

CITRUS HEIGHTS POLICE DEPARTMENT



2018

HERMAN GOLDSTEIN

PROBLEM ORIENTED POLICING AWARD

H.O.P.E

Homeless Outreach Program & Education

Helping the Homeless Navigate to Independence

Summary:

The Citrus Heights Police Department's Problem-Oriented Policing Unit created the Homeless Outreach Program and Education (H.O.P.E.) in response to our community and business stakeholders that were concerned about homelessness in the city of Citrus Heights. In 2015, the department embarked on the HOPE survey's inaugural year. The purpose of the HOPE survey was to facilitate the collection of data that could be used to determine the scope and causation factors of homelessness in the City of Citrus Heights. As part of the HOPE program, the police department partnered with the Homeless Assistance Response Team (HART), a volunteer, community-based program in the city of Citrus Heights which seeks to end homelessness in the city. The data that was gathered from the initial survey enabled the city of Citrus Heights and the Economic Development Department to procure a part-time, pilot program called the Navigator. This pilot program would be a collaborative effort between the Citrus Heights Police Department (CHPD), the City of Citrus Heights, the Homeless Assistance Resource Team (HART) and Sacramento Self-Help & Housing (SSH&H)

The police department conducted a second survey in 2016, and now had the present ability to provide immediate Navigator follow-up to the homeless who were requesting assistance. The success of this Navigator pilot program quickly led to this part-time position becoming a full-time position. The HOPE survey has been conducted annually since the inception of the program and runs throughout the month of April each year. The survey effectively facilitates a two-way flow of information. Not only does it allow for key data collection, but also provides an opportunity to educate the homeless, community groups and business groups about the resources available to the homeless, and most importantly it provides an opportunity to introduce our Navigator. The HOPE survey also provides an excellent

opportunity to speak candidly with community groups, who seek to help the homeless and by arming them with valuable homeless resource information. This program has seen a huge success due to the speed in which we can connect a homeless citizen with our Navigator. The speed in which this occurs, helps ensure that we are able to provide the homeless with resources such as temporary or even permanent housing. It also provides an opportunity to pair the homeless who are struggling with mental health issues, with mental health assistance and other extremely important government services that would otherwise go unutilized. The Citrus Heights Police Department has maintained our focus on services first and enforcement second, while working to avoid the displacement of the homeless to other neighboring jurisdictions.

Description:

The City of Citrus Heights is located in the heart of California's capital region in northern Sacramento County. Citrus Heights is an established community with an estimated population of just over 86,000 residents. Citrus Heights offers a business-friendly environment with a solid base for small businesses, retail chains, and food service establishments. With an ongoing commitment to providing high quality, economical responsive services to the local community, Citrus Heights is well positioned for future economic development and redevelopment opportunities. Citrus Heights maintains a small-town feel, despite its urban proximity. The city provides a strong sense of community and belonging for residents. Residents demonstrate great pride in Citrus Heights and regularly gather for celebrations and community events. The city incorporated in 1997 and encompasses an urban area of 14.2 square miles. In 2006, the Citrus

Heights Police Department was formed in response to the communities desire to have their own police department.

Across the nation, police departments are grappling with the problem of homelessness in their communities. According to the U.S. Department of Housing and Urban Development 2016 annual homeless assessment report, 28 percent of the nation's homeless populations reside in California. Many of them find their way to the streets of Citrus Heights. Prior to 2006, police services were contracted through the Sacramento County Sheriff's Department. One of the most significant challenges facing the sheriff's department at the time was the issue of homelessness. This same issue is a challenge to the Citrus Heights Police Department to this day. Part of the difficulty is the public's opinion that homelessness is solely a police matter and should be addressed utilizing strict law enforcement, coupled with zero tolerance.

While homelessness is not a crime, it is widely known that this segment of the population poses an additional concern for business owners and residents for a variety of reasons. Mental illness, drug addiction, alcoholism and criminal behavior are not characteristics of all homeless people. However, the majority of homeless in Citrus Heights fall under at least one of these categories. Homelessness is a lifestyle. Some people choose it, while a majority does not. Struggling to make ends meet, many hardworking families are one paycheck away from potentially finding themselves out on the streets. This is why the Citrus Heights Police Department works tirelessly to develop an action plan that is both sympathetic and empathetic to the needs of our homeless population. We also knew we could not arrest our way out of this problem. The homeless are often fearful of law enforcement interaction based on their prior contacts or personal experiences. In order to be effective, and alleviate their fears, a balanced

approach leveraging compassion, patience and accountability would be critical to achieving our goal.

It is common for homeless citizens with substance abuse problems to have difficulty maintaining steady employment. To satisfy addiction needs, they may seek to panhandle in the streets and parking lots, in front of businesses, inside businesses, or door to door in residential neighborhoods. Not all homeless people choose to panhandle. Many rummage through trash, both on the street and on private property in order to locate recyclables, which can be exchanged for money. Unfortunately, many theft-related crimes also stem from this type of activity. These common homeless behaviors result in numerous police service calls because they interfere with businesses and raise concerns for residents and families and their overall quality of life.

The criminal homeless population is difficult to police as they often have mental health issues, can be dangerous, are difficult to track, and are extremely difficult to hold accountable. Moreover, the homeless suffering from mental illness often attempt to self-medicate with illicit drugs, have violent tendencies, and require specialized medical or psychiatric assistance. Vehicle burglaries, vehicle thefts, residential burglaries, robberies, petty thefts, assault, and all other crimes impact police services and negatively impact the community. The homeless population is often either the suspect, or the victim of these crimes. These "quality of life" crimes erode public trust and local government, police services, and cause people to live in fear and question the safety of their community.

It is common for cities and counties to strictly enforce theft and trespassing laws. Often, the people who get arrested for these law violations are homeless. To try to combat and deter the growing homeless epidemic, laws such as illegal camping, illegal storage of personal property, and illegal panhandling have been created. These laws were a direct result of health and safety

concerns, presented by community members. Although criminal arrests can be a temporary solution to deal with these negative homeless activities, it does not address the root causes of homelessness, nor does it provide a lasting solution. The full impact of rising homelessness in the city is difficult to track. However, we have collected valuable data by conducting business surveys, reviewing calls for service, responding to citizens' complaints, and conducting a homeless field interview survey (HOPE).

SCANNING

Community Outreach

Since 2006, the city of Citrus Heights Community and Economic Development Department have conducted annual business surveys in partnership with the local chamber of commerce. Each year, different businesses are selected to take part in the survey. The intent of the survey is to determine what assistance local businesses require or desire in order to increase their prosperity in our community. Homelessness has not always been the main concern for our businesses. However, in the last four years, the topic of homelessness has dominated as one of the chief concerns of the citizens and businesses in our community. In 2015, due to rising concerns from business and community groups, the Citrus Heights Police Department's Problem-Oriented Policing Unit created the Homeless Outreach Program and Education (HOPE). This program was developed by the POP unit and utilized a three-prong approach that encompassed education, resources, and enforcement.

The POP unit regularly attended community and business meetings to educate the community on issues surrounding homelessness including utilizing Crime Prevention Through Environmental Design (CPTED), to make businesses less attractive to criminal activity. The

CPTED reports also explained how businesses could prevent the theft of water and electricity, which was often unknowingly causing significant problems at many of these locations.

In 2015 the Citrus Heights Police Department received information from the Housing and Urban Development's Point in Time count that the City of Citrus Heights had 12 homeless individuals. The POP unit decided we would need to conduct our own count in order to collect and analyze the data to determine a more accurate number of homeless citizens in our city. First, we attempted to research this information through our different computer databases, but that information was either old or not accurate. To better assess the magnitude of the homeless problem in Citrus Heights, POP officers James Garing and Felicia Taylor created the Homeless Outreach Program & Education Survey cards. The department quickly realized that we would need to be out in the areas that homeless people congregate in order to truly assess the homeless population. We knew from experience that many homeless citizens have contact with our patrol officers on a daily basis. The POP unit requested patrol officers to contact and survey our homeless citizens utilizing these carefully thought out survey cards. From this data, the POP unit would be able to create a benchmark to begin their analysis, with the ultimate goal of providing resources and housing to the homeless.

This outreach fostered a collaborative relationship between the police department and the Citrus Heights Homeless Assistance Resource Team (HART). HART is a volunteer-run community effort to end homelessness in the city of Citrus Heights. This collaborative effort is what led to the creation of the Citrus Heights Navigator Program.

Although our officers knew enforcement was necessary, they also knew arrests alone were not the answer to solving the problem of homelessness. During enforcement activities, officers prioritize offering services and distributing our Francis Street House: Street Sheet &

Homeless Resource Guide, which provided an extensive listing of outreach options available throughout the county of Sacramento. In addition to the primary objective of offering resources, officers also remain keenly aware of the need to maintain strict enforcement of laws in an effort to hold offenders accountable for their actions. Survey questions were specifically designed to provide the department with intelligible data on how to best approach the homeless situation affecting our community.

ANALYZE

As a result, we learned the homeless population in our city was adamant about staying within the boundaries of our city, even though most homeless resources were not available in the city of Citrus Heights. The 2015 survey revealed that 54 percent of the homeless in the city had family ties within the city and provided us feedback such as, "I grew up here." or, "My daughter lives in the city." At the conclusion of the survey, we conducted an assessment of our results. Each year, we have redesigned our homeless survey to best capture the most accurate and useful information that is reflective of our homeless population.

RESPONSE

CITRUS HEIGHTS NAVIGATOR PROGRAM CREATION

Following the recession, the city experienced a reduction in access to contract social services. For example, the Sacramento County Department of Health and Human Services satellite office was vacated as a byproduct of the struggling economy. Mental health service providers also lacked a presence within the city limits. Recognizing the homeless situation in the

city would require a coordinated response from service providers and public safety officials. The city of Citrus Heights and the newly-created partnership with the Citrus Heights Homeless Assistance Resource Team (HART), would be the foundation for navigating homeless into housing. HART began meeting on a monthly basis and collectively, citizens shared and developed actionable solutions to combat this pervasive problem.

Our officers, who often make initial contact with the homeless, expressed a desire to become better equipped to provide valuable resources to homeless citizens in need. With limited access to affordable housing, homeless individuals face systematic barriers to obtaining housing. The barriers include no telephone access for scheduling appointments, poor rental history, poor credit, and inadequate transportation. It quickly became evident that the city was in need of services that far exceeded those that were common for a basic coordinated homeless program. The city wanted to get to the root of what was causing the homeless difficulty in securing housing and demanded a holistic approach while addressing these concerns and finding solutions.

Working in collaboration, the city of Citrus Heights and HART realized to be successful, they would need a specialized case manager who was specifically focused on the local homeless population. As a result, HART, in partnership with a local nonprofit, Sacramento Self-Help Housing, applied for funding through the city to commence with the Citrus Heights Navigator Pilot Program. Sacramento's Self-Help and Housing agreed to provide the staff for what would become our inaugural Navigator. The organization applied for \$10,000 to fund a part-time Navigator position that would provide services to the homeless population throughout our city. The funds necessary for this outreach project were awarded, and the Sacramento Self-Help and

Housing, the City of Citrus Heights, and HART embarked on this collaborative effort to positively affect change within the homeless community throughout our city.

Similar models have been moderately successful in other communities by facilitating enrollment into the Housing and Urban Development agencies (HUD) coordinated entry program. The HUD coordinated entry program is a housing wait-list which utilizes a ranking system in order to place people into affordable housing. HUD's primary goal for the coordinated entry process was to make allocating funding for housing assistance fair and easily accessible to those who are in greatest need. Most communities lack the resources necessary to meet the needs of their homeless population. This lack of resources combined with the poorly developed coordinated entry process often resulted in severe hardships for people experiencing homelessness.

The homeless regularly faced long waiting periods before they receive assistance. Additionally, after waiting long periods of time, they are commonly screened out and never receive the much-anticipated assistance. The concepts behind coordinated entry processes are sound and help communities prioritize assistance based on vulnerability and degree of services needed. Where these coordinated entry processes are lacking, is in their inability to offer a vast array of services that are commonly needed to apply and effectively resolve the complicated situations affecting the homeless population. Recognizing this weaknesses of basic coordinated entry programs, the city empowered our Navigator by providing the necessary tools to deal with a variety of common barriers the homeless experience when attempting to obtain housing. This comprehensive approach means the Navigator begins by working to stabilize the living situation of the homeless client. The Navigator then uses their resources to access available housing opportunities which are far more elaborate than a basic coordinated entry program.

For example, the Citrus Heights Navigator will work with clients to get them prequalified in the Sacramento County continuum of care coordinated entry system. This means providing assistance with obtaining all required documentation (i.e., identification, certifications they are homeless, etcetera), which is usually extremely problematic for the homeless population to obtain. The Navigator has also assisted clients with applying for Social Security disability and general assistance income if the client is not already receiving benefits. When needed, the Navigator will transport clients to mental health appointments, which assists with stability in some cases, receiving required diagnosis that they qualify for specialized housing placements and additional income requirements. The Navigator is based out of the police department and works collaboratively with officers in the field and participates in ride alongs when appropriate.

We found in our overall assessment a lot of positive contact with our homeless citizen's, but it was clear many were still cautious with their responses. The information gathered was enough for the POP unit to conduct the survey for a second year, with a few minor modifications to the survey card questionnaire. In 2016, the Citrus Heights Police Department conducted a second homeless survey to assess the effectiveness of the program. This survey was conducted for 30 days during the month of April 2016. The results of the survey were provided to our homeless Navigator and our HART members. The city and police department staff worked closely with HART and Sacramento Self-Help and Housing to conduct this Navigator pilot program.

In fiscal year 2016-2017, based on the success of the program, the Navigator was upgraded to full-time status. As a result of the full-time commitment, the Navigator program experienced an increased success rate of 52 percent with 56 participants accessing either temporary or permanent housing. Of the 56 clients, 27 were permanently housed utilizing a

creative blend of many housing services available throughout the county. In some cases, clients were given motel vouchers which were utilized until permanent housing options were located. Similarly, others participated in the temporary Winter Sanctuary program offered through the HART organization. Because of its multifaceted approach, the city's Navigator program currently enjoys the highest success rate of any housing placement service in Sacramento County.

Even with the success of the Navigator Program, it was clear enforcement efforts needed to continue. The Citrus Heights Police Department Problem-Oriented Policing Unit trained and provided resources to patrol officers to better leverage our Navigator services to the homeless they contacted in the field. Additionally, the POP Unit educated our community on the Navigator program by attending neighborhood association, business association and community meetings. The goal of educating the public was to increase the Navigator Program's sphere of influence and to strengthen awareness and our partnership with the community. Business and professional groups throughout the city were provided training on crime prevention through environmental design, CPTED, and given tools to fortify their business locations against criminal activity, (i.e., theft of utilities, illegal camping, vandalism, and burglaries).

Realizing mental health issues pose unique considerations for the Navigator, the department applied for a grant to fund a part-time Sacramento County Mobile Crisis Support Team (MCST), outreach worker, who specializes in engaging the city's mentally-ill population. The grant was awarded, and the department began deploying community mental health services in 2017. The mobile crisis support team's purpose was to expand access to community-based mental health crisis services that offer alternatives to unnecessary hospitalization and incarceration. The most effective MCST model pairs a licensed county mental health clinician

with our Navigator and a dedicated law enforcement officer in order to provide a powerful blend of on-demand services while in the field. The program provides additional training to police officers, which makes them more effective when interacting with the mentally ill and people experiencing a mental health crisis. The program goals are to provide valuable resources to our citizens in crisis and to resolve repetitious mental health-related calls. The program also strives to better prepare officers for their response to these types of calls.

In April 2017, the department conducted its third annual homeless survey. The survey showed a reduction in homeless people contacted. This lower number was possibly related to weather or the patrol officer's availability to conduct the contacts and surveys. The quality of life issues for our community have improved as well. Although homelessness continues to be a topic of concern at some of our community meetings, many citizens feel they have seen an improvement in their overall quality of life in our city. As a police department, we work with our neighboring jurisdictions on this issue, and we have found that we have not displaced our homeless into other communities. On the contrary, as success of our Navigator program continues to spread, we have seen some homeless beginning to travel to our jurisdiction to meet with our Navigator. While the problem of homelessness has no single solution and knows no socioeconomic boundaries, the city of Citrus Heights has found a way to engage the issue through strong community partnerships, a network of resources available to the navigator, mental health experts, all blended with proper enforcement of the law. By taking this approach, and knowing that homelessness did not occur overnight and that we are not going to solve this problem overnight, our officers have been able to utilize an empathetic approach when dealing with our homeless population that is having a viable and lasting positive impact on our homeless population.

ASSESSMENT

While some resources may not be available within the city limits, this program demonstrates that connections can effectively be made via a network of creative individuals dedicated to making a positive and lasting impact in their community. This program is easily replicable in any location. The Police Department utilizes the pillars of procedural justice to promote fairness and consistency with the application of this survey. As a result, our homeless know that the officers will approach them offering services first. The homeless in our city know that our officers show impartiality and unbiased decision making. Members from HART have received feedback from numerous homeless residents who have expressed a monumental difference in the manner in which law enforcement engages them now, versus several years ago (prior to the implementation of the Navigator program). We use the survey as tool for the homeless to have a voice and be represented in our community. We are open and transparent with each homeless contact as too “why” we conduct this survey. Also with communication and transparency, the information gathered is shared with the Navigator, the Chief of Police and each quarter this information is shared with our City Council.

4th Quarter 2017 Results - Navigator completed 148 client intakes.

- ✚ 30% of clients are now accessing either temporary or permanent housing
- ✚ 28 were placed in permanent housing (Not temporary or hotel placements)
- ✚ 16 are awaiting housing (e.g., currently in a program that will assist with their housing needs (i.e. Rapid Rehousing)
- ✚ 81 have been identified, and are awaiting housing (preliminary stages)
- ✚ 23 lost contact with the Navigator (no return calls, emails or text messages for 30 days – our Navigator continues to attempt contact with these individuals)

We have completed our 2018 survey and we will be working towards compiling the data. The survey cards were immediately provided to our Navigator, to avoid any delays in follow-up contact and to align our homeless population with the appropriate resources for their individual situation. Based off of preliminary information, we did note that between 2016 and 2018 surveys, we had only 25 repeat names. In addition, we know that some people are newly homeless for various reasons and we are aiming to get them back into a stable living environment as soon as possible. We will continue the survey next year and reassess. In the meantime, we will continue to provide safety and security to our businesses and the community, while giving our homeless hope for a better tomorrow.

Agency and Officer Information:

Project Contact:

James Garing – Problem Oriented Policing Unit, Officer

6315 Fountain Square Drive

Citrus Heights Ca, 95621

916-727-5819

jgaring@citrusheights.net

Key contributors to the success of this program are:

- Dave Gutierrez – Special Operations Lieutenant
- Chad Morris – Special Operations Sergeant
- James Garing – Problem Oriented Police Officer
- Felicia Taylor – Problem Oriented Police Officer
- Toni Morgan – Navigator/Sacramento Self Help Housing
- Kathrine Cooley – Assistant to the City Manager

Appendices:

1. Citrus Heights Police Department 2018 Survey Card
2. Francis Street House: Street Sheet
3. 2015 Letter from the City of Citrus Heights to Business stakeholders



Citrus Heights Police Department
6315 Fountain Square Drive, Citrus Heights, CA 95621 (916) 727-5500



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6315 Fountain Square Drive, Citrus Heights, CA 95621 (916) 727-5500

CHPD – HOPE SURVEY FIELD INFORMATION CARD 2018										
DATE / TIME			LOCATION OF CONTACT				CASE/CAD #			
NAME (Last, First, Middle)						DOB (MM/DD/YYYY)				
ADDRESS (WHERE DO YOU SLEEP AT NIGHT)						CITY				
STATE		ZIP		HOME PHONE			CELL PHONE			
SEX	RACE	HT	WT	HAIR	EYE	DL / ID#		STATE		
SCAR / MARK / TAT						XREF				
VEH COLOR		YR	MAKE		MODEL	PLATE / STATE				

CHPD – HOPE SURVEY FIELD INFORMATION CARD 2018										
DATE / TIME			LOCATION OF CONTACT				CASE/CAD #			
NAME (Last, First, Middle)						DOB (MM/DD/YYYY)				
ADDRESS (WHERE DO YOU SLEEP AT NIGHT)						CITY				
STATE		ZIP		HOME PHONE			CELL PHONE			
SEX	RACE	HT	WT	HAIR	EYE	DL / ID#		STATE		
SCAR / MARK / TAT						XREF				
VEH COLOR		YR	MAKE		MODEL	PLATE / STATE				

HAVE YOU EVER BEEN A VICTIM OF A CRIME? (IF YES, WHAT?)	
<input type="checkbox"/> YES	<input type="checkbox"/> ASSAULT <input type="checkbox"/> THEFT <input type="checkbox"/> DOMESTIC VIOLENCE
<input type="checkbox"/> NO	
WHY ARE YOU HOMELESS IN CITRUS HEIGHTS?	
DO YOU KNOW THERE ARE SERVICES TO HELP YOU? / DO YOU WANT SERVICES?	
<input type="checkbox"/> YES	<input type="checkbox"/> YES
<input type="checkbox"/> NO	<input type="checkbox"/> NO
HAVE YOU USED SERVICES IN THE PAST? WHICH ONE(S)?	
<input type="checkbox"/> YES	
<input type="checkbox"/> NO	
WHY ARE YOU HOMELESS? (CHECK ALL THAT APPLY)	
<input type="checkbox"/> CHRONICALLY HOMELESS	<input type="checkbox"/> PTSD
<input type="checkbox"/> VETERAN	<input type="checkbox"/> TRAUMATIC BRAIN INJURY
<input type="checkbox"/> ALCOHOL/DRUGS ADDICTION	<input type="checkbox"/> UNEMPLOYED
<input type="checkbox"/> PROBATION/PAROLE	<input type="checkbox"/> MENTAL ILLNESS
<input type="checkbox"/> DOMESTIC VIOLENCE HISTORY	
<input type="checkbox"/> LACK OF AFFORDABLE HOUSING	

HAVE YOU EVER BEEN A VICTIM OF A CRIME? (IF YES, WHAT?)	
<input type="checkbox"/> YES	<input type="checkbox"/> ASSAULT <input type="checkbox"/> THEFT <input type="checkbox"/> DOMESTIC VIOLENCE
<input type="checkbox"/> NO	
WHY ARE YOU HOMELESS IN CITRUS HEIGHTS?	
DO YOU KNOW THERE ARE SERVICES TO HELP YOU? / DO YOU WANT SERVICES?	
<input type="checkbox"/> YES	<input type="checkbox"/> YES
<input type="checkbox"/> NO	<input type="checkbox"/> NO
HAVE YOU USED SERVICES IN THE PAST? WHICH ONE(S)?	
<input type="checkbox"/> YES	
<input type="checkbox"/> NO	
WHY ARE YOU HOMELESS? (CHECK ALL THAT APPLY)	
<input type="checkbox"/> CHRONICALLY HOMELESS	<input type="checkbox"/> PTSD
<input type="checkbox"/> VETERAN	<input type="checkbox"/> TRAUMATIC BRAIN INJURY
<input type="checkbox"/> ALCOHOL/DRUGS ADDICTION	<input type="checkbox"/> UNEMPLOYED
<input type="checkbox"/> PROBATION/PAROLE	<input type="checkbox"/> MENTAL ILLNESS
<input type="checkbox"/> DOMESTIC VIOLENCE HISTORY	
<input type="checkbox"/> LACK OF AFFORDABLE HOUSING	

NEXT OF KIN- NAME/DOB:	
NOK ADDRESS / PHONE NUMBER:	
DO YOU HAVE ANY MEDICAL CONDITIONS? DIAGNOSED?	
<input type="checkbox"/> MENTAL	<input type="checkbox"/> YES
<input type="checkbox"/> PHYSICAL	<input type="checkbox"/> NO
WHERE DO YOU GO FOR MEDICAL TREATMENT?	
OFFICER SAFETY NOTES: (Nickname or street name)	

NEXT OF KIN- NAME/DOB:	
NOK ADDRESS / PHONE NUMBER:	
DO YOU HAVE ANY MEDICAL CONDITIONS?	
<input type="checkbox"/> MENTAL	<input type="checkbox"/> YES
<input type="checkbox"/> PHYSICAL	<input type="checkbox"/> NO
WHERE DO YOU GO FOR MEDICAL TREATMENT?	
OFFICER SAFETY NOTES: (Nickname or street name)	

NARRATIVE:	
HOW MUCH FINANCIAL ASSISTANCE DO YOU RECEIVE MONTHLY? (ESTIMATE)	
\$	
OFFICER NAME ID#	DATE

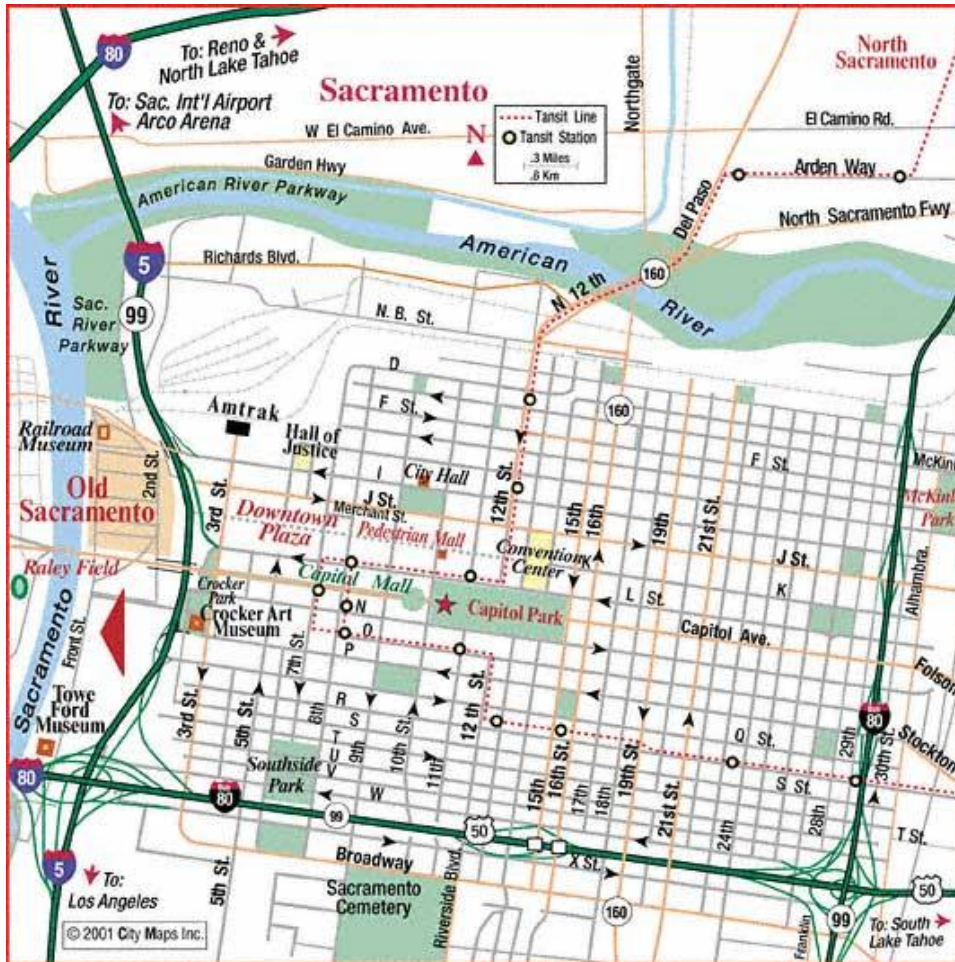
NARRATIVE:	
HOW MUCH FINANCIAL ASSISTANCE DO YOU RECEIVE MONTHLY? (ESTIMATE)	
\$	
OFFICER NAME ID#	DATE



Street Sheet

1422 C Street
Sacramento, CA 95814
916.443.2646

FrancisHouseCenter.org



Family Rescue Program

This program provides temporary shelter for one week to parents and guardians with (1) at least one minor child, or (2) an 18 year old who is currently enrolled in high school or (3) the adult applying is pregnant in the last trimester (7 months).

Pre-screening application must be completed in person Monday at 1 p.m.

Please bring:

- Valid ID / Driver's License
- Proof of all income
- Proof of custody of children

(Examples: Letter from school or a printout of benefits that includes all case names)

Those with documentation and who meet requirements will draw numbers lottery style. We can accept six applications per week.

Personal Development Coaching

Call to make an appointment
One-on-one appointment for goal planning and detailed resources, with follow-up appointments recommended. Call (916) 443-2646 to make an appointment. Walk-ins are based on availability.

Job Development Center

Monday, Tuesday, Thursday & Friday
9:30 a.m. – 1 p.m.

The JDC is open to assist with job and housing searches; create and update resumes, cover letters; and to practice interviewing for employment or housing.

Special Advocates at Francis House

Tuesday	Sac. County Triage Nurses	1 p.m. – 3 p.m.
Thursday	Notary Service	11 a.m. – 1 p.m.
	Veterans' Advocate	9 a.m. – 11 a.m.

Direct Services

Monday, Tuesday, Thursday & Friday
9 a.m. – Noon

Please bring something with your name on it for ID (EBT card, medical card, utility bill)

- Resource Counseling
- Bus Passes (1 per week)
- Fast Track (New job transportation assistance)
- CA ID's
- Hygiene Kits

DMV Voucher for CA ID

If you are able to pay a reduced fee of \$8.00 for your CA ID, then you can pick up a DMV Voucher form from our front desk without getting a number **Monday, 9:30 a.m. – noon and Tuesday, Thursday, Friday, 9 a.m. – 3 p.m.** If you require any other Direct Services in addition to the voucher, you will need to come at 9 a.m. and obtain a number.

Childcare Supervision Playroom

Ask about availability
Our childcare playroom is supervised. Children are offered activities and provided a snack while their parents are focused on finding work, housing, or meeting with a Resource Counselor for resources and goal planning. Children 2 years and younger must be accompanied by a parent. No drop offs. Parents must remain on FHC site.

HOTLINES & EMERGENCY

Parent Support Line 1-888-281-3000
Alcoholics Anonymous 24 hr. 454-1100
AL-ANON (support for family/friends) 888-425-2666

If Intoxicated, Non-Emergency Calls 264-5471
Police wagon will pick up and deliver to VOA Detox

Infoline Sacramento 498-1000 or 211

California Youth Crisis Line 1-800-843-5200
 (www.youthcrisisline.org) Counseling & medical services, shelters, crisis centers, AIDS testing and transportation info.

National Runaway Switchboard (Confidential - 24 hrs.)
 Crisis intervention, independent intervention.
 Message center for kids & adults. 1-800-621-4000

Rape Crisis Line (WEAVE) 24 hr. Domestic Violence & Sexual Assault 920-2952

Red Cross 24 hr. 993-7070 Emergency & Disaster Only 1-800-696-3873

My Sister's House 24 hr. Multilingual Help Line 428-3271 Business line 930-0626
 Safe haven for Asian Pacific Islander women & children impacted by domestic violence.
 Safe shelter. Woman to Work Program.

Senior Legal Hotline 551-2197 or (800) 222-1753

Suicide Prevention Hotlines
 24 hr. 368-3111
 Auburn 1-530-885-2300
 Roseville 773-3111
 Lincoln 645-8866

TLCS Mental Health Crisis Respite Center
(916) RESPITE or (916) 972-1017
 Offers a safe place for those experiencing a temporary mental health crisis but is not life threatening or in need of psychiatric hospitalization. Individuals can stay for a maximum of 23 hours. This is not a shelter, there are no beds. There is no medical staff on site to assist with medication issues.

LOAVES & FISHES OUTREACH PROGRAMS

12TH & North C Streets

Administration	446-0874
Jail Visitation	447-9472
Page Friendship guest	(Service Center) 443-9499
Clean & Sober	498-0331
Mustard Seed School	447-3626
Genesis (Mental Health)	669-1536
Legal Clinic Mon.- Thurs. 8 a.m. – 12 p.m.	446-0368
SSI Attorney Mon.- Thurs.	

Area code is 916 unless otherwise stated.

To download our most recent version, go to FrancisHouseCenter.org
 Email changes or additions to:
leah@francishousecenter.org or call 443-2646.
The Street Sheet is produced by Francis House Center.



Loaves & Fishes
 446-0874, 12th & North C
Alkali Flat Light Rail Station RT Bus 15 (Friendship Park, Maryhouse, Mercy Clinic St. John Shelter)

West Sac. Resource Center
 372-8980, 110 Andrew St.
Yolo Bus 40, 41

The Job Program Salvation Army
 442-0303; 12th & North B St
Alkali Flat Light Rail & RT Bus 15

Legal Services of Northern CA
 444-6760; 515 12th St. (at E St.)
Alkali Flat Light Rail Station & RT Bus 34 At 12th & F St RT Buses 30, 31, 32, 61, 62

Traveler's Aid
 399-9646; 2251 Florin Rd, #130
RT Bus 63 or 64

Central Detox Reception Center
 448-1236; 2700 Front St. Open 24 hrs (near Broadway) **RT Bus 38**

Dept. of Human Assistance
 CalWORKs/GA/Medi-Cal 874-2072; 28th & R St.
29th St. Light Rail Station RT Bus 15, 38, 67, 68

Welfare Rights
 736-0616; 1901 Alhambra Blvd
Light Rail @ 29th & R RT Buses 15, 38, 67, 68

The Well Space Health
 325-5556; 1820 J St. (need Medical card) M-F 8am-5pm

Wellspring Women's Center
 454-9688; 3414 - 4th Ave. (at 34th @ Broadway) **RT Buses 51, 68, 83**

Primary Care Center
 874-9670; 4600 Broadway
RT Buses 38, 50, 51, 83

Sacramento Food Bank
 452-3663; 3333 3rd Ave./Broadway
RT Buses 51, 68, 83

Sac. Area Emergency Housing
 455-2160; 4516 Parker Ave.
 Open 24hrs. **RT Bus 68**

Sacramento Mental Health
 732-3637; 2150 Stockton Blvd.
RT Buses 38, 50, 83

Dept. of Motor Vehicles
 657-6555; 4700 Broadway
RT Buses 38, 50, 51, 83
 DMV info 1-800-777-0133

Lutheran Social Services
 453-2900, 2980 - 35th St
 M-F 8:30 – 4:30pm
RT Buses 51, 68

Employment Dev. Dept.
 2901 50th St @ Broadway
RT Bus 15, exit @ 53rd & Broadway RT Bus 83, exit @ Broadway RT Bus 38

(Misc. Services Continued)

WILLOW MEDICAL CLINIC @ Salvation Army: 1200 North B St. info@willowclinic.org Medical help every Saturday 8:30 a.m. – noon for homeless & uninsured, first come first served. Current TB card required.	572-4502
LEGAL SERVICES OF N. CALIF. 515 – 12 th Street (at E) M-F 8:30 a.m. – noon, 1 p.m. – 5 p.m. Problems with public benefits /Landlord/Tenant; Call for appt.	551-2150
SENIOR LEGAL HOTLINE 444 North Third Street, #312 Senior Hotline (800) 222-1753 Free legal services for seniors and low income	551-2140
SOCIAL SECURITY OFFICE National Line	1-800-772-1213
IMMIGRATION LEGAL ASSISTANCE 1901 Alhambra Blvd. (2 nd Floor) WELFARE RIGHTS M-F, 9:00am-5:00pm CalWORKs, food stamps, Medi-Cal rep. at hearings	443-5367 736-0616
WOMEN’S EMPOWERMENT PROGRAM 1590 North A Street Open M-F 8:30 a.m. - 4:30 p.m. 8 week program for homeless women to develop job readiness skills & personal strength.	669-2307
DISABILITY ACTION ADVOCATES Call for info or an appointment	838-7001 1-(877) 322-1044
SENIOR ADVISORY GROUP Senior Healthcare Specialist	247-7692
LGBT COMMUNITY CENTER Programs, support and advocacy for the LGBT community	442-0185
SACRAMENTO ADVOCACY FOR FAMILY EMPOWERMENT 1908 O St. Mental health. Advocacy & support services to families and youth, free of cost. They facilitate a Teen Co-ed Group, Teen Anger Management Group and 2 Family support groups (one is Spanish speaking)	855-5427
DEPARTMENT OF REHABILITATION Call to ask for office closest to you. Free services to help the disabled work and live independently	558-5300
PARATRANSIT MOBILITY MANAGEMENT CENTER RIDEQUEST	429-2009 x 7229

SHELTER PROGRAMS

TRAVELERS AID SOCIETY 2251 Florin Road #130 Assistance for emergency housing, homeless families ONLY, call for appt. M-F, 9-12 & 1-4, Attendants on duty after 5:30 p.m.	399-9646
UNION GOSPEL MISSION 400 Bannon St. Sac. 95811 6:30-6:45 PM. Bed sign-up –Men ONLY Showers/Shaves 9-11 AM & 1-3 PM, M-Th, 9-11 & Fri. 6 A.M. breakfast for residents.	447-3268
SALVATION ARMY SHELTER 12 TH & North B Street General Office 1 p.m. (M-F) bed sign-up – Women only 1 p.m. (M-F) bed sign-up – Men only Dinner, breakfast & clothing for residents Utility Assistance and Food Boxes Thrift Shop	442-0331 678-4010 678-4040 448-0890
FAMILY PROMISE	443-3107
HOME START –Roseville, Families only Transitional housing only – Not a shelter	782-6667
NEXT MOVE (formerly SAEHC) 2925 34 th Street (clothing/household items M-W-F, 9 a.m. - Noon) Family Shelter –Families, single fathers w/ children Women’s Refuge –Single women, no children Call for screening / space availability	455-2160
BANNON STREET SHELTER – <i>for families</i>	443-4688
A STREET SHELTER - <i>for Men Only</i> 1400 A Street. 8 p.m. – 6 a.m. Call for waitlist	448-5507
ST. JOHN’S SHELTER 4410 Power Inn Road Women and children, 90-day max stay. Call for Intakes – 7 days a week Meals and showers provided for our guests. No boys over 14 yrs. D&A & Mental Health Counseling, Parenting Classes	453-1482
LUTHERAN SOCIAL SERVICES Programs for transitional housing for families & youth, housing for disabled individuals, families, and emancipating foster youth.	453-2900
U.S. MISSION OF SACRAMENTO Transitional housing and work based program for men.	515-9297
SACRAMENTO SELF-HELP HOUSING Various locations - housing referrals & shared housing	341-0593

SHELTER PROGRAMS

WIND YOUTH SERVICES

Emergency shelter for youth, 12 - 17 yrs old. **1-800-339-7177**
Emergency shelter for youth, 18 - 24 yrs old **561-4900**
Drop-in Center – homeless 12-24 yrs old. **1722 J Street, M-F 9am-6pm, S-S 10am-2pm**
Services also include: street outreach, case management, mental health

VOLUNTEERS OF AMERICA

Office 8 a.m. - 4:30 p.m. **265-3400**
“Aid in Kind” **443-4688**

DOMESTIC VIOLENCE SHELTERS

MY SISTER’S HOUSE Office **930-0626**
24 Hr. Multilingual Help Line **428-3271**
Safe haven and transitional house for Asian and Pacific Islander women and children impacted by domestic violence and human trafficking; Women to Work Program is for domestic violence survivors of all ethnicities.

WEAVE 1900 K St. (Midtown) or 7600 Hospital Dr., Suite 1 (South)
24 Hr. Crisis Line **920-2952 / 443-3715 (TDD)**
Free walk-in triage assessment for abused & battered women & children. Crisis counseling, safe houses for women & children, also children’s program & services in Spanish.

MENTAL HEALTH SERVICES

GUEST HOUSE (El Hogar) 1400 No. A St., Bldg. A **440-1500**
Mental health clinic for the homeless, triage for new clients: 8:00 a.m. Mon. – Fri.
Mental health evaluation, medication if needed. SSI application.

SACRAMENTO COUNTY MENTAL HEALTH 2150 Stockton Blvd. (at T)
24 hr. **875-1000**
Crisis Line **732-3637**
Will evaluate for voluntary psychiatric care. In-Patient Care Facility, Drop-in, 24 Hr.
Adult Service **875-1055**
Children’s Service **875-9980**

GIFTED HEALING CENTER 2251 Florin Rd., Suite 133 **421-1500**
Intake **706-2269**
Substance abuse, out-patient treatment & inpatient for men & women.
Sliding scale payments, court order clients

NAMI SACRAMENTO 3440 Viking Drive, Suite 125 **364-1642**
Support for individuals coping with mental illness and their families. Offering crisis help, support groups, NAMI educational courses, and an extensive list of resources.
Mental Health Crisis Center **732-3637**
Minor Emergency Response Team **875-1113 or 875-1114**

DENTAL CARE

SACRAMENTO DENTAL CLINIC 4600 Broadway **874-8300**
Suite 1400 (Triage & walk-ins)
Suite 2100 (Appts. only) Mon.-Fri. 8 a.m. – 5 p.m.

AIDS

HARM REDUCTION SERVICES 2800 Stockton Blvd., (Stockton & 3rd Ave.) **456-4849**
Mon. – Fri. Noon – 6 p.m. for Walk-ins
Free medical clinic most Saturdays; Noon - 5 p.m. / sign up at noon at 3647 40th St.
Free Women’s Clinic; 8 a.m. – noon on the last Sat. of the month

BREAKING BARRIERS 2210 – 21st Street **447-2437**
M-F, Noon – 4 p.m.
Works with HIV +/- AIDS, Homeless & IV Drug Users
2nd Sat. from 5 p.m. – 9 p.m. at Sac. LGBT Center (L and 20th)

CARES 1500 - 21st Street **443-3299**
(Treats HIV & AIDS)

MISC. SERVICES

CENTRO GUADALUPE 730 S Street **443-5367**
Multi services for Latino community
Rental & util. assist., bilingual, jobs, immigration program – fee involved

DEPT. OF HUMAN ASSISTANCE (WELFARE) 28th & R (Call for assist. and locations)
General Info & Medical **874-2072**
Medical – M-F, 7:30 a.m. – 5 p.m. **874-2256**
Homeless Assistance (Food Stamps) **874-2072**
Hand Imaging **874-3800**

VETERAN’S SERVICE OFFICE 2007 - 19th St. **874-6811**
Walk-in M-F, 8 a.m. – 4 p.m. / Phone clients – M-F, 8 a.m. – 5 p.m.
Counseling, claim dev., advocacy, benefit entitlement, etc.

EMPLOYMENT DEVELOPMENT DEPT. 2901 50th St (at Broadway) **1-800-300-5616**
M-F, 8 a.m. – 5 p.m.
Job Services, Career Centers (Downtown)
Old Marshall School –2718 G Street
Broadway – 801 Broadway (for one nearest you, call 263-3800)

COMMUNITY CONNECTION RESOURCE CENTER **568-5980**
1217 Del Paso Blvd.
Help for ex-offenders, pre-release services, basic skill dev., job placement assist.

CITRUS HEIGHTS NAVIGATOR **727-5563**
navigator@citrusheights.net

(Detox Centers Continued)

ALCOHOL & DRUG SERVICES 3321 Power Inn Rd., Ste. 120 **874-9754**
Sacramento County Dept. of Health & Human Services
M – F, 8 a.m. – 11 a.m. & 12:30 p.m.–4 p.m.
Assess for Alcohol & Drug Treatment, Proof of Sac. County Residency.

MEDICAL CARE

BIRTHING PROJECT CLINIC 1900 T St. **558-4800**
M-F, 8 a.m. - 5 p.m., Family Planning & Pre-Natal. Spanish

IMANI HEALTH CLINIC (Free Clinic) 3415 Martin Luther King Blvd. **734-5070**
Open Sat. 8 a.m. – 1 p.m.

DEL PASO HEALTH CENTER 3950 Research Dr. **648-0907**
Tues. & Thurs. only 8 a.m. – 5 p.m.

WELL SPACE HEALTH MEDICAL CLINIC 1820 J St. **313-8400**
Adults, children, M-F 9 a.m. – 8 p.m. / Sat. 8 a.m. – 4 p.m. *Medi-Cal appts. only*
Gen. Health Care, HIV tests. Call after 3 p.m. for tests. Physicals anytime- Scale fees

WELL SPACE HEALTH OAK PARK CLINIC 3415 ML King Jr. Blvd. **233-4910**
M – F, 8 a.m. – 5 p.m.
Primary Care for women & children. Sliding scale, CHDP/Family PACT/Medi-Cal.

MERCY CLINIC (L&F) 1321 No. C St. (at 12th) **446-3345**
General Med Care for people without SSI/Medical who are homeless.
No I.D. req, M-F 7:30 a.m. - noon & 1 p.m. - 3:30 p.m.
Sign-ups in Friendship Park, 7:30 a.m. - 11:30 a.m. / Walk-ins OK 1 p.m. - 3:30 p.m.

PRIMARY CARE CENTER 4600 Broadway, Ste 1100/1200 **874-9670**
Call for Appt. **874-8277**
General Health 8 a.m. – 5 p.m., M - F for homeless 21–65 yrs. old

WOMEN’S HEALTH SPECIALISTS 1750 Wright St., Suite 1 **451-0621**
Tues. – Sat. 9 a.m. - 5:30 p.m.
Free & low cost reproductive health services, birth control, HIV/STD testing & referrals for women & men.

SACRAMENTO LIFE CENTER 930 Alhambra Blvd., Suite 230 **451-4357**
HOTLINE 451-2273
Free pregnancy and STD testing. Pregnancy support services.

COUNSELING CENTERS

DOMESTIC VIOLENCE INTERVENTION CENTER 6060 Sunrise Vista Dr., Suite 2240 **728-5613**
Harmony House Crisis Line **728-7210**

THE EFFORT – COUNSELING (Aquarian) 8233 N.E. Stockton Blvd. **368-3080**
M-Thurs. 9 a.m. - 8:30 p.m. / Fri. 9 a.m. – 5 p.m. or **679-3925**
Scale fee, A & D counseling, group counseling, HIV test by appt.

YOUNG WOMEN IN TRANSFORMATION - **476-4097**
4635 Freeport Blvd. Suite B, Sacramento, CA 95822
Helping young women transition into adulthood from homeless or near homeless, aging out of foster care, juvenile center or expelled from home.

HOT MEALS

GLORY BOUND MINISTRIES 4527 Parker Ave. **452-7078**
Sun. 10 a.m. Worship, 11:30 a.m. Meal
Sun. 5 p.m. Worship, 6:30 p.m. Meal

LOAVES & FISHES 1321 No. C (at 12th) **446-0874**
For Meals: Mon-Fri 11:30 a.m. - 1 p.m., Sat & Sun 11 a.m. - 12:30 p.m.
(Tickets 7 a.m. - 12:30 p.m. at Friendship Park)

ST. IGNATIUS LOYOLA PARISH 3235 Arden Way **482-9666 ext.217**
Meals served 6 p.m. – 7 p.m. on the 4th & 5th Wed. of month

ST. PHILOMENES 2428 Bell St. (at El Camino) **481-6757**
Tues. 6 p.m. - 7 p.m. (Meal is served in school gym at 2320 El Camino)

WILLIAMS MEMORIAL COGIC 4995 ML King Jr. Blvd. **453-9033**
Food give-away every other Fri. 11 a.m.

ST. VINCENT DePAUL 141 Riverside Ave., Roseville **781-3303**
Roseville Hot Meals T, W, Th. & Sat. 12 - 1:30 p.m. / Sun. 2:30 p.m. - 4 p.m.
Clothes vouchers M-F, 10 a.m. – 3 p.m.
Food Locker Sat. & Sun. 2:30 p.m. – 4 p.m. at 503 Giuseppe Court, Suite 8
For Placer Co. Residents: T, W, Th, F, & Sat 9 a.m. - 11:30 a.m.

UNION GOSPEL MISSION 400 Bannon St. (North B St. at 12th) **447-3268**
Church Services 7:30 p.m. (required), dinner following. 7 days
Sunday Services 11 a.m., w/lunch following

FIRST UNITED METHODIST CHURCH 2100 J Street **446-5025**
Community breakfast last 2 Suns. of month at 8:30 a.m. Social Hall

DAY SHELTERS / HOSPITALITY CENTERS

FRIENDSHIP PARK (LOAVES & FISHES) No. C at 12th Street **443-7378**
 (Page Guest @443-9499)
Men & Women Drop-in 7 a.m. to 2:45 p.m. M-F
Coffee & Food 7 a.m. to 8:30 a.m. M-F
Showers M, W, F 7 a.m. to 2p.m., Tu & Th 7 a.m. to 10:30 a.m.
Laundry Vouchers M-F, 9 a.m. **Haircut Vouchers** M-F

MARYHOUSE (LOAVES & FISHES) 1321 No. C St. (at 12th) **446-4961**
 Women and Children, 8 a.m. – 3 p.m. M – F
 Breakfast 8 a.m. – 9 a.m. Showers, mailing address & telephone.

UNION GOSPEL MISSION 400 Bannan St. **447-3268**
 All Services 9 a.m. – 11 a.m. & 1 p.m. – 3 p.m. on M-Th. 9 a.m. – 11 a.m. on F & S
 Showers, shaves, mail address service. 9 mo. Drug & Alcohol Program for men only

WELLSPRING WOMEN'S CENTER 3414 - 4th Ave. **454-9688**
 M-F, 7:30 a.m. - 11:30 a.m., Hospitality Center for mothers & children, Breakfast served. Counseling, case management & various group sessions & activities.

UNITED CHRISTIAN CENTER 110 6th Street, West Sacramento **372-8980**
Yolo residents only, M-Th, 8:30 a.m. - 1:30 p.m.
 Showers & Laundry 11 a.m. - 1:30 p.m. Food Locker–Wed. Some clothing available.

FREE CLOTHING / FOOD BANKS

CENTRAL DOWNTOWN FOOD BASKET 1701 L St. **761-5624**
 St. John's Lutheran Church at Goethe Hall
 Groceries (95814 & 95816 zip) on Thurs. only, 9 a.m.

RIVER CITY FOOD BANK 1800 – 28th St. (at R St.) **446-2627**
 M-F 11:30 a.m. – 3 p.m. Once every calendar month distribution & CalFresh application assist. ID required for all family members; Medi-Cal cards best.

ST. MATHEWS CHURCH 2300 Edison Avenue **927-0115**
 Food, clothing, health, family resources
 Food – Tues. & Thurs., 9:30 a.m. to 11:30 a.m. (95815, 95821, 95608, 95660)

UNION GOSPEL MISSION 400 Bannan St. **447-3268**
 Clothing for men- 9 a.m. – 11 a.m. & 1 p.m. - 2:45 p.m., Mon. - Thurs.
 (ID required) Women's clothes closet - Thurs. 9 a.m.

SACRAMENTO FOOD BANK & FAMILY SERVICES 3333 Third Ave. **456-1980**
 Call for more info. **Food Hotline: (916) 313-7606**
 Clothing, infant support, education & food programs **Clothing Hotline: (916) 313-7663**
Parent Education Hotline: (916) 313-7622

SIERRA ARDEN FOOD CLOSET 890 Morse Avenue **483-1942**
 T-F 10 a.m. - 11:45 a.m. (Zips 95825 & 95864)

WIC – Women, Infants, and Children 915 Broadway **326-5830**
Nutrition Program for Pregnant women and mothers with infants & children.
 M, Tu, Th, F 8:15 a.m. - 4:15 p.m. & Wed. 8:15 a.m. - 6 p.m.
 Call for appt., MediCal, proof of income, address & picture ID req. (call for other locations)

RANCHO CORDOVA COMMUNITY FOOD LOCKER 10497 Coloma Rd. **364-8973**
 (St. John Vianny Church) Once every 30 Days. SS ID required
 M, W, F 9:30 a.m. – 1:30 p.m. Serves 95670, 742, 655, 683, 826, 827, & 830.

1ST CHURCH OF NAZERENE 1820 – 28th St. (28th and S St.) **452-6171**
Donations Accepted – Tues. 10 a.m. – 1 p.m. **Clothes Closet** - Thurs. 10 a.m. – 1 p.m.

CAP. CITY SEVENTH DAY ADVENTIST CHURCH 6701 Lemon Hill Dr. **381-5353**
 8:30 a.m. – 11:30 a.m. Food & Clothing - Every Mon. except the 1st one of the month.

LIBERTY TOWERS CHURCH 5132 Elkhorn Blvd.
 Hot meals at Rusch Park on T & F at 4 p.m. **Food Boxes** Tues. 10:30 a.m.
 Emergency Food Boxes call (916) 470-0408

SOUTHPOINTE CHRISTIAN CENTER 7520 Stockton Blvd. **504-3370**
 Mon. 7:30 a.m. – 10 a.m.

DETOX CENTERS

THE EFFORT DETOX CENTER 7586 Stockton Blvd. **691-3417**
 Alcohol Residential Detox Facility. Detox for Adults from Opiates or Stimulants.
 Call first – waiting list, 14 day detox period – cost is \$1,650 or County Beds

VOLUNTEERS OF AMERICA (DETOX) 700 North 5th Street **448-1236**
 Alcohol Treatment Center - Alcoholics only
 Screened 72-hr. plus sobriety for comprehensive alcohol treatment center



CITY OF CITRUS HEIGHTS

7927 Auburn Boulevard • Citrus Heights, CA 95610-1437 • (916) 725-2448
Fax (916) 725-5799 • TDD (916) 725-6185 • www.citrusheights.net

The City of Citrus Heights is committed to providing high quality, economical, responsive city services to our community.

December 17, 2015

RE: Homeless Concerns in the Business Community

Dear Citrus Heights Business Owner(s):

Recently, representatives from the City and Chamber of Commerce completed their annual Business Walk. Teams comprised of one member each from the City and Chamber visited businesses along Greenback Lane from Fountain Square Drive to Birdcage Street, and San Juan Avenue from Stock Ranch Road to Sperry Drive. In speaking with owners and/or their employees, a predominate theme began to emerge: the negative impact homelessness, and activities associated with homelessness (such as loitering, panhandling, etc.), are having on businesses. We want you to know that we have heard you; detailed below are steps we are taking, steps we intend to take, and steps you can take to mitigate these negative influences.

What the City is Doing

Panhandling/Camping Ordinance

The City seeks to provide enforcement that preserves the rights of the community to quietly enjoy businesses and services without infringing on the constitutional rights of the homeless. As a result, Panhandling Ordinance (Municipal Code 78-52) and Camping Ordinance (Municipal Code 50-502) have been implemented to aid in enforcement of homeless related crime that infringes on public safety. Panhandling is prohibited in areas where safety could be of concern such as public roadways, driveways, and medians. The camping ordinance prohibits camping on public or private property except when permitted by the City for events.

Police Response

The Citrus Heights Police Department (CHPD) officers focus on providing outreach to the City's homeless camps to ensure community safety while providing resources to the homeless population. Officers work collaboratively with the HART Navigator to provide tools to the City's homeless to help solve the originating problem that resulted in their loss of housing. If you know a homeless person who might benefit from this resource, please contact Sergeant Jason Baldwin at jbaldwin@citrusheights.net.

Homeless Assistance Resource Team (HART)

The Homeless Assistance Resource Team (HART) is comprised of representatives from local non-profits, churches, the San Juan Unified School District, and Sunrise MarketPlace. The team aims to assist the homeless within the City by identifying and creating resources in the community that will assist them to resolve issues that are barriers to being housed.

HART Navigator

The City provided HART with a small grant to support a “Navigator” position through Sacramento Self Help Housing. The Navigator serves as a case manager with knowledge of available resources and works with the homeless population to address housing barriers. The Navigator works in partnership with the Police Department’s officers.

What YOU Can Do

Prevent Crime through Environmental Design

CHPD’s Problem Oriented Policing (POP) Unit is dedicated to protecting the quality of life we enjoy in our City. To do so, they employ a variety of crime prevention and problem solving strategies, one of which is CPTED: Crime Prevention through Environmental Design.

CPTED is an approach to problem solving that considers environmental conditions when assessing the opportunity for crime or other unintended or undesirable behaviors. CPTED attempts to reduce or eliminate those opportunities by using elements of the environment to (1) control access; (2) provide opportunities to see and be seen; and (3) define ownership and encourage the maintenance of an area.

For example, an unlocked dumpster is a target for homeless individuals in search of recyclables or other materials; unlit areas, overgrown trees, and other landscaping can create places for hiding.

The Police Department’s POP Unit is trained in CPTED principles and is available to consult with you on ways you can exercise crime prevention strategies in your business. For more information, contact pop@citrusheights.net.

Record! Record! Record!

It is important to call CHPD with any problems you may be encountering. Officers may not be able to respond immediately but the information will be documented and used to assess and address the problem, as well as allocate appropriate resources. However, if you have an emergency, *always* dial 911; for non-emergency issues call CHPD at (916) 727-5500.

Sincerely,



Christopher W. Boyd
Chief of Police
Citrus Heights Police Department



Rhonda Sherman
Community & Economic Development Director
Community & Economic Development Department