



# HOMELESSNESS RESPONSE TEAM

*Administered by the City Manager's Office*

The City of Santa Cruz is investing in transformative solutions to homelessness, meeting individual, family, and community needs along the full spectrum from prevention to long-term stable housing.

The activities of the homelessness response team focus on an organizational response to homelessness and housing instability. Santa Cruz is a leader in proactive and innovative approaches to expanding permanent affordable and supportive housing. The actions of the Homelessness Response Team (HRT) will advance the City's longstanding commitment to expand housing opportunities in our community.



## Goals of the Homelessness Response Action Plan:

- ✓ Care & Support
- ✓ Community Safety
- ✓ Environmental Stewardship
- ✓ Building Capacity & Partnerships
- ✓ Permanent Affordable & Supportive Housing

### Contact Us:

☎ 831-420-5365

🌐 <https://www.cityofsantacruz.com/community/homelessness-response-action-plan>

### Departments Collaborating on Homelessness Response:

- 🏛 City Manager's Office
- 👮 Police Department
- 🚧 Public Works

## Core Services

- Collaborate and coordinate with state and county policy makers as well as community partners to enhance our regional approach to homelessness response
- Oversee the operation of two, 24/7 emergency shelters which provide access to basic services such as showers and cooking facilities, with staff providing daily oversight and support
- Oversee the operation of two safe parking programs providing long-term and overnight parking for oversized vehicles including hygiene services and refuse disposal
- Coordinate and align encampment response efforts and services across City departments
- Provide outreach to unhoused individuals to break the cycle of homelessness by providing connection to available regional services including mental health and substance use treatment.
- Maintain clean streets and open spaces, mitigating the impacts of encampments, with the goal of restoring and protecting our local natural resources
- Keep Santa Cruz a safe environment for all by creating new response models and developing and growing key partnerships with the County and local agencies



## FY 2025 Accomplishments

FY 2025 Accomplishments	<i>Fiscal Sustainability &amp; Transparency</i>	<i>Strong Businesses &amp; Vibrant Downtown</i>	<i>Housing</i>	<i>Homelessness Response</i>	<i>Public Safety &amp; Community Well-Being</i>	<i>Natural &amp; Built Infrastructure</i>	<i>Thriving Organization</i>
Secured \$4.03 M in Encampment Resolution Funding in partnership with Housing Matters to provide outreach, case management, and interim housing for people experiencing unsheltered homelessness 🌲 ⚖️ ❤️			X	X	X		
Secured a \$2 million grant from the state of CA to support shelter, safe sleeping, and safe parking programs 🌲 ⚖️ ❤️				X	X		
Secured \$500,000 through the Pro-Housing Initiative Program in partnership with the Community Action Board of Santa Cruz County to provide critical eviction prevention assistance and rapid rehousing to support the City's most vulnerable populations 🌲 ⚖️ ❤️			X	X	X		
Completed a homelessness response annual progress report for the community 🌲 ⚖️ ❤️				X	X		
Worked with countywide partners to expand capacity to connect people to services provided by the County and community-based organizations 🌲 ⚖️ ❤️			X	X	X		
Implemented a seasonal Severe Weather Shelter Program in partnership with Santa Cruz County 🌲 ⚖️ ❤️				X	X		

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Completed a comprehensive Hazardous Waste Operations and Emergency Response (HAZWOPER) training to reduce the risk of exposure for workers who clean up, treat, store, and dispose of hazardous materials 🌲 ⚖️ ❤️				X	X	X	

## FY 2026 Goals

<b>FY 2026 Goals</b>	<i>Fiscal Sustainability &amp; Transparency</i>	<i>Strong Businesses &amp; Vibrant Downtown</i>	<i>Housing</i>	<i>Homelessness Response</i>	<i>Public Safety &amp; Community Well-Being</i>	<i>Natural &amp; Built Infrastructure</i>	<i>Thriving Organization</i>
Identify and secure sustainable funding to support the City's emergency sheltering programs and homelessness response services 🌲 ⚖️ ❤️	X			X	X		
Continue to oversee the operation of shelter, safe sleeping, and safe parking programs 🌲 ⚖️ ❤️				X	X		
Implement the Mobile Crisis Response program in coordination with the County of Santa Cruz 🌲 ⚖️ ❤️				X	X		
Complete a homelessness response annual progress report for the community 🌲 ⚖️ ❤️			X	X	X		

FY 2026 Goals	<i>Fiscal Sustainability &amp; Transparency</i>	<i>Strong Businesses &amp; Vibrant Downtown</i>	<i>Housing</i>	<i>Homelessness Response</i>	<i>Public Safety &amp; Community Well-Being</i>	<i>Natural &amp; Built Infrastructure</i>	<i>Thriving Organization</i>
Continue working with countywide partners to expand the region's homelessness response including expanded capacity to connect people to services provided by the County and community-based organizations 🌲 ⚖️ ❤️				X	X		
Continue to develop plans for the construction of a Navigation Center at 125 Coral St. including identification of funding opportunities, potential developers, and operating partners 🌲 ⚖️ ❤️	X		X	X	X		
Continue to identify sustainable funding to provide eviction prevention and rapid rehousing services to City residents 🌲 ⚖️ ❤️	X		X	X	X		
Continue working with countywide partners to expand the region's homelessness response including expanded capacity to connect people to services provided by the County and community-based organizations 🌲 ⚖️ ❤️				X	X		



## Workload Indicators

Workload Indicators	Strategic Plan Focus Area	FY 2022 Actual	FY 2023 Actual	FY 2024 Actual	FY 2025 Estimate	FY 2026 Goal
Tons of encampment debris removed by Operations division 🌲 ⚖️ ❤️	Homelessness Response	850	475	500	525	500
Number of emergency shelter spots 🌲 ⚖️ ❤️	Homelessness Response	165	165	165	165	165
Days of severe weather shelter 🌲 ⚖️ ❤️	Homelessness Response	N/A	16	15	20	20
Number of long-term safe parking spots 🌲 ⚖️ ❤️	Homelessness Response	N/A	N/A	15	15	15
Number of overnight-only safe parking spots 🌲 ⚖️ ❤️	Homelessness Response	N/A	12	32	32	32
Number of public engagement webinars offered by year 🌲 ⚖️ ❤️	Homelessness Response	N/A	N/A	2	2	2

## Performance Measures

Performance Measures	Strategic Plan Focus Area	FY 2022 Actual	FY 2023 Actual	FY 2024 Actual	FY 2025 Estimate	FY 2026 Goal
# of individuals served in safe sleeping program ⚖️ 🌲 ❤️	Homelessness Response	41	422	379	380	380
# of people served in safe sleeping who move into long-term housing ⚖️ 🌲 ❤️	Homelessness Response	N/A	N/A	65	70	70
# of individuals served in the City's safe parking programs ⚖️ 🌲 ❤️	Homelessness Response	N/A	52	120	120	120
Annual Point in Time (PIT) Count results for the City of Santa Cruz* ⚖️ 🌲 ❤️	Homelessness Response	1,439	1,028	659	N/A	N/A

## Staffing

Positions	FY 2023 Amended*	FY 2024 Amended*	FY 2025 Amended*	FY 2026 Adopted	FY 2026 Change
Community Service Officers (SCPD)	2.00	2.00	2.00	2.00	-
Director of Homelessness Response and Community Services (CMO)	-	-	1.00	1.00	-
Homelessness Response Coordinator (CMO)	1.00	1.00	1.00	1.00	-
Homelessness Response Field Crew Workers (PW)	2.00	3.00	3.00	3.00	-
Homelessness Response Manager (CMO)	1.00	1.00	-	-	-
Homelessness Response Specialist I/II (CMO)	2.50	2.50	3.00	3.00	-
Homelessness Response Field Crew Supervisor (PW)	1.00	1.00	1.00	1.00	-
Police Officer (SCPD)	1.00	1.00	1.00	1.00	-
Police Sergeant (SCPD)	1.00	1.00	1.00	1.00	-
Principal Management Analyst (CMO)	-	0.50	0.50	0.50	-
<b>Total</b>	<b>11.50</b>	<b>13.00</b>	<b>13.50</b>	<b>13.50</b>	<b>-</b>

\* "Amended" refers to the FTE count as of the adopted budget of the indicated fiscal year, plus any adjustments authorized by City Council within the course of the year

Please note: The FTEs shown in the table above, as well as in the organization chart and budget summary, are also included in the departments where those positions report.



## Budget Summary - Homelessness Response Team

		Fiscal Year 2025			
Fiscal Year*					Fiscal Year
2024		Adopted	Amended*	Year-End	2026
Actuals		Budget	Budget	Estimate	Adopted
EXPENDITURES BY CHARACTER:					
Personnel Services	1,319,900	1,531,755	1,531,755	1,592,695	2,130,418
Services, Supplies, and Other Charges	6,379,906	8,087,119	8,616,229	8,094,940	8,299,256
Capital Outlay	163,788	-	4,032,184	-	-
Total Expenditures	7,863,595	9,618,874	14,180,168	9,687,635	10,429,674
EXPENDITURES BY DEPARTMENT:					
City Manager	6,733,761	12,172,893	7,611,599	7,768,148	7,831,369
Police	286,985	1,009,951	1,009,951	926,175	1,625,301
Parks and Recreation	-	-	-	-	-
Public Works	842,848	997,324	997,324	993,312	973,004
Economic Development	-	-	-	-	-
Total Expenditures	7,863,595	9,618,874	14,180,168	9,687,635	10,429,674
RESOURCES BY FUND :					
General Fund	101	-	-	6,532,184	-
Total Resources		-	-	6,532,184	-
Net General Fund Cost		(7,863,595)	(9,618,874)	(7,647,984)	(9,687,635)
					(10,412,179)

\*Sums may have discrepancies due to rounding

## Organization Chart

