERSTANDING
BETWEEN THE CITY OF GOLETA
AND
THE SALVATION ARMY**

This **MEMORANDUM OF UNDERSTANDING** (hereinafter "MOU") is made and entered into this 2nd day of May, 2017, by and between the **CITY OF GOLETA**, a municipal corporation (herein referred to as "CITY"), and the **SALVATION ARMY**, a California Corporation (hereinafter collectively referred to as "Parties").

RECITALS

- A. **WHEREAS**, the SALVATION ARMY operates a transitional housing program in the City of Santa Barbara called Hospitality House which includes shelter beds and case management services for homeless individuals; and
- B. **WHEREAS**, the primary goal of Hospitality House is to provide men and women the support needed to move from homelessness to self-sufficiency; and
- C. **WHEREAS**, CITY desires to enter into this MOU with the SALVATION ARMY for the purpose of reserving beds at its Hospitality House homeless shelter for homeless individuals from Goleta; and
- D. **WHEREAS**, the purpose of this MOU is to set forth the SALVATION ARMY's respective obligations in connection with CITY's contribution to the Hospitality House program and reservation of beds.

THE PARTIES HEREBY AGREE AS FOLLOWS:

SECTION 1. TERM OF MOU

The term of this MOU shall be from July 1, 2017, to June 30, 2018, inclusive, unless otherwise terminated earlier as provided for in this MOU. Thereafter the agreement may be extended annually by mutual agreement between CITY and the SALVATION ARMY.

SECTION 2. COMPENSATION AND PAYMENT

- A. The total compensation payable to the SALVATION ARMY by CITY for reservation of beds and associated services at the Hospitality House in Santa Barbara **SHALL NOT EXCEED** the sum of \$25,550.00 (herein "not to exceed amount") for the full term of the MOU, and shall be paid out on a monthly reimbursement basis in an amount not to exceed \$2,125.00 per month at the rate of \$35 per bed night for two reserved beds.

- B. The SALVATION ARMY shall provide CITY with itemized monthly invoices no more frequently than on a monthly basis. All payments shall be made within 30 days after CITY's approval of the invoice.

SECTION 3. SALVATION ARMY'S RESPONSIBILITIES

The SALVATION ARMY shall provide two transitional housing beds in its Santa Barbara Hospitality House to be continuously available for homeless individuals from Goleta, and in furtherance of that responsibility, shall:

- A. Provide case management services for residents, including counseling, food, transportation, employment assistance, financial budgeting, housing assistance, and referrals in association with its Hospitality House Program, as more particularly set forth in Exhibit "A," and incorporated herein; and
- B. Provide CITY with monthly statements detailing the dates and number of bed nights used, the first name and first initial of the last name of individuals utilizing the shelter and services, general data on the individuals, including race/ethnicity, gender and Veteran status, how they were referred to the Hospitality House, their place of origin prior to placement, their length of stay, and intended destination after leaving Hospitality House.

SECTION 4. INDEPENDENT CONTRACTOR

- A. The Parties agree that the SALVATION ARMY and SALVATION ARMY's employees, representatives, and volunteers shall be at all times independent contractors and not agents or employees of CITY, and that SALVATION ARMY employees, representatives, and volunteers shall not be entitled to any salary, benefits, pension, Workers' Compensation, sick leave, insurance or any other benefit or right connected with employment by CITY, or any compensation other than as prescribed herein, and SALVATION ARMY and SALVATION ARMY's employees, representatives, and volunteers expressly waive any claim they may have to any such rights.
- B. Under no circumstances shall this MOU be construed as one of partnership, joint venture or employment between CITY and SALVATION ARMY. Parties acknowledge and agree that they neither have, nor will give the appearance or impression of having, any legal authority to bind or commit the other Party in any way.

SECTION 5. NO ASSIGNMENT/SUBCONTRACTOR

This MOU is not assignable by SALAVATION ARMY without CITY's prior consent in writing. Any assignment or attempt to assign this MOU by SALVATION ARMY without CITY's written authorization shall constitute a material breach for which CITY may terminate this MOU with thirty (30) days written notice.

SECTION 6. LIABILITY, INDEMNIFICATION AND HOLD HARMLESS

- A. SALVATION ARMY holds CITY, its elected officials, officers, agents, and employees, harmless from all of claims, demands, lawsuits, judgments, damages, losses, injuries or liability to SALVATION ARMY, to SALVATION ARMY's employees, to SALVATION ARMY's contractors or subcontractors, which damages, losses, injuries or liability occur during the work required under this MOU, or occur while SALVATION ARMY is on CITY property, or which are connected, directly or indirectly, with SALVATION ARMY's performance of any activity or work required under this MOU.
- B. SALVATION ARMY shall investigate, defend, and indemnify CITY, its elected officials, officers, agents, and employees, from any claims, lawsuits, demands, judgments, and all liability including, but not limited to, monetary or property damage, lost profit, personal injury, wrongful death, general liability, automobile, infringement of copyright/patent/trademark, or professional errors and omissions arising out of, directly or indirectly, an error, negligence, or omission of SALVATION ARMY or any of SALVATION ARMY's officers, agents, employees, representatives, subconsultants, or subcontractors, or the willful misconduct of SALVATION ARMY or any of SALVATION ARMY's officers, agents, employees, representatives, subconsultants, or subcontractors, in performing the services described in, or normally associated with, this type of contracted work. The duty to defend shall include any suits or actions concerning any activity, product or work required under this MOU, and also include the payment of all court costs, attorney fees, expert witness costs, investigation costs, claims adjusting costs and any other costs required for and related thereto.
- C. CITY does not waive, nor shall be deemed to have waived, any indemnity, defense or hold harmless rights under this section because of the acceptance by CITY, or the deposit with CITY, of any insurance certificates or policies described in Section 10.

SECTION 7. INSURANCE REQUIREMENTS.

SALVATION ARMY shall, at SALVATION ARMY's sole cost and expense, provide insurance as described herein.

At SALVATION ARMY's sole cost and expense, and for the entire term of this MOU, SALVATION ARMY shall obtain and maintain in full force the insurance coverage specified as follows with an insurer or insurers satisfactory to CITY'S Representatives as noted in Section 13 of this MOU:

- A. Comprehensive General Liability Insurance of not less than One Million Dollars (\$1,000,000) per occurrence and Two Million Dollars (\$2,000,000) in the aggregate. This insurance shall include:

1. Extension of coverage to CITY, its officers, agents, elected officials, employees, and representatives as additional insureds, with respect to SALVATION ARMY's liabilities hereunder in the insurance coverage identified in this MOU;
 2. A provision that coverage will not be canceled or subject to reduction without CITY'S prior written consent upon thirty (30) days¹ written notice by SALVATION ARMY;
 3. A provision that SALVATION ARMY's insurance shall apply as primary insurance, and not in excess of, or contributing with, any insurance of CITY;
 4. Contractual liability coverage sufficiently broad so as to include the liability assumed by SALVATION ARMY in Section 6 of this MOU to the extent of the required policy limits;
 5. A provision that the policies be provided on an "occurrence" basis.
2. Workers' Compensation insurance complying with California worker's compensation laws, including statutory limits for workers' compensation and an Employer's Liability limit of \$1,000,000 per accident or disease.
 3. Approval of insurance by CITY or acceptance of the certificate of insurance by CITY shall not relieve or decrease the extent to which SALVATION ARMY may be held responsible for payment of damages resulting from SALVATION ARMY's services or operation pursuant to the MOU, nor shall it be deemed a waiver of CITY'S rights to insurance coverage hereunder.
 4. A Certificate of Insurance evidencing the above-specified coverage shall be completed by SALVATION ARMY's insurer or its agent and submitted prior to the execution of this agreement.
 5. All insurance is to be placed with insurers authorized to do business in the State of California with an A.M. Best and Company rating of A- or better, Class VII or better, or as otherwise approved by CITY.

SECTION 8. COMPLIANCE WITH ALL LAWS.

SALVATION ARMY shall comply with all applicable municipal, state and federal laws, regulations and rules related to the operation of Program, including but not limited to laws, regulations and rules applicable to health, safety and equal opportunity employment.

SECTION 9. DISPUTE RESOLUTION.

If a question arises regarding interpretation of this MOU or its performance, or the alleged failure of a party to perform, the party raising the question or making the allegation shall give written notice thereof to the other parties. The Parties shall

promptly meet in an effort to resolve the issues raised. If the Parties fail to resolve the issues raised, alternative forms of dispute resolution, including mediation or binding arbitration, may be pursued by agreement of Parties.

SECTION 10. EFFECT OF WAIVER.

The waiver by CITY of any term, covenant or condition of this MOU shall not be deemed a waiver of such term, covenant or condition or a waiver of any subsequent breach of such term, covenant or condition. The consent or approval by CITY to any act by SALVATION ARMY requiring CITY'S approval or consent shall not be deemed to waive provisions for CITY'S approval or consent of any subsequent acts by SALVATION ARMY.

SECTION 11. BREACH.

- A. SALVATION ARMY's performance of each and every provision of this MOU is an integral part of the consideration for CITY to enter into this MOU. SALVATION ARMY's failure to perform any of the provisions of this MOU shall constitute a material breach for CITY, in addition to any other rights or remedies available, may immediately terminate this MOU upon written notice to SALVATION ARMY.
- B. CITY, at its sole option, may elect to provide written notice of the breach of this MOU and a time period in which SALVATION ARMY may cure the specified breach. In the event that SALVATION ARMY fails to cure the specified breach within the time period specified, CITY may terminate this MOU.

SECTION 12. TERMINATION.

- A. In addition to Section 11 above, this MOU may be terminated by Parties upon giving thirty (30) days written notice of termination. In the event such notice of termination is given, this MOU shall be deemed terminated and end thirty (30) days after written notice is provided.
- B. The Representatives specified in Section 13 below are authorized to terminate this MOU.
- C. No later than thirty (30) days of Parties' receipt of notice of termination under this Section or Section 11, SALVATION ARMY shall provide CITY with a final invoice and statement of services provided.

SECTION 13. NOTICES

Any notice required to be given hereunder shall be deemed to have been given by depositing said notice in the United States mail, postage prepaid, and addressed as follows:

TO CITY: Attn: Michelle Greene, City Manager
City of Goleta
130 Cremona Drive, Suite B
Goleta, CA 93117

TO CONSULTANT: Attn: Lt. Colonel Douglas Riley, Divisional Commander
The Salvation Army
180 E. Ocean Blvd, Ste. 500
Long Beach, CA 90802

and Attn: Mark Gisler, Executive Director
The Salvation Army Southern California Division
423 Chapala Street
Santa Barbara, CA 93101

SECTION 14. MISCELLANEOUS PROVISIONS.

- A. Parties agree that this MOU shall be governed and construed in accordance with the laws of the State of California.
- B. The headings of the sections and subsections of this MOU are inserted for convenience only. They do not constitute a part of this MOU and shall not be used in its construction.
- C. Any and all exhibits which are referred to in this MOU are incorporated herein by reference and are deemed a part of this MOU. This MOU may only be amended by formal written agreement executed by all Parties.
- D. In the event that suit shall be brought by any of the parties, Parties agree that venue shall be exclusively vested in the California Superior Court of the County of Santa Barbara, or if federal jurisdiction is appropriate, exclusively in the United States District Court, Central District of California.
- E. The Recitals of this MOU are hereby incorporated into the terms, conditions, and obligations of this MOU.
- F. This MOU constitutes the entire MOU between the Parties pertaining to the subject matter containing therein and supersedes all prior or contemporaneous agreements, representations and understandings of the Parties relative thereto.
- G. If any term, covenant, condition or provision of this MOU, or the application thereof to any person or circumstance, shall to any extent be held by a court of competent jurisdiction to be invalid, void or unenforceable, the remainder of the terms, covenants, conditions and provisions of this MOU, or the application thereof to any person or circumstance, shall remain in full force and effect and shall in no way be affected, impaired or invalidated thereby.

IN WITNESS THEREOF, the Parties hereto have caused this MOU to be executed, on the day and year first written above.

CITY OF GOLETA

SALVATION ARMY

Michelle Greene
City Manager

By:
Title:

ATTEST:

Deborah Lopez
City Clerk

By:
Title:

APPROVED AS TO FORM

Michael Jenkins
Interim City Attorney

Exhibit A

This Memorandum of Understanding (MOU) has been developed to provide general information about the Hospitality House Program and clear information regarding the referral of potential clients from City of Goleta to The Salvation Army, a California corporation at its Santa Barbara Hospitality House.

Hospitality House Program Overview

The Salvation Army Hospitality House in Santa Barbara is designed to assist single, homeless men and women. The program's overall objective is for residents to become self-sufficient by obtaining and maintain secure income and transition into safe housing. This is accomplished through onsite resources, as well as through collaboration with other agencies. Although the maximum length of stay for eligible residence is 365-Days (one year), residents are expected to transition into permanent housing as soon as it becomes available.

The program is structured, emphasizing support and accountability. The rules that are in place encourage a safe and healthy environment for all residents, volunteers and employees. The most prominent of these, is the requirement for residents to maintain abstinence from drugs and alcohol due to the fact that approximately 80% of residents are in recovery. Testing for alcohol consumption and urinalysis testing for drug use is conducted both randomly and when there is suspicion.

Of the 69 beds at the Hospitality House, the City of Goleta has agreed to pay for two beds continuously for the period of one year. All beds are based on an agreed upon, per diem rate.

Budget

2 Beds x \$35 per night x 365 days = \$25,550.00

(Example: 1 bed x \$35 per night x 365 days = \$12,775)

Minimum Requirements

The minimum requirements address the need to maintain the safety of existing residents. Additionally, these requirements ensure the appropriate placement of potential residents based on the following: program design, the facility, staffing levels & expertise, etc.

1) Physical Health –

Residents must be able to participate fully in program obligations, goals, and objectives (i.e. rules, case management, meetings, chores, etc.). A resident cannot

have medical orders or physician recommendations which would require modification to the program, except as provided below. If concerns regarding physical health occur, the resident is responsible to get appropriate medical care.

2) Mental Health –

Residents must be able to participate fully in program obligations, goals, and objectives (i.e. rules, case management, meetings, chores, etc.) They must also be able to function in a social environment. If resident has a preexisting mental health diagnosis, he/she must maintain contact with physicians and maintain medication compliancy without assistance.

3) Self-Care & Mobility –

The Hospitality House is ADA compliant and will make reasonable accommodations for current and prospective residents. All residents must be able to meet all basic needs without assistance from others (i.e. hygiene, mobility, etc.).

4) Substance Use Disorder –

Resident must be able to pass a breathalyzer and urinalysis test at intake. Drugs such as methadone, buprenorphine, etc. that are prescribed to assist with opiate abuse must be discussed and cleared with staff prior to admission. If a resident is in recovery, he/she must be enrolled and actively participating in treatment/recovery separately from the Hospitality House. The Hospitality House is NOT a Substance Use Disorder treatment program. Residents must sustain abstinence from any drug or alcohol consumption while on and off the Hospitality House property. All residents are required to consent to random drug and alcohol testing to ensure sobriety is maintained and assist the resident in their recovery. Furthermore, residents must understand that a positive and/or refusal to test may, at the sole discretion of Hospitality House, result in dismissal from the program. This information may be shared with the Substance Use Disorder Treatment provider in a collaborative manner to assist the resident on their path to recovery.

5) Legal –

Residents must not commit any crimes while a resident at the Hospitality House. If applicable, resident must be compliant with probation and/or parole terms. Applicants with a history of sexual offences, arson or terrorism are not permitted.

6) Safety –

Residents must not present a danger to self or others. Willful disruptive behavior requiring intervention of emergency services personnel (Police, Paramedics, etc.) may result in dismissal from the program.

7) Commitment –

Residents must be motivated towards self-improvement and recovery from substance abuse. A resident understands that our ultimate goal is to help him/her reintegrate into mainstream society with an emphasis on employment, wellness, and long-term housing. The prospective resident should be also committed to that goal.

Referring Potential Residents Protocol

Potential residents will be referred by the Central Coast Collaborative on Homelessness (C3H) on behalf of the City of Goleta. When C3H wishes to refer a potential resident that passes the minimum requirements, that agency needs to contact the Intake Coordinator (Hospitality House staff). It is also requested that the referring agency utilize one representative, if possible, when making referrals to ensure proper communication and the sharing of information regarding an applicant.

The Intake Coordinator will request that an Application Screening Form be completed by the applicant and provided, along with a copy of the applicant's most recent TB (tuberculosis) test, Driver's License/State ID, and Social Security Card. Once all required information is received and reviewed, the Intake Coordinator will contact the referring agency's representative to discuss any further questions and to identify a tentative date that the applicant may enter the program (intake). If an intake date opens prior to the tentative date, the Intake Coordinator will contact the referring agency's representative.

If an applicant misses his/her intake appointment, he/she will be provided referrals (see referral locations under *Discharge Notification and Referrals*) and moved to the end of the waiting list. If an applicant is found not appropriate, then referrals will be provided to the individual. In either case, the Intake Coordinator will contact the referring agency's representative to discuss what occurred to disqualify the applicant and explore other options.

Discharges Notification and Referrals

A Hospitality House staff member will contact the referring agency's representative within 72-hours if an individual has left the program and /or has been requested to exit. Information regarding the discharge of an individual will be discussed with the referring agency's representative to assist in the continued quality of care. Referrals will be offered to all residents leaving the program.

The Hospitality House will maintain a list of various agencies for applicants being denied admission and residents discharging from the program. This list will consist of shelters (e.g. PATH, Rescue Mission Shelter, The Good Samaritan, Warming Centers, etc.) and drug & alcohol treatment programs (e.g. Santa Barbara Rescue Mission, etc.).

Complaints

Any issues or complaints regarding the referral process by a referring agency should first be directed to the Intake Coordinator for resolution. If resolution is not achieved, the Hospitality House Executive Director needs to be contacted.