



Emergency Interim Housing (EIH) Bernal and Rue Ferrari

EIH Program Overview

In response to the COVID-19 emergency and the City of San Jose shelter crisis declaration, the City has developed Emergency Interim Housing communities to help protect unhoused people from disease, slow the spread of COVID-19, and expanded the City's interim housing capacity after the emergency recedes.

HomeFirst's Emergency Interim Housing (EIH) provides interim housing opportunities to unhoused single adults (Bernal) and Couples (Ferrari) through three phases of service delivery – ***(Emergency Interim Housing, Transition Period, Bridge Housing)***

All participants referred to EIH will be offered an initial 60 days in the program and extensions may be granted on a case by case basis. The state of the County regarding the COVID-19 pandemic will also be considered when establishing a participant's length of stay in the program.

- Participants are selected on a referral basis only, and must meet the required criteria
- The site is operated by a team of Resident Advocates, Case Managers, Clinicians and an Oversight Team
- Bernal up to 78 individual, single occupancy units with private restroom and shower
- Via Ferrari up to 120 occupancy for single adults and couples, units have private restroom and shower
- The site offers shared community space (kitchen, laundry facilities, smoking area, computer lab, dog run, picnic benches, garden area)
- On-site security staff 24 hours per day, 7 days per week, 365 days a year

EIH Phases

Emergency Interim Housing

The *vulnerable unhoused population* will be the initial group offered occupancy. Participants referred within this phase must currently be in a COVID-19 shelter or motel/hotel.

Vulnerable individuals are defined as older adults with underlying health conditions or individuals with three or more severe underlying health condition putting them at greater risk.



Transition Period

As the City and County transition from COVID-19 response to a recovery stage, the EIH sites will accept individuals from interim shelters.

This phase will allow individuals additional time to consider options once COVID-19 sheltering locations are closed.



Bridge Housing Communities

This phase is intended to serve as a short-term bridge housing solution for individuals working toward securing permanent housing through programs such as Rapid Rehousing or Permanent Supportive Housing.

Unhoused adults will be selected for occupancy based on the eligibility criteria established by the City's Housing Department and HomeFirst as the Operator.

ElH On-Site Staff

Resident Advocates

- Responsible for overall day-to-day site operation and resident safety through regular check-ins and monitoring of site grounds and sleeping units
- Respond to resident needs on an as-needed basis
- Facilitate flow of on-site amenities (laundry, food services, linkage to resources, etc.)

Case Managers

- Provide direct support to individual participants through one-on-one sessions
- Work with participant to create service plans that focus on establishing and securing basic services such as access to medical providers, obtaining identification, reconnecting with family, exit to permanent housing, etc.

Clinicians

- Aid residents in addressing the anxiety, depression and trauma that is often associated with homelessness
- Available to all participants on site, either individually or in small groups (while practicing social distancing and utilizing the appropriate personal protective equipment also known as PPE)

ElH On-Site Staff

Oversight Team

- Consists of a Program Manager and Shift Supervisors, this group is supported by the Associate Director and HomeFirst's Support Services Director
- The Program Manager is responsible for the supervision of all service staff as well as overall management of the site
- Shift Supervisors take on the overall management role when the Program Manager is not present
- Community Engagement Coordinator is responsible for overall community activities/engagement and is supported by the Development Director

Security

- ElH contracted security will monitor a security kiosk 24 hours a day, 7 days a week, 365 days a year
- Perform security checks at point of entry, as well as carrying out required health screenings
- Monitor the grounds and respond to staff requests for assistance regarding participant or visitor behavioral issues or curb loitering issues on or around the sites
- Direct visitors to the ElH Service Office for check in
- Collaborate with law enforcement as necessary

EIH On-Site Support Services



Resident Advocates: Day to day operations, linkage, referrals, application assistance etc.



Case Management: Support with reaching housing goals, regular set meeting times onsite



Mental Health: Requested counseling support either individually or in small groups



Community Engagement & Learning Opportunities

EIH Partnerships

Oversight and Support Committee

- Provide input and support with day-to-day operations
- Led by HomeFirst and includes homeless services stakeholders, EIH residents and official representatives from the City of San José
- Meets monthly

EIH Advisory Group

- Provide feedback on current operations, program practices and the impact on the surrounding community
- Made up of engaged stakeholders such as neighboring residents, local business owners, partner agencies and official representatives from the City of San José
- Meets quarterly

EIH Volunteer and Donations

- Volunteers provide learning opportunities such as workshops and peer support groups
- Various items can be donated to directly benefit participants

EIH Eligibility Criteria

Must be a single adult or couple (18+) that meet HUD definition of literally homeless

Referrals sent to EIH from City of San Jose and Santa Clara County

- Priority placement for those exiting motel/hotel placement through the COVID-19 hotline
- Priority placement to those deemed high risk of complications to COVID-19 (CDC and SCCPHD criteria)

Must not have a criminal conviction for arson

Must not have a criminal conviction for methamphetamine manufacturing

Must not have a criminal conviction for 290 sexual assault offenses

EIH Frequently Asked Questions



Q: How long can someone stay at EIH Bernal?

All participants will be offered an initial 60 days in the program. Extensions in 30-day increments will be granted on a case by case basis depending on the phase of the program the participants are engaged in, progress toward service plan goals (if applicable), behavioral incidents and the state of the County regarding the COVID-19 pandemic.

Q: Do participants have a curfew?

The EIH site is a 24-hour operation. Program participants are free to come and go as they deem necessary. However, all EIH participants are required to abide by community guidelines and policies. Additionally, access to site amenities such as laundry and kitchen may be restricted to separate operating hours and may vary by site.

**Quiet hours must be observed between 10:00pm and 8:00am daily.*

Q: Will meals be provided daily?

Participants are responsible for their own meals; however, they will have access to a food pantry and shared kitchen to prepare their meals on-site. In addition, HomeFirst will work with partners to bring meals to the site.

EIH Frequently Asked Questions



Q: Are participants allowed to have pets?

Program participants with pets must sign the EIH Animal Agreement prior to move-in. No pets may be acquired after admittance into EIH (except for service animals).

Q: Can a participant have guests/visitors?

Each participant is permitted one guest/visitor at a time which must be cleared by HomeFirst staff and is required to check in with security. All visitors must exit EIH property by 10:00pm each day. During COVID 19 response, no visitors will be allowed onsite.

Q: Is there parking available on site?

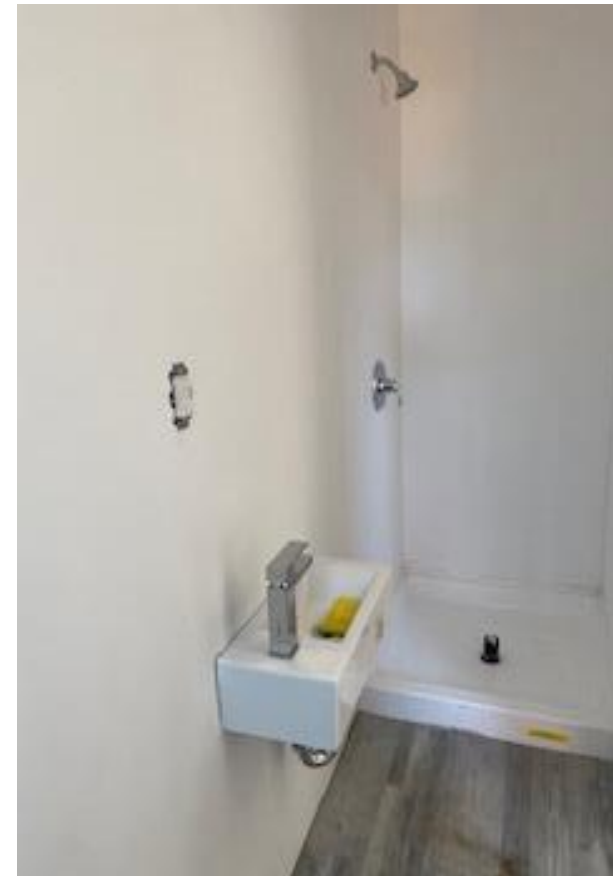
Limited parking spaces are available on a first-come, first-served basis, unless designated a parking space for special accommodation. Program participants will be provided with a permit that must be displayed on vehicle at all times (valid driver's license required). Any visitors parking in the EIH parking lot must display a visitor parking pass at all times.

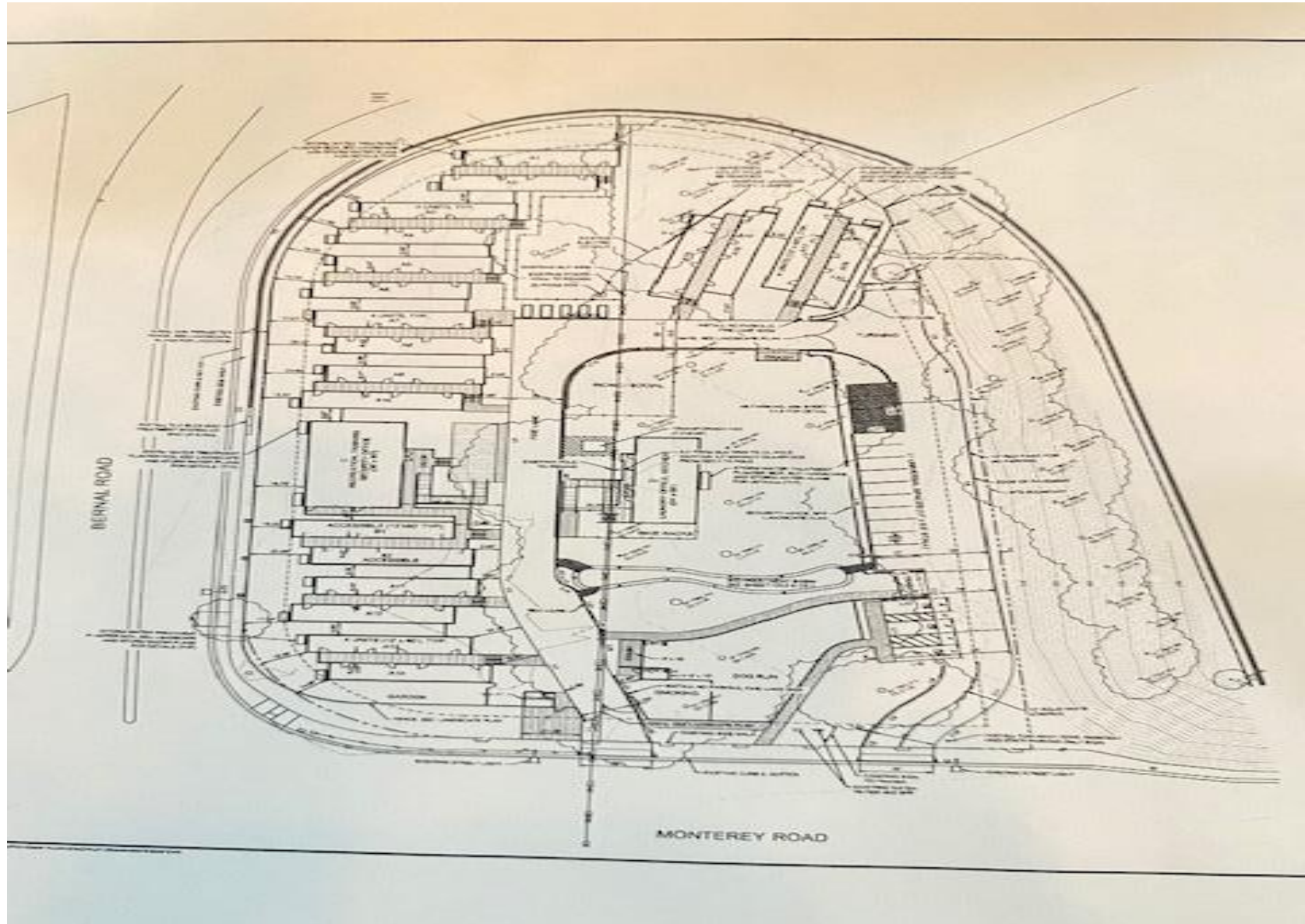












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checkout HomeFirst careers
page for open positions!

www.homefirstscc.org

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