

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 Neighborhoods and businesses are not impacted.

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 Center.

Project

The X Street Navigation Center site, on 2970 X Street, is owned by Caltrans and is 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 located on site are temporary and can be disassembled, moved, or completely reconfigured even after years of use.

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

Admittance to the Center is by referral through the Coordinated Access System (2-1-1 Sacramento) only; there are no walk-up referrals to the site or lines for services. The Center operates 24 hours a day, seven days a week, with night-time curfews. Security is provided by the City’s contracted safety provider and the site is maintained by staff for all hours of operation.

Specific details on the center operations, including safety, curfews, and other operating procedures were developed in partnership with the selected operator, Volunteers of America and the community.

Here are key principles governing the Good Neighbor Policy

I. Cleanliness, noise, and nuisance of persons congregating directly outside the center.

A. Center Operations.

1. The Center is 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/Housing Authority 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 are not 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 Center, including the Broadway corridor, Highway 80/Alhambra area to American River and west along the W-X area to the Sacramento River.
4. Referrals for Center services are through 211's Coordinated Access System (CAS).
5. Services provided onsite will include client-centered services and support, such as case management, 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. Employed guests may request to take a wrapped meal with them to work.
8. Storage will be provided for resident belongings.
9. For pets brought on site the Center has some kennel space. Pets belonging to guests will sleep in the kennels unless there are circumstances that warrant the pet being in the dormitory with the guest. These include extreme temperatures, precipitation, or by veterinary recommendation. Guests who can provide appropriate service animal documentation are permitted to bring their service animal to all areas of the shelter (dormitory, restroom, dining hall).

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 both inside and around the immediate vicinity of the Center shall be well maintained.

2. Clean up efforts will be coordinated with the City, CalTrans, and other community partners as needed. When applicable, the Center operator and any other parties can request 311 service for trash, encampments blocking the sidewalk, and other concerns within the safety zone around the shelter.
3. The Housing Authority has contracted with the Downtown Streets team 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. Non-emergency police services including Sac PD's Impact Team and POP team will address drug use / sales in the neighborhood as reported by 311 or Sac PD dispatch.

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

***The following conditions assumes 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 Navigation 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. Based on City requirements, staff will be experienced in working with vulnerable populations, including those with mental health challenges, understanding cultural competencies, de-escalation training, etc.
3. Staff training will be required to include a minimum of Mental Health First Aid, Harm Reduction principles, de-escalation, and trauma-informed care prior to working at the Center, with ongoing staff having continuous refresher in-service training.

B. Site Security.

1. Guests, Center operator staff, 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 will be asked to leave. Law enforcement will be called if necessary.
3. The Center area is enclosed by an 6 foot 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 security staff.
5. Security personnel shall meet a minimum level of homeless sensitivity training.

6. All security efforts shall coordinate with operator staff, the Housing Authority, and the City to address any increased security impacts around the Center.

C. Safety and Security Surrounding the Center site.

1. Loitering, camping, and informal food and clothing distribution around the Center site is not 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. For emergencies or crimes in progress, call 9-1-1.
4. For non-emergencies, call (916) 808-5471.

III. Mutual Accountability.

A. Ongoing Monitoring and Data.

1. City Data related to crime in the surrounding neighborhoods (½ mile radius), and response times is collected and tracked by the City.
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 served

B. Community Advisory discussions.

Staff is committed to maintaining 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 Center and provide a venue for neighbors and businesses to stay informed of Center activities or discuss concerns related to the Center.
3. The Advisory group will meet regularly to address 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 will be encouraged to provide community input.

C. **Guest Council**

1. Guests may address any concerns regarding staff, policies, or procedures by discussing the issues with staff or by filing a grievance if they feel they have been treated unfairly.

Commented [SO1]: Does this take place?

D. District 5, City of Sacramento.

1. Anyone who has concerns can reach out to District 5 by
 - a) emailing district5@cityofsacramento.org, or
 - b) filling out the online form to contact staff on the District 5 City website page <https://www.cityofsacramento.gov/mayor-council/district-5/contact>, or
 - c) 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 operator employees, 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. Community Reporting Safety Zone

1. All inquiries or concerns regarding the enforcement of the Safety Zone around the Center should be reported by
 - a) phone to 311 or (916)-808-5011, or
 - b) email 311@cityofsacramento.org or
 - c) online at <https://311.cityofsacramento.org/s/new-service>.

G. Main Point of contact Shelter Specific

1. The main point of contact for any questions or concerns related to the X Street Shelter should be directed to:

SHRA Homeless Innovations

Email: hquestions@shra.org

Phone/Voicemail: 916-440-1382

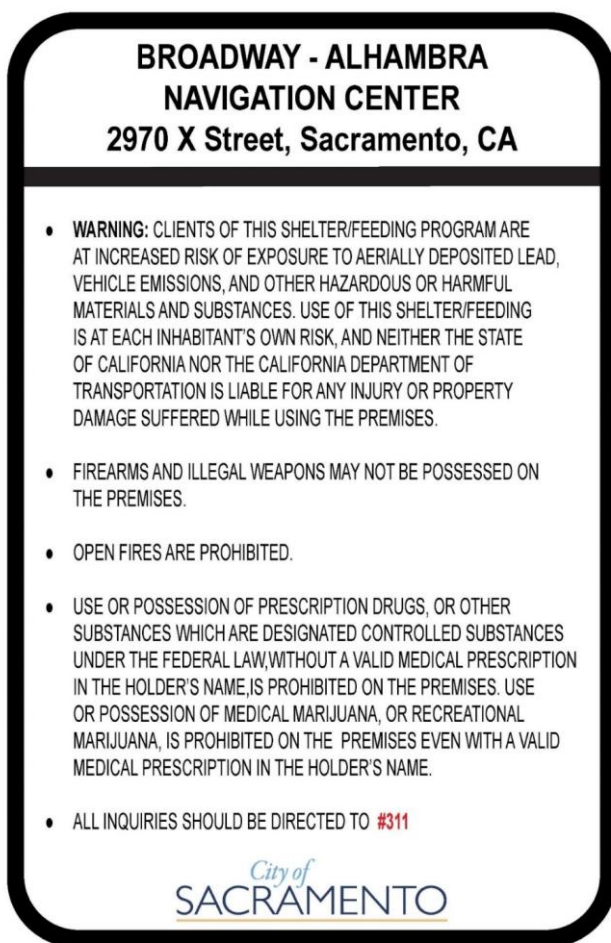
This agreement retains the ability to be updated as needed to adequately address the impacts of the initiative.

APPENDIX

The following items in the APPENDIX of this document are being provided for reference:

- **Guest Notice:** Signage posted at the entry of the Center.
- **Public Safety Zone:** Signage posted at locations within the Public Safety Zone.

Guest Notice



Public Safety Zone



*These location are sign
location suggestions*

THIS AREA IS DESIGNATED A
PUBLIC SAFETY ZONE
BY THE CITY OF SACRAMENTO



**BROADWAY - ALHAMBRA
NAVIGATION CENTER
PROPERTY IS CRITICAL INFRASTRUCTURE**

**CAMPING AND STORING PERSONAL
PROPERTY PROHIBITED
(SAC. CITY CODE § 8.140.030)**

STATE AND LOCAL LAWS PROHIBITING THE FOLLOWING CONDUCT
WILL BE ENFORCED WITHOUT FURTHER WARNING:

TRESPASSING

URINATING OR DEFECATING IN PUBLIC

OBSTRUCTING A PUBLIC RIGHT-OF-WAY

CAUSING OR MAINTAINING A PHYSICAL OR SOCIAL NUISANCE

CONFISCATED PROPERTY MAY BE RECLAIMED AT
555 SEQUOIA PACIFIC BOULEVARD , SACRAMENTO, CA 95811

Enlarged view showing the location where each sign was placed by the City of Sacramento.

