



Santa Cruz Housing-Focused Shelter Survey Responses
 Prepared by Focus Strategies
 Updated 11/14/2019

Q1. Name of Shelter

- AFC SafeSpaces Overnight Parking Program
- Faith Community Shelter
- Monarch Services (Mariposa House)
- New Life Community Services
- Pajaro Valley Shelter Services
- Paul Lee Loft
- Rebele Family Shelter
- Recuperative Care Center
- River St. Shelter
- Salvation Army Laurel St
- Siena House Maternity Home
- Watsonville Navigation Center

Q2. What target populations are served? Check all that apply. (n=12)

Percentage of Response

Single Adults	83%
Transitional Aged Youth	33%
Famililes with Children	67%
Veterans	58%
Other	
Pregnant Women	8%
Unhoused living in their motor vehicles	8%
Disabled	8%
DV, sexual assault, human trafficking survivors	8%

Q3. Program Capacity (n=12)

of Beds Percentage of Response

Q4. Does your shelter conduct a needs assessment with each resident? (n=12)

Percentage of Response

Yes	75%
No	25%

Q5. Does your shelter employ case managers that provide general services to residents (e.g. develop service plans, connect residents to community resources, etc.)? (n =12)

Percentage of Response

Yes	67%
No	33%

Q5a. If yes to Q5, what is the approximate ratio of case manager to clients? (n =8)

Percentage of Response

1:10	13%
1:12	13%
1:16	13%
1:20	13%
1:36	13%
1:40	13%
1:55	13%
1: for all clients	13%

Q6. Does your shelter employ staff dedicated to assist residents to secure housing (e.g. housing specialists, housing case managers, housing navigators)? (n=12)

Percentage of Response

Yes	33%
No	67%

Q6a. If no to Q6, is this activity part of the function of case managers? (n=8)	Percentage of Response
Yes, a significant part of the case manager's job.	38%
Yes, one of the things case managers work on.	50%
No, not generally part of what case managers are expected to work on.	13%

Q6b. If yes to Q6, what is the approximate ratio of housing specialist to clients? (n=4)	Percentage of Response
1:6	25%
1:12	25%
1:26	25%
2: for all clients	25%

Q7. Does your shelter program assist clients to develop a housing plan? (n=12)	Percentage of Response
Yes	75%
No	25%

Q7a. If yes to Q7, is this offered to: (n=9)	Percentage of Response
All clients, either at intake or after shelter entry	89%
Only a subset of clients. Briefly describe who gets a housing plan. Clients that have enrolled in our Navigation Program	11%

Q8. Does your shelter program provide clients with access to housing information and resources to support housing searches? Check all that apply. (n=12)	Percentage of Response
Information about available housing on bulletin boards	83%
Handouts of housing listings	67%
Computer room or access to computers	50%
Other (Please list.)	
Individual case management meetings	8%
Public library housing navigators	17%
Connection to landlords offering rentals from time to time	8%

Q9. Does your program offer housing search support groups, housing meetings focusing on housing search, or other types of group activities in which clients support each other in meeting their housing goals? (n=12)	Percentage of Response
Yes	33%
No	67%

Q10. Does your program provide flexible funding to help clients to secure a housing solution (e.g. deposit assistance, help with paying utility arrears, moving costs, etc.)? (n=12)	Percentage of Response
Yes	8%
No	92%

Q10a. If yes to Q10, is this funding available to (select all that apply): (n=1)	Percentage of Response
All clients in the shelter	0%
Only certain clients based on population	0%
Only certain clients based on time in the shelter	0%
Only certain clients for other reasons (Please list reasons). On an as needed basis	100%

Q11. Does your program have a maximum length that clients may stay? (n=12)	Percentage of Response
Yes	42%
No	58%

Q11a. If yes to Q11, what is the maximum length of stay that clients may stay? (n=5)	Percentage of Response
Through pregnancy and until baby turns 1	20%
A few nights	20%
90 days for long-term MH clients	20%
1 year	20%
Shelter 3 months, annex 12 months	20%

Q11b. If yes to Q11, can clients extend their stay beyond the maximum if they are engaged in a housing search? (n=5)	Percentage of Response
Yes	60%
No	40%

Q11c. If yes to Q11, can clients extend their stay beyond the maximum if they have secured housing but cannot yet move in? (n=5)	Percentage of Response
Yes	100%
No	0%

Q11d. If yes to Q11, are clients asked to leave if they are not working on a housing plan/search? (n=5)	Percentage of Response
Yes	60%
No	40%

Q12. What is your program policy on service participation? (Please only check one option.) (n=12)	Percentage of Response
Clients are required to participate in services as a condition of staying in the shelter	25%
Service participation in voluntary, clients may stay as long as they follow shelter rules	75%

Q13. Does your shelter have private spaces where case managers or other service staff can meet privately with clients? (n=12)	Percentage of Response
Yes	100%
No	0%

Q14. Do program staff receive training on any of the following? (Check all that apply.) (n=12)	Percentage of Response
Trauma Informed Services	58%
Motivational Interviewing	50%
Unconscious or Implicit Bias	33%
Cultural Humility	50%
Harm Reduction	67%
Housing First Principles	67%

Q15. Is there any other information you want to share about your shelter program generally or your work to help clients secure housing more specifically? (Free response).

* SafeSpaces is considered “emergency transitional shelter.” We don’t have case workers per se. We refer our participants to resources as much as possible.

* Our primary focus is residential and out patient SUDS treatment. The shelter functions to support that effort, so it does not operate like a traditional shelter.

* We have two clinicians on staff who meet with clients individually and in a group setting to develop independent living skills as well as work on self regulation in order to secure and maintain housing.

* Housing navigation program that ensures that providers are not in competition with each other.