

X Street Navigation Center

Good Neighbor Policy

District 5, City of Sacramento

The City of Sacramento is working toward providing our most vulnerable residents a sense of safety, stability, and success. The success of the Navigation Center (Center) requires the participation, collaboration, trust, and goodwill of neighbors, the community, center employees, unhoused guests (guests), the business community, city officials and employees, and other public agencies to ensure the success of this Center and the impacted neighborhoods and businesses.

This Good Neighbor Policy is a set of community agreements for respecting all our neighbors and institutions. These policies will be applied during the operation of the X Street Navigation Center.

Project

The X Street Navigation Center site, on 2970 X Street, is owned by Caltrans and approximately 50,000 square feet. The site is bordered by Broadway on the south, “X” street on the north, and sits between Highway 99, Interstate 80, and Highway 50 on the east and north.

All structures to be located on site will be temporary and can be disassembled, moved or completely reconfigured even after years of use; the site will be paved, but no permanent foundations will be constructed.

The identified site provides space to temporarily house 100 adults in a 100-bed homeless triage center, including center space, office and bathroom trailers, parking, storage, and pet area. The Navigation Center would provide low barrier entry, offer client-centered services and support on site, and maintain a “housing first” approach to quickly and successfully connect individuals experiencing homelessness to stable, permanent housing. Low barrier entry means no one will be turned away because they have a partner, possessions, behavioral health, substance abuse, or disabilities.

Admittance to the center is by referral only; there are no walk-up referrals to the site or lines for services. The Center will operate 24 hours a day, seven days a week, with night-time curfews and security and maintained by staff for all hours of operation.

Specific details on center operations, including safety, curfews, and other operating procedures will be developed in partnership with the selected operator, Volunteers of America and the community as discussed at previous advisory group meetings.

Here are key principles governing the Good Neighbor Policy

I. Cleanliness, noise, and nuisance of persons congregating outside the center and within surrounding neighborhoods.

A. Center Operation.

1. The Center will be operated by an experienced operator in partnership with the City, and the Housing Authority of the City of Sacramento (Housing Authority) as approved by the City Council. The City will maintain center site and related buildings and the Operator will be responsible for daily operations.
2. The Center will operate regular business hours and maintain a night-time curfew in which gates will be locked and guests will not be able to enter and leave freely during those hours, unless there are specific circumstances which require accommodation, such as guests who work during evening hours.
3. Admittance to the Center is strictly by referral only. Priority for beds will be offered to those unhoused adults in the immediate vicinity of the Navigation Center, including Broadway corridor, Highway 80/Alhambra area to American River and west along W.X area to Sacramento River.
4. Referrals for center services will be provided by City-designated partners, including but not limited to: City Police Impact Team, City Dept. of Community Response, Midtown Association navigator, partners through the Pathways to Health and Home Program and other outreach partners.
5. Services provided onsite will include client-centered services and support, such as case managers, health care workers, housing specialists, employment, and other social services.
6. Transportation will be coordinated for those disengaging/leaving center services.
7. Guests will receive three meals a day. Meals provided at the Center may not be taken off the property by guests.
8. Storage will be provided for resident belongings.
9. For pets brought on site the Center has limited kennel space.
10. No pets will be allowed to reside with the guests in the sleeping quarters.

B. Noise.

1. No amplified sound will be used or permitted inside or outside the center.
2. Noise outside of the center would be generated by low vehicle use, conversations amongst guests, and guest pets.
3. All noise from outside activities would be consistent with normal activities in the neighborhood and would not have a significant impact on the neighborhood.

C. Cleanliness.

1. The area around the Center shall be kept pristine.
2. Clean up efforts will be coordinated with existing efforts of the City, CalTrans, and Greater Broadway District, Midtown Association, & Oak Park Business Association's Clean & Safe Teams.

3. The Housing Authority will contract with a selected nonprofit to remove debris, dumping, and graffiti within the surrounding area.
4. The City will engage with Public Works to increase solid waste cleanup within the surrounding area.
5. Drug use and sales are not allowed on or around the Center site. Additional efforts related to needle disposal will be explored, either leveraging existing street outreach and disposal, or identifying service expansion.

II. Security and safety on the Center site and within the surrounding area.

***The following conditions assume** additional levels of service; however, the exact amount shall be determined on an as needed basis. The City is cautious and considerate regarding the amount of policing needed as a result of the proposed Center and will adjust staffing needs as required to ensure safety of Center guests and neighborhood residents.

A. Site Staff.

1. The Center will be staffed 24-hours, seven days a week, by the Center operator.
2. Per City requirements, staff will be experienced in working with vulnerable populations, including mental health, cultural competencies, de-escalation training, etc.
3. Training should be required to include a minimum of Mental Health First Aid, Harm Reduction principles, de-escalation, and trauma-informed care prior to working in the center, with ongoing staff in-service training.

B. Site Security.

1. Guests, business owners and the general public have a reasonable expectation of safety at all times. Anyone feeling that their safety has been compromised is urged to call 911.
2. Anyone threatening the safety of staff or the guests or the public may be asked to leave. Law enforcement will be called if necessary.
3. The Center area will be enclosed by an 8-foot fence with one primary entrance and exit.
4. Security cameras will monitor the entire perimeter of the Center as well as the property itself. It will be monitored by 24-hour on site staff.
5. Security personnel shall meet a minimum level of homeless sensitivity training.
6. All security efforts shall coordinate with the center operators, the Housing Authority and the City to address any increased impacts related to the Navigation Center.

C. Safety and Security Surrounding the Center Site.

1. Loitering, camping, and informal food and clothing distribution around the center site will not be allowed.

2. City will work with adjacent residents and businesses around Crime Prevention Through Environmental Design (CPTED) strategies <http://www.cpted.net/> to identify and remedy areas that are dark or secluded or otherwise places of vulnerability.
3. There will be private security roaming the perimeter 24 hours a day, seven days a week.
4. There will be one point of contact for citizens to address their concerns. All concerns will be addressed promptly.

III. Mutual Accountability.

A. Ongoing Monitoring and Data.

1. City Data related to crime in the surrounding neighborhoods (½ mile radius), and response times
2. Data related to clean-up activities provided by the selected vendor and City Solid Waste
3. Data provided by City Impact team and local navigators
4. Data related to range and scope of services provided by the Center
5. Data provided for 311 services to the surrounding neighborhoods, and response times
6. Outcomes related to housing, connections to services, etc.
7. Demographics of population, including radius of last known address

B. Community Advisory discussions.

Staff is committed to develop and maintain good communication and a positive relationship between the Center and the immediate neighborhood and community. Staff will ensure that regular advisory meetings take place with the immediate neighborhood and community.

1. The Advisory meetings may be comprised of neighbors and representatives from neighborhood associations, business organizations and owners, Center Operator, and the City of Sacramento, as well as homelessness advocates and Center guests.
2. Advisory group meetings do not have a formal composition; these meetings are intended to provide regular information regarding the X Street Center and provide a venue for impacted neighbors and businesses to inform City Navigation Center activities.
3. The Advisory group will meet monthly and on an as-needed basis to address Navigation Center operations, police calls and services around the center, and challenges that may arise.
4. The Advisory group will be notified of any major changes proposed to the program/facility and encouraged to provide community input.

- C. Guest Council
 - 1. Comprised of guests that meet regularly, once Center is open that regularly works through grievances and successes.

- D. District 5, City of Sacramento.
 - 1. Anyone who has concerns can reach out to District 5 by emailing jschenirer@cityofsacramento.org, filling out the online form to contact staff on the District 5 City website page, at or by calling the office at (916) 808 - 7005.

- E. Coordination & Participation.
 - 1. The creation and implementation of this Good Neighbor Policy requires the participation and collaboration of our neighbors, business community, city officials and employees, center employees and guests, and other public agencies.
 - 2. The success of these Good Neighbor policies is contingent upon community advisory members' involvement, including regular advisory meeting attendance and facilitating communication between the advisory committee and their external networks and organizations.

- F. Main Point of contact
 - 1. The main point of contact for any questions or concerns related to the X Street Shelter should be directed to: SHRA Homeless Innovations
hquestions@shra.org and/or phone 916-440-1382

This agreement retains the ability to be updated as needed to adequately address the impacts of the initiative.