



# City of Santa Barbara California

## PLANNING COMMISSION STAFF MEMO

**REPORT DATE:** September 27, 2012  
**AGENDA DATE:** October 4, 2012  
**PROJECT ADDRESS:** 816 Cacique & 110 S. Quarantina Streets  
**TO:** Planning Commission  
**FROM:** Planning Division, (805) 564-5470  
 Danny Kato, Senior Planner *AKD for DYK*  
 Kelly Brodison, Assistant Planner *KAB*

### I. STATUS REPORT

The Planning Commission will receive Casa Esperanza's Two-Year Progress Report on its operation of the Emergency Homeless Shelter and Day Center, located at 816 Cacique Street, as required by Condition II.B of Planning Commission Resolution 008-09, which states.

"The operator shall return to the Planning Commission two (2) years from the date of the project occupancy and every two (2) years thereafter, to report on condition compliance, the overall operation of the facility, complaints received and the operator's response to those complaints, parking usage and any other items of concern that may arise. During the first two-year period, use of the parking area shall be monitored to assure that there is adequate parking for the project."

### II. PURPOSE OF MEETING

The purpose of the meeting is for the Planning Commission to hear Casa Esperanza's report, and to take public comment. The public may have the expectation that in response to public comment, the Planning Commission will require Casa Esperanza to change its operations, eliminate programs, make other changes, or revoke Casa Esperanza's Conditional Use Permit (CUP). This expectation will not be fulfilled. Because the Conditional Use Permit is already approved, the Planning Commission does not have the ability to further limit (or expand) Casa Esperanza's capacities or operation. Responsibility for enforcement of the Conditional Use Permit is the purview of the Community Development Director, and this subject is discussed in detail later in this report. **The Planning Commission will not take any action on Casa Esperanza's Conditional Use Permit or its operations.**

### III. BACKGROUND

On September 30, 1999, the Planning Commission approved the original Conditional Use Permit (CUP) for Casa Esperanza. This CUP included two phases. Phase 1 consisted of the conversion of an existing 13,536 square foot furniture store into a homeless day center, an emergency homeless winter shelter for up to 230 people, and a year-round shelter for up to 30 people. Phase 2 consisted of adding

an 11,856 square foot second story within the building shell with no change in total occupancy. It also added a daily lunch service for up to 200 people and a detox facility for up to 14 people. A parking modification was approved to allow a total of thirty-nine (39) parking spaces, instead of the required 120 spaces: 13 on-site at 816 Cacique Street, and 26 at 712 Cacique Street for staff and volunteers. These off-site spaces were within 720 feet, walking distance, of the facility. The CUP required regular reports on the operations of the facility to the Planning Commission every two years. In October 1999, the Planning Commission's approval of the CUP was appealed to City Council by area neighbors; however the appeal was withdrawn after agreements were reached that limited the average shelter occupancy during winter operation to 190 occupants, limited the number of breakfast and dinners served to shelter occupants, and limited the number served at lunch.

On May 17, 2001, the Planning Commission approved an amendment to the original CUP to relocate the off-site parking from 712 Cacique Street to 110 S. Quarantina Street and reduce the total number of spaces to 25 spaces (13 spaces on-site and 12 spaces off-site).

On December 20, 2001, the Planning Commission received the first two-year report on the project. The Commission provided positive comments regarding the number of people who have found permanent homes as a result of the comprehensive nature of the program at this location, thanked the applicant for the comprehensive report which was included in the Staff report, appreciated that problems are being addressed and resolved as they occur, recognized those who initially opposed the shelter, yet have found ways to participate and be involved in this cause, focused on being responsive to the local merchants and businesses in the area.

On December 11, 2003, the Planning Commission approved an amendment to the CUP to increase the year-round shelter from 30 to 100 beds. The project's additional clients in the year round shelter program would be required to participate in a new program that would mandate employment, sobriety, and assignment to a caseworker. Individuals in this program would include those released from the hospital yet needing additional care to complete recovery, homeless working people, and those in job training to become employed. The winter emergency shelter maximum capacity of 230 beds did not change and the number of parking spaces remained at twenty-five (25) spaces.

This approval was appealed by Barbara and Rolland Fitzgerald. The appellants requested that the Council deny the project, asserting that the amendments would result in devaluation of their property. In addition, the appellants attributed problems with vagrancy to the lack of maintenance at the terminus of Cacique Street adjacent to the appellant's property, which is located at 201-209 South Milpas Street. Further, the appellants questioned the increase in the bed capacity without the provision of additional parking and they claimed that expanding services would result in an increase of homeless individuals in the City of Santa Barbara.

On February 24, 2004, the City Council considered the appeal of the Planning Commission's decision and approved the increased the year-round bed capacity at Casa Esperanza Homeless Shelter from 30 to 100 beds for an initial period of nine months. Council directed Casa Esperanza Homeless Shelter, in conjunction with City staff and an expanded Neighborhood Advisory Committee, to develop and implement a comprehensive plan to address the neighborhood problems identified during the public

hearing. They also directed that Casa Esperanza's application be returned to the Planning Commission in November of 2004 for a review of progress made in resolving the issues.

The Milpas Action Task Force (MATF) was formed in March 2004 to focus on and develop a comprehensive plan to address and resolve the neighborhood issues. The members of the MATF included representatives from Casa Esperanza, Community Kitchen, County Alcohol Drug Mental Health, neighborhood businesses, residents, City Council and City staff (City Administration, Community Development and Police).

The Plan, titled "Milpas Action Task Force Report - Strategies to Resolve Neighborhood Concerns in the Area Surrounding Casa Esperanza," was completed on September 14, 2004, and presented to the Planning Commission on November 18, 2004. The Planning Commission felt the applicant had been responsive to the neighborhood concerns raised at the Council hearing held in February 2004 relative to the increase in the year-round bed capacity, and made the year round bed capacity increase to 100 beds permanent. The Planning Commission also approved an amendment to the CUP to increase the number of staff and volunteers for the Day Center from 15 to 18, and to increase total parking spaces from 25 to 33 (13 on-site and 20 off-site). A condition to the CUP was added requiring a six-month progress report to the Planning Commission on the MATF recommendations, followed by an annual report in 2006 and then a report every two years. Compliance with the conditions of approval and progress on corrective action objectives in the MATF Report are to be addressed in each report. In addition, the progress reports are to contain MATF recommendations on how to improve operations to reduce neighborhood impacts.

A six-month verbal progress report was given to the Planning Commission on June 9, 2005. The Planning Commission expressed appreciation for the report and the breadth of information provided and stated that on-going in-depth reporting was valuable for this project. Biennial progress reports to the Planning Commission were given on September 14, 2006 and November 6, 2008.

On March 26, 2009, Casa Esperanza requested an amendment to its CUP to temporarily increase the capacity of the Year-Round Shelter by 40 beds (140 beds total) for a 90 day period from April 1 through June 30, 2009. In addition, the Police Department requested that the number of beds at Casa Esperanza be increased by up to 10% to respond to critical weather and public safety needs at the discretion of the Police Chief. The Planning Commission approved both amendments and asked Casa Esperanza to report back to them in 45 days on the following items: 1) updates on the exploration with other agencies in the community for alternative locations for the food service program; 2) an update on the Fielding Institute study which will provide a comparison of day and evening residents; and 3) an update on coordination with the Milpas Action Task Force. Casa Esperanza returned to the Planning Commission on May 21, 2009 (45-day status) and December 10, 2009 (report on locating alternative lunch locations) to report on these items.

The Planning Commission received the required biennial status report on October 21, 2010 and November 4, 2010. The Commission acknowledged the positive work that Casa Esperanza had provided the Community and made recommendation that included: request that Council communicate with the County Board of Supervisors to request regional cooperation by fair share resource allocation

and discussed opportunities to lessen the impact on the immediate Milpas neighborhood such as looking into mobile meal delivery operations; increasing police presence in the Milpas Area; and increasing Casa Esperanza's Step Up Program.

June of 2012 the 12-bed Detox Facility was relocated from the Casa Esperanza facility to an off-site location at 1020 Placido Avenue. The facility is run by the Council on Alcoholism and Drug Abuse (CADA).

On August 21, 2012, Casa Esperanza, submitted a letter alerting City Staff that they will be forced to reduce the current bed capacity of the Transitional Homeless Shelter program of 100 beds by 25% due to lack of funds. Essentially, beginning October 7, 2012, 76 beds will be available (30 respite beds, 40 transitional beds and 6 family beds). From December 1, 2012 through March 31, 2013 the Center will commence with the winter shelter at 200 beds. Beginning April 1, 2013, the number of beds will be required to drop to 30 beds based on funding that comes available. If partial funding becomes available the number of beds could increase to match available funding, but remaining within the maximum number of beds allowed under the CUP.

#### IV. DISCUSSION

##### **Casa Esperanza Services**

During the last two years, Casa Esperanza served the homeless population as follows:

	<u>2010-2011</u>	<u>2011-2012</u>
Transitional/Medical Program Bed-nights	22,303	21,829
Winter Shelter Bed-nights	22,297	21,947
Day Center Intakes (365 days)	1,326	1,296
Number of clients placed into housing	457	292
Community Kitchen Lunch (Average #/day)	Not reported	163*

\* In the sample month of July, 23.4% of those who ate lunch in the Day Center program live at Casa Esperanza in the respite program or in the transitional program. It is estimated that in winter months this number doubles.

Casa Esperanza has a number of providers and services, such as social services, a Veterans Administration representative, Legal Aid, job development and HIV/Hepatitis testing. A complete list of providers and services is shown on an attachment to Casa Esperanza's report (Exhibit A).

### **Milpas Action Task Force**

The Milpas Action Task Force met 15 times since the last Planning Commission update in late 2010. With increasing difficulty, the MATF has resolved some issues; however, it is clear that the MATF has become dysfunctional, and the City is working with both the MATF and Casa Esperanza to find a facilitator that is acceptable to both parties. The facilitator will assist in outlining the goals and responsibilities of the MATF, as well as focus on the organization, membership, voting, and general ground rules of the MATF to re-focus on its purpose and improve its productivity and functionality. The report of the Chairperson of the MATF is attached as Exhibit B. The Santa Barbara Police Department has been heavily involved with the MATF, and its report is attached as Exhibit C.

### **Planning Commission's Role in Enforcement of CUP Violations**

Once a CUP is approved, it becomes a vested right of the applicant, and the City does not have the ability to unilaterally change or amend the CUP or its conditions. If the applicants were to ask the City for a change or amendment to the CUP, the City could then impose more conditions on the CUP, but the City cannot eliminate an approval already given. For example, if Casa Esperanza were to ask the City to allow the number of beds to increase to 300, the City could approve that increase, with additional conditions if appropriate, but the City could not reduce the number of beds to less than 200 (the current limit), or eliminate the lunch program.

If the operators are not complying with the CUP's conditions of approval, the City can take a range of actions, from requiring compliance with the conditions, to suspension of the CUP, to revocation of the CUP, but even then, the City cannot change the CUP. This is described in SBMC §28.87.360.B.:

SBMC §28.87.360.B.: Violations of Conditions of Approval. If the conditions of approval of any variance, modification, conditional use permit or performance standard permit have not been met within any time limits established in such conditions, or have been violated as determined by the Community Development Director, the Planning Commission may revoke these permits or approvals. A decision to revoke shall be made following a hearing, using the same noticing requirements that were applicable to the original permit or application.

The Planning Commission's role in enforcement of CUP violations is secondary, i.e. the Planning Commission does not make a determination of whether an operator is violating the CUP or not. That responsibility rests with City staff, as described in SBMC §28.87.360.B., above. Only after City staff has made such a determination, would the Planning Commission get involved in the enforcement process, and then only if the operator did not come into compliance with the conditions.

The first step in an enforcement process is receipt of a complaint. Upon receipt, City staff investigates the complaint, and determines whether or not the CUP's conditions of approval are being violated. If they are not being violated, the enforcement case is closed. If the conditions are being violated, City staff informs the operator of the violations, and gives a deadline for compliance. If, by the deadline, the operator is complying with the conditions of approval, the case is closed. If the operator is not complying with the conditions by the deadline, City staff has a number of options, depending on the circumstances.

If the operator has shown due diligence in complying, but needs more time, staff would give a time extension. If the operator did not show due diligence towards complying with the conditions, City staff would go to the next level of enforcement, which would be to proceed towards a hearing before the Planning Commission to suspend the CUP for a certain amount of time. Because the goal of enforcement is to force compliance with the conditions of approval, if, during the process of preparing for the suspension hearing, the operator complies with the conditions, the suspension hearing would be cancelled. If this did not happen, the Planning Commission could suspend the CUP at the hearing. This decision could be appealed to the City Council.

If, after the suspension process, the operator was still not complying with the conditions of approval, the City could go through the revocations proceedings, which would be the same as described for the suspension proceedings.

#### **Complaint from Milpas Community Association**

On July 2, 2012, the City received a complaint from the Milpas Community Association, alleging that Casa Esperanza was in violation of specific conditions of approval relating to neighborhood outreach, neighborhood watch/patrol, services expanded beyond the scope of the CUP, and lack of progress of the Milpas Action Task Force.

It is clear that Casa Esperanza made changes to its activities in response to the complaint that was filed. Based on the level of outreach, security, etc. occurring at the time of the investigation, City staff determined that Casa is in compliance with its conditions of approval. The letter from City staff to Casa Esperanza, explaining the City's determination is attached as Exhibit E. City staff set forth requirements for actions that Casa Esperanza must take to continue to be found in compliance (maintain the level of activity that has been occurring since July 2012), and recommendations for actions that Casa should take to enhance compliance.

Because City staff found Casa Esperanza to be in compliance with its conditions of approval, no further action will be taken, and the Planning Commission will not be holding a hearing on either suspension or revocation of Casa Esperanza's CUP.

#### **Conditional Use Permit Findings.**

We believe that there continues to be a misunderstanding about conditions of approval versus findings, as they relate to possible enforcement. The purpose of this section is to clarify the difference between the two.

Conditions of approval are specific requirements for action that the City places on a project. The purpose of the conditions can be to modify the project so that it will appear or operate consistent with City standards. For instance, in order to avoid adding traffic into the peak hour, the City may add a condition that requires that construction truck trips be scheduled outside of the peak hour. Another example would be that in order to reduce neighborhood degradation caused by graffiti, the City might add a condition that requires an applicant to remove graffiti within 48 hours. The conditions can also be process oriented, e.g. a condition of approval might require the submission of public improvement plans prior to the recordation of a final subdivision map.

Findings are the reasons why the decision-making body approved the project. In order to approve a project, a decision-making body is required to make findings, which are based on the information that is available at the time the decision is made. Most City approvals have required findings, which are customized for a particular project. For example, one of the required CUP findings is that, "Such uses will not be materially detrimental to the public peace, health, safety, comfort and general welfare and will not materially affect property values in the particular neighborhood involved". For Casa Esperanza, this finding was customized as follows:

The uses are not materially detrimental to the public peace, health, safety, comfort and general welfare and do not materially affect property values in the particular neighborhood *because the project provides a place where the homeless can go without loitering in the neighborhood.* (italicized phrase is the customization).

Sometimes adding conditions of approval helps the decision makers make the required findings. For example, the Planning Commission might make a finding that a second-story side setback modification is approvable because there is a condition of approval that requires all windows to be clerestory windows that are at least 6'8" above floor level, so that there is no intrusion into the neighbors' privacy.

Essentially, when a decision making body makes findings, it is saying, "Based on the information we have now, when we predict the future of the project after it's completed, we think the project won't have a negative effect, because of reasons A, B, and C."

People's thoughts on what may occur in the future are likely to vary at the time the decision is made and over time. In the case of Casa Esperanza, some may argue that the use has turned out to be materially detrimental to public peace, health, safety, comfort, and general welfare, and that it has negatively affected property values. The current Planning Commission or Council may not revoke a CUP because it believes that the previous decision making bodies did not predict the future accurately when they made their findings. A finding is not a condition of approval, and Casa Esperanza must have violated a condition of approval in order for enforcement proceedings to occur.

#### **IV. CONCLUSION**

Casa Esperanza is in compliance with its conditions of approvals. Staff requests that the Planning Commission comment on the Progress Report and identify any additional issue areas that should be addressed in the next report.

#### Exhibits:

- A. Casa Esperanza 2012 Progress Report from David Tabor, August 31, 2012
- B. Report from Julianna Reichard, Chairperson of the MATF, September 5, 2012
- C. Police Report, September 2012
- D. Planning Commission Resolution No. 008-09
- E. Letter from Paul Casey to Casa Esperanza, re: Enforcement Case, dated September 25, 2012
- F. Questions and Answers about Casa Esperanza
- G. Chart Showing CUP Allowances since 1999



August 31, 2012

City of Santa Barbara Planning Commission  
PO BOX 1990  
Santa Barbara, CA 93102-1990

**RE: CASA ESPERANZA HOMELESS CENTER – 816 CACIQUE  
STREET SEPTEMBER 2012 PROGRESS REPORT**

This letter has been prepared and submitted in support of Planning Commission Resolution No. 008-09, Condition B, which stipulates:

*Report to Planning Commission. Casa Esperanza shall provide progress reports to the Planning Commission every two years, with the next report due in September 2010, Compliance with the conditions of approval and progress in meeting the corrective action objectives in the September 14, 2004 Milpas Action Task Force Report shall be addressed. Discussion of overall operations, statistical information of the numbers of persons served, complaints received and the response to those complaints, and parking demand and utilization should also be included. The Planning Commission reserves the right to further condition the project as necessary to sustain operation.*

#### 1. CONDITIONS OF APPROVAL

Casa Esperanza Homeless Center (CASA) remains in compliance with the conditions of approval. The conditions were amended in 2004 in response to the Milpas Action Task Force (MATF) Report, and again in 2009 to allow for a 10% increase in the number of beds provided if deemed necessary by the Police Chief due to conditions related to public health and safety.

In general, capacities have been respected, and the operational aspects are as indicated. A matrix has been attached noting each condition, compliance status, and notes where appropriate. Items with an asterisk in the "Notes" column are discussed further below.

##### Condition 5a - Lunch served to up to 200 clients

CASA continues to limit the number of people arriving for lunch at the Community Kitchen of Santa Barbara, achieving 200 or fewer lunches 96% of the time. In order to receive lunch, each client must present their CASA identification card/number in order to access the meal sharing program and new arrivals must apply for an ID card before entering. The lunch provided is within the facility and no bagged lunches are provided for off-site consumption.

The average number of guests and members receiving nutrition services at the Community Kitchen was 181 per day in our 2010 report to the Commission and now stands at 163 per day for this reporting period.

In the 396 days between June 30<sup>th</sup> 2011 and July 31<sup>st</sup>, 2012, there were 17 occasions when the number went over 200. CASA administration is able to monitor lunch numbers and has the opportunity to intervene with training and counseling for volunteers and staff members. It remains very difficult for volunteers and even staff members, especially people of faith, to turn away any individual or group who is hungry, particularly at the latter part of the month when many low income people have run out of money. This one of the primary reasons we were forced to close the Cota Street facility. However, we continue to train and insist on strict adherence to this CUP requirement and this is evident from the data.

Basic service data, including lunches, is currently collected manually and sign in support staff must juggle both the line and two sign-in lists, creating a very busy process. Casa Esperanza is currently seeking capital funding to move the entrance of the building to the vacated Detox Center space. This will bring all entrance activity to one desk with one computerized data base. In December, new HMIS (Homeless Management Information System) software will be installed and all client information will be in this single data base, linked to other local agencies.

Staffing and volunteer numbers

The original approval limited the number of employees and volunteers to 18, based on the number of available parking spaces. The 2004 MATF report recommended changing the conditions of approval to be based on the parking demand for the facility, which, as determined by City Transportation Staff, would be met if there was a parking space for each employee or volunteer on site at any given time, plus seven spaces for clients.

Staff & Volunteers Scheduled On-Site

Hours	2008	2010	2012
8:00 AM – 10:00 AM	20	25	14
10:00 AM – 1:00 PM	25	25	23
1:00 PM – 4:00 PM	25	25	21
4:00 PM – 7:00 PM	18	18	18

At current count, there are currently a maximum number of 23 employees and volunteers at the facility during the late morning hours, four fewer than the last reporting period. This would require that 29 spaces be provided. With 13 spaces on site, and 20 spaces off site, the condition is met for today’s employee/volunteer counts. The employee/volunteer count is larger during late morning hours due to the overlap between food preparation staff and food serving volunteers. Food service volunteers come from service groups and churches, and are carpooling to the off-site parking lot.

The current Providers and Services Schedule is attached to show what services are available to Day Center clients.

Explore alternative food service location

Thorough consideration was given to providing meals at alternate locations. The City Council's Subcommittee on Homelessness and Community Relations listened to options and costs for various proposals. The City Council subsequently decided not to proceed with any of the alternate options due to costs, possible neighborhood issues and conflicts with health codes.

Condition 5c - Transitional Program occupancy

After the 230-bed Winter Shelter closes (March 31 of each year), a 100-bed Transitional Program is open from April 1 to November 30 of each year. Out of those 100 beds, 30 are designated as health respite beds which are available for those who are sick or injured. Many of these are recently released from local medical facilities. The remaining 70 beds are designated for those who participate in the Transitional Program, which involves coaching and/or counseling programs that assess individual and/or family needs and prescribe steps to lead to self-sufficiency and permanent housing. It is important to note that with recent cutbacks in government funding and private donations, many of the services necessary to fully support this level of clients are not funded. As a result, CASA is currently looking at various program downsizing options.

Condition 5d - Detox program

Project Recovery operated a 12-bed, non-medical (i.e., social model) Detox program from CASA since it opened. As many are aware, as of June 29 of this year, the Project Recovery Detox program relocated from CASA to another facility. Their new facility will allow treatment for both men and women. The now vacant spaces at the front of the building will be redesigned to better facilitate current CASA operations and to provide a more secure and effective admission operation.

Condition 5e - Off-site parking

Full-time staff, volunteers, and partners are directed to use the Quarantina Street off-site parking lot. Use of the on-site Cacique Street lots are reserved for those partners who have shorter meetings scheduled, or for those who have business of less than 20 minutes. The Quarantina lot is locked at all times, and is accessed via a combination code, which is given to staff, volunteers, and partners. If clients need to park there, e.g. for lunch, then staff will unlock the gate for the individual. Use of both lots is monitored daily.

Condition 5f - Police Department Beds

During the last 13 months CASA provided 32 SB Police Beds ("PD Beds"). For direct referrals (i.e. Officer and individual walk-ins) or reverse referral (i.e., CASA requested a PD Bed on its own accord) CASA completed the requisite Referral Forms.

When CASA was over the 100 maximum capacity with PD Beds, and pursuant to the CUP, CASA interpreted the applicable Sub Section 'f' to mean that noticing the MATF was the responsibility of the SBPD *vis-a-vis* the City of Santa Barbara in keeping with the City's Rain Bed policy.

In July, 2012, CASA and the City entered into the first contract for the PD Bed program. Sue Grey with the City Community Development Department, instructed CASA to

provide MATF noticing, rather than the City as a part of this contract discussion. CASA has followed this procedure, since that time.

Per City instructions if CASA goes over 100 beds, and needs a PD Bed, we are to notice MATF as follows:

“Casa Esperanza’s Conditional Use Permit (CUP) allows us to exceed our shelter bed limitations by 10% upon written determination of the police Chief, or his designee, in order to provide adequate and safe shelter to homeless individuals within the City due to weather related conditions or concerns related to public safety. Each determination shall be for a maximum of seven (7) days and the Milpas Action Task Force (MATF) shall be notified within 48 hours of each determination.

As such, \_\_\_(person/people) (was/were) referred by the Police Department within the last 48 hours.”

#### Condition 9 - Monthly MATF meetings

The MATF underwent major changes, since the last report was presented. The Milpas Community Association became an active player at the MATF. It was the first time that consistent participation from neighborhood representatives occurred at the MATF meetings.

Early in 2011 Gary Linker, who served as the MATF Chairman for 5 years, stepped down. The group selected Julianna Reichard, one of the neighborhood representatives, to be the new chair of the MATF. A formal set of rules and procedures was agreed upon, with the three groups (Neighborhood, CASA, and the City) each naming 5 members to the MATF (Attachment E).

The newly organized MATF has struggled in finding its way, and there have been some disagreements over the powers of the group and its direction. The group has come together, though to produce several results to benefit the area:

- A “Do’s and Don’ts” letter – A part of the 2004 MATF Action Plan, the MATF prepared and distributed a letter urging local businesses and residents to contact the Police Department for all crimes witnessed, and to sign a Police Authority letter to allow enforcement of crimes that may occur on private property after business hours. The letter also included contact information for the Police Beat Coordinator, the CASA contact number, and how to reach and get more information about the Milpas Community Association.
- Several businesses were identified as hotspots due to tolerating negative behaviors, including loitering, public drinking, and panhandling. The Milpas Community Association largely took the lead to reach out to these businesses, and move up the chain of command to owners and Boards of Directors when the initial response from the local business was not satisfactory. This has led to marked improvement at these former hotspots.
- Cabrillo Ball field fencing – This area had been an attractive area for chronic inebriates to congregate, which led to a number of negative impacts for area

residents and businesses. After exploring a number of options, physical changes were proposed to fence off the areas where the negative behaviors were happening. The City constructed the fencing enclosures, which has displaced the problem. The park is now attracting positive, family activities which further displaces the problem population.

CASA is committed to the process of meeting and working jointly with the neighborhood to resolve neighborhood issues. Discussions of the configuration of the group to make it more effective are underway, and an update will be provided to the Planning Commission at the time this report is presented.

#### Condition 10 - Neighborhood Outreach

Staff goes into the neighborhood on a daily basis to contact businesses in the area surrounding CASA to hear of their current concerns. Outreach is conducted at least 2 times per day, 7 days a week, in the immediate area surrounding CASA by a variety of staff members. Security presence has been increased to 7 days a week in the past few years, also, and this person also makes contact with local businesses. To increase outreach in the area, CASA'S Step-Up Program is required to contact at least 10 businesses or residents per week. It must be noted, however, that several business have made it known that they do not wish to be contacted or to participate in any of these outreach efforts.

The neighborhood outreach team recently handed out the Dos and Don'ts letter noted in the previous section. This letter included phone contact information and encouraged business owners to call with any questions or complaints. Any complaints received are logged, as well as the response to those complaints. The complaint log is stored at the front desk in a binder labeled "Good Neighbor Report." This is available to the public upon request. All complaints and Casa's response are also reported to the Milpas Action Task Force at its monthly meetings.

#### Condition 11 - Neighborhood Watch/Patrol

A member/volunteer led Step-Up program goes into a larger neighborhood area 7 days a week. This area includes both sides of Milpas Street from the beach to Mason Street, the area between the railroad tracks and US 101, and the Cacique, Quarantina, US 101 triangle. The outreach occurs several times daily, contacting those who are encountered on the street. The effort focuses on identifying areas where cleanup is needed, contacting homeless persons in the area to encourage their use of CASA program and services, and to identify those who may be violating the Good Neighbor Policy.

Condition B - Statistical Information on the Number of Persons Served

The condition to report to the Planning Commission includes a request to report on the number of persons served. The following list shows the totals for the periods specified:

	<u>2010-2011</u>	<u>2011-2012</u>
Transitional/Medical Program Bed-nights	22,303	21,829
Winter Shelter Bed-nights	22,297	21,947
Day Center Intakes (365 Days):	1,326	1,296
Number of clients placed into housing	457	292

Of the clients placed into housing, follow-up visits have shown, on average, 77% have remained housed.

## 2. MATF REPORT

CASA responded to discussions at the 2004 MATF meetings by instituting many of the recommended changes prior to the Planning Commissions' action in November 2004. A large number of the Action Plan items required no change, or resulted in amendments to the CUP. These were, generally, changes to the project description to clarify items that were noted as confusing or open to interpretation.

The remaining items listed in the 2004 report were incorporated into the CUP as conditions of approval, such as the outreach efforts, and the neighborhood watch and patrol. The use of identification cards was also required at this time for access to the facility and the use of any services, including lunch.

## SUMMARY

CASA has been able to play a valuable role in the continuum of care for the homeless community. While every case is different, the service model of making a number of services, including meals and medical care, available in one location and in a non-threatening manner is the best hope of reaching many of those who do not qualify for other programs or are difficult to reach.

CASA also recognizes that the presence of homeless individuals and their activities needs to be constantly monitored to limit the impact on neighborhood residents, businesses, and visitors. CASA recognizes that it has an obligation to work with the neighborhood and the City to address new and recurring problems.

The role of the Milpas Community Association on the MATF and in the larger community has been significant. Knowing that there are so many individuals in the area who are willing to commit their time and efforts to making lower Milpas a better place is encouraging.

Sadly, these issues, like homelessness itself, will never completely go away. We need to continue providing these services while working together to make the living and business environment safe and friendly. CASA is committed to making this happen, and looking at new solutions to these continuing problems.

Sincerely,

David Tabor AICP

Attachments:

- A. PC Reso. 008-09 Matrix
- B. Lunch Count July 2011 – July 2012
- C. Bed Count July 2011 – July 2012
- D. Providers & Services – 2012
- E. MATF Operating Rules - April 2011

2012 Report to Planning Commission  
PC Reso. 008-09 Matrix

<i>Condition #</i>		<i>Compliance</i>	<i>Notes - * see report</i>
<i>A</i>	<i>Recorded Agreement</i>	<i>Yes</i>	
<i>1</i>	<i>Uninterrupted Water Flow</i>	<i>Yes</i>	
<i>2</i>	<i>No RV Storage</i>	<i>Yes</i>	
<i>3</i>	<i>Landscape Plan Compliance - maintain property in accordance with approved plans</i>	<i>Yes</i>	
<i>4</i>	<i>Assignment of Water Rights</i>	<i>Yes</i>	
<i>5</i>	<i>Allowed Development -25,392 sq. ft.</i>	<i>Yes</i>	
<i>5.a.</i>	<i>Day Center Operations/Community Kitchen</i>		
	<i>* lunch may be served to up to 200 clients</i>	<i>Yes, on average. Several days over</i>	<i>*</i>
	<i>* Maximum 18 staff and volunteers</i>	<i>Yes</i>	<i>*</i>
	<i>* All meals shall be consumed on site</i>	<i>Yes</i>	
	<i>* Explore alternate food service location</i>	<i>Yes</i>	<i>*</i>
<i>5.b.</i>	<i>Emergency Shelter - Dec 1 through March 31</i>	<i>Yes</i>	
	<i>* 230 beds, monthly average of 200</i>	<i>Yes</i>	
	<i>* Provisions for cold/rainy weather</i>	<i>Yes</i>	
<i>5.c.</i>	<i>Transitional Shelter Operations - April 1 through November 30</i>	<i>Yes</i>	
	<i>* up to 100 beds</i>	<i>Yes, except police beds (5f)</i>	<i>*</i>
<i>5.d.</i>	<i>Detoxification Program - non-medical</i>	<i>Yes</i>	<i>*</i>
	<i>12 clients - maximum stay of 14 days</i>	<i>NA</i>	<i>NA</i>
<i>5.e.</i>	<i>Parking/Bicycle Storage</i>		
	<i>33 parking spaces</i>	<i>Yes</i>	
	<i>off-site parking lot shall be reserved for use by staff and volunteers and, secondarily, clients</i>	<i>Yes</i>	<i>*</i>
	<i>Signs provided at entrances directing users to the off-site parking</i>	<i>Yes</i>	
	<i>bicycle storage for sixty (60) bicycles</i>	<i>Yes</i>	
<i>5.f.</i>	<i>Increase to meet critical need - Police Dept beds</i>	<i>Yes</i>	<i>*</i>
<i>5.g.</i>	<i>Fielding Institute Study</i>	<i>Yes</i>	
<i>6</i>	<i>Exterior lighting provided on both properties</i>	<i>Yes</i>	
<i>7</i>	<i>Fire Protection</i>	<i>Yes</i>	
<i>8</i>	<i>Transportation Demand Management</i>		
<i>8.a.</i>	<i>Bus Passes</i>	<i>Yes</i>	
<i>8.b.</i>	<i>TDM - Bus Routes and Schedules Posted</i>	<i>Yes</i>	
<i>8.c.</i>	<i>TDM - Ride-Sharing Program</i>	<i>Yes</i>	

9	<i>Neighborhood Communication</i>		*
	<i>meet regularly with neighborhood representatives on issues/concerns regarding its operations (M&amp;JF)</i>	<i>Yes</i>	
10	<i>Neighborhood Outreach - stay in touch with businesses/residents</i>		*
	<i>Daily patrols within defined area, which may be revised by M&amp;JF in response to conditions</i>	<i>Yes</i>	
	<i>Contact businesses and residences in contact area</i>	<i>Yes</i>	
	<i>Distribute name and telephone number of contact person, plus where complaints about facility operations may be directed</i>	<i>Yes</i>	
	<i>Complaints received and staff response will be logged and made available to the public upon request</i>	<i>Yes</i>	
	<i>Refer businesses/residents to Police Department for crime prevention assessment</i>	<i>Yes</i>	
11	<i>Neighborhood Watch/Patrol</i>		*
	<i>both sides of Milpas from the beach to Mason Street, and the area between the railroad tracks and US 101, and the 101 triangle with Cacique &amp; Quarantina</i>	<i>Yes</i>	
	<i>Purpose is for litter clean-up plus to observe homeless activity in the defined area, and to enforce Code of Conduct within area</i>	<i>Yes</i>	
12	<i>Property Maintenance</i>	<i>Yes</i>	
B	<i>Report to Planning Commission - 2 years</i>	<i>Yes</i>	*
	<i>Compliance with conditions of approval</i>		
	<i>Progress in meeting the corrective action objectives in the September 14, 2004 M&amp;JF Report</i>		
	<i>Discussion of overall operations, statistical information of the numbers of persons served, complaints received and the response to those complaints, and parking demand and utilization</i>		

Lunches July 2011 through July 2012

	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12
1	130	157	169	177	172	180	128	168	163	140	151	108	136
2	99	159	176	165	148	144	198	156	157	159	259	72	168
3	93	120	123	175	135	168	170	158	129	141	249	76	145
4	117	154	106	171	129	111	146	139	101	129	125	153	110
5	95	151	154	161	132	157	150	134	148	108	96	70	135
6	150	128	128	134	110	160	145	161	163	163	83	80	147
7	163	120	171	197	190	111	140	181	142	153	146	146	142
8	147	162	156	137	161	169	140	161	176	107	121	121	110
9	162	145	123	145	159	154	181	175	161	131	148	117	153
10	149	157	157	171	180	161	156	157	118	160	125	130	152
11	165	167	117	179	184	161	174	151	123	182	160	151	166
12	177	147	144	170	180	187	183	135	160	161	68	157	154
13	181	146	139	191	154	181	166	194	187	170	72	183	162
14	195	150	173	167	183	172	178	190	188	183	156	127	143
15	171	152	185	143	185	181	164	189	195	128	161	146	108
16	165	163	183	134	201	192	113	190	179	197	124	103	177
17	142	129	172	193	195	122	132	132	187	142	153	98	183
18	188	171	179	193	186	177	152	181	151	149	165	174	154
19	193	139	193	168	178	197	146	154	199	183	137	158	187
20	180	171	185	157	188	198	195	178	196	190	125	151	155
21	192	134	206	192	191	182	200	188	200	150	147	165	128
22	193	182	197	132	206	127	162	191	201	128	169	175	136
23	188	190	198	135	184	103	154	190	185	193	135	127	177
24	141	192	200	196	199	193	205	166	174	186	176	109	182
25	216	181	168	222	204	194	181	179	193	188	181	202	182
26	148	188	185	209	200	196	200	158	200	180	156	189	177
27	198	169	194	196	132	182	193	198	188	195	167	175	158
28	193	143	158	153	202	197	171	179	205	198	173	168	192
29	201	186	190	166	187	199	141	217	217	172	193	161	123
30	150	198	183	195	193	157	190		185	189	189	133	185
31	139	179	0	183	0	169	191		163		195		201
	5021	4930	5012	5307	5248	5182	5145	4950	5334	4855	4705	4125	4828



## CASA ESPERANZA TRANSITION SHELTER BED NIGHTS AUGUST 2011

	Emer Men	Prog Men	Emer Wm	Prog Wm	Family	TOTAL
<b>TOTALS</b>	<b>474</b>	<b>1431</b>	<b>138</b>	<b>595</b>	<b>160</b>	<b>2798</b>
<b>AVERAGES</b>	<b>15</b>	<b>46</b>	<b>4</b>	<b>19</b>	<b>5</b>	<b>90</b>

<b>Emergency Families</b>	<b>160</b>	<b>(including Children)</b>	<b>Per Night Average</b>
		<b>(In month)</b>	<b>90</b>

	SUN	MON	TUE	WED	THU	FRI	SAT	TOTALS
<b>1</b>		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	
Emergency Men		13	14	14	14	13	13	81
Program Men		46	47	45	47	45	42	272
Emergency Women		4	2	5	5	2	2	20
Program Women		23	21	22	20	17	17	120
Emergency Family		7	7	7	7	7	5	40
<b>DAILY TOTALS</b>	<b>0</b>	<b>93</b>	<b>91</b>	<b>93</b>	<b>93</b>	<b>84</b>	<b>79</b>	<b>533</b>
<b>2</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	
Emergency Men	14	13	15	17	15	12	13	99
Program Men	48	51	52	51	49	46	47	344
Emergency Women	3	1	3	3	4	4	2	20
Program Women	19	18	17	16	17	17	17	121
Emergency Family	7	7	7	7	7	7	7	49
<b>DAILY TOTALS</b>	<b>91</b>	<b>90</b>	<b>94</b>	<b>94</b>	<b>92</b>	<b>86</b>	<b>86</b>	<b>633</b>
<b>3</b>	<b>14</b>	<b>15</b>	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b>	
Emergency Men	15	17	14	13	18	16	13	106
Program Men	49	48	47	46	49	46	41	326
Emergency Women	3	4	5	4	5	5	4	30
Program Women	17	19	19	19	20	20	19	133
Emergency Family	4	7	4	4	6	6	6	37
<b>DAILY TOTALS</b>	<b>88</b>	<b>95</b>	<b>89</b>	<b>86</b>	<b>98</b>	<b>93</b>	<b>83</b>	<b>632</b>
<b>4</b>	<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b>	<b>25</b>	<b>26</b>	<b>27</b>	
Emergency Men	17	15	15	17	18	17	19	118
Program Men	47	45	44	44	47	47	41	315
Emergency Women	6	6	5	7	5	7	6	42
Program Women	19	19	19	20	20	20	20	137
Emergency Family	6	6	5	4	4	3	3	31
<b>DAILY TOTALS</b>	<b>95</b>	<b>91</b>	<b>88</b>	<b>92</b>	<b>94</b>	<b>94</b>	<b>89</b>	<b>643</b>
<b>5</b>	<b>28</b>	<b>29</b>	<b>30</b>	<b>31</b>				
Emergency Men	19	18	18	17	0	0	0	70
Program Men	44	45	42	43	0	0	0	174
Emergency Women	7	8	6	7	0	0	0	26
Program Women	20	21	21	22	0	0	0	84
Emergency Family	3	0	0	0	0	0	0	3
<b>DAILY TOTALS</b>	<b>93</b>	<b>90</b>	<b>85</b>	<b>89</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>357</b>

## CASA ESPERANZA TRANSITION SHELTER BED NIGHTS SEPTEMBER 2011

	Emer Men	Prog Men	Emer Wm	Prog Wm	Family	TOTAL
<b>TOTALS</b>	<b>452</b>	<b>1224</b>	<b>199</b>	<b>603</b>	<b>133</b>	<b>2611</b>
<b>AVERAGES</b>	<b>15</b>	<b>41</b>	<b>7</b>	<b>20</b>	<b>4</b>	<b>87</b>

<b>Emergency Families</b>	<b>133</b>	<b>(Including Children)</b>	<b>Per Night Average</b>
		<b>(In month)</b>	<b>87</b>

	SUN	MON	TUE	WED	THU	FRI	SAT	TOTALS
<b>1</b>					<b>1</b>	<b>2</b>	<b>3</b>	
Emergency Men					16	16	13	45
Program Men					43	42	36	121
Emergency Women					7	7	5	19
Program Women					22	21	21	64
Emergency Family					3	3	3	9
<b>DAILY TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>91</b>	<b>89</b>	<b>78</b>	<b>258</b>
<b>2</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	
Emergency Men	13	13	13	11	13	15	15	93
Program Men	41	41	41	39	38	34	31	285
Emergency Women	7	8	6	6	3	5	5	40
Program Women	20	20	22	20	20	16	18	136
Emergency Family	7	7	7	7	7	7	7	49
<b>DAILY TOTALS</b>	<b>88</b>	<b>89</b>	<b>89</b>	<b>83</b>	<b>81</b>	<b>77</b>	<b>76</b>	<b>583</b>
<b>3</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>16</b>	<b>17</b>	
Emergency Men	15	15	16	17	17	15	15	110
Program Men	34	35	38	40	41	36	35	259
Emergency Women	5	4	7	11	10	8	8	53
Program Women	19	18	19	20	19	17	18	130
Emergency Family	3	3	3	3	3	3	3	21
<b>DAILY TOTALS</b>	<b>76</b>	<b>75</b>	<b>83</b>	<b>91</b>	<b>90</b>	<b>79</b>	<b>79</b>	<b>573</b>
<b>4</b>	<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b>	
Emergency Men	16	19	19	22	20	14	13	123
Program Men	40	37	42	45	45	44	43	296
Emergency Women	8	7	9	11	10	7	6	58
Program Women	18	18	20	20	21	22	22	141
Emergency Family	3	3	3	6	6	6	4	31
<b>DAILY TOTALS</b>	<b>85</b>	<b>84</b>	<b>93</b>	<b>104</b>	<b>102</b>	<b>93</b>	<b>88</b>	<b>649</b>
<b>5</b>	<b>25</b>	<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>	<b>30</b>		
Emergency Men	16	14	13	15	12	11	0	81
Program Men	50	49	47	48	46	43	0	283
Emergency Women	6	8	5	4	3	5	0	29
Program Women	22	22	22	23	22	21	0	132
Emergency Family	6	3	3	3	3	5	0	23
<b>DAILY TOTALS</b>	<b>100</b>	<b>94</b>	<b>90</b>	<b>93</b>	<b>86</b>	<b>85</b>	<b>0</b>	<b>548</b>









## CASA ESPERANZA EMERGENCY SHELTER BED NIGHTS FEBRUARY 2012

	Emer Men	Prog Men	Emer Wmn	Prog Wmn	Family	TOTAL
<b>TOTALS</b>	<b>4084</b>	<b>0</b>	<b>1127</b>	<b>0</b>	<b>120</b>	<b>5331</b>
<b>AVERAGES</b>	<b>146</b>	<b>0</b>	<b>40</b>	<b>0</b>	<b>4</b>	<b>190</b>

<b>Emergency Family</b>	<b>120</b>	<b>(including Children)</b>	<b>Per Night Average</b>
		<b>(in month)</b>	<b>190</b>

	SUN	MON	TUE	WED	THU	FRI	SAT	TOTALS
<b>1</b>				<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	
Emergency Men	0	0	0	138	144	131	136	549
Program Men	0	0	0	0	0	0	0	0
Emergency Women	0	0	0	40	41	37	33	151
Program Women	0	0	0	0	0	0	0	0
Emergency Family	0	0	0	3	3	3	3	12
<b>DAILY TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>181</b>	<b>188</b>	<b>171</b>	<b>172</b>	<b>712</b>
<b>2</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	
Emergency Men	137	143	143	140	144	139	136	982
Program Men	0	0	0	0	0	0	0	0
Emergency Women	34	38	36	40	39	39	37	263
Program Women	0	0	0	0	0	0	0	0
Emergency Family	3	3	3	3	3	3	4	22
<b>DAILY TOTALS</b>	<b>174</b>	<b>184</b>	<b>182</b>	<b>183</b>	<b>186</b>	<b>181</b>	<b>177</b>	<b>1267</b>
<b>Week Month</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>16</b>	<b>17</b>	<b>18</b>	
Emergency Men	144	144	144	142	143	142	135	994
Program Men	0	0	0	0	0	0	0	0
Emergency Women	38	40	43	42	41	38	37	279
Program Women	0	0	0	0	0	0	0	0
Emergency Family	3	3	5	5	5	5	5	31
<b>DAILY TOTALS</b>	<b>185</b>	<b>187</b>	<b>192</b>	<b>189</b>	<b>189</b>	<b>185</b>	<b>177</b>	<b>1304</b>
<b>3</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b>	<b>25</b>	
Emergency Men	135	141	141	141	140	142	142	982
Program Men	0	0	0	0	0	0	0	0
Emergency Women	39	41	42	42	40	35	34	273
Program Women	0	0	0	0	0	0	0	0
Emergency Family	5	5	5	5	5	5	5	35
<b>DAILY TOTALS</b>	<b>179</b>	<b>187</b>	<b>188</b>	<b>188</b>	<b>185</b>	<b>182</b>	<b>181</b>	<b>1290</b>
<b>4</b>	<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>				
Emergency Men	145	144	142	146				577
Program Men	0	0	0	0				0
Emergency Women	38	40	42	41				161
Program Women	0	0	0	0				0
Emergency Family	5	5	5	5				20
<b>DAILY TOTALS</b>	<b>188</b>	<b>189</b>	<b>189</b>	<b>192</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>758</b>

## CASA ESPERANZA EMERGENCY SHELTER BED NIGHTS MARCH 2012

	Emer Men	Prog Men	Emer Wmn	Prog Wmn	Family	TOTAL
<b>TOTALS</b>	<b>4046</b>	<b>0</b>	<b>1240</b>	<b>0</b>	<b>201</b>	<b>5487</b>
<b>AVERAGES</b>	<b>131</b>	<b>0</b>	<b>40</b>	<b>0</b>	<b>6</b>	<b>177</b>

<b>Emergency Family</b>	<b>201</b>	<b>(Including Children)</b>	<b>Per Night Average</b>
		<b>(in month)</b>	<b>177</b>

	SUN	MON	TUE	WED	THU	FRI	SAT	TOTALS
<b>1</b>					<b>1</b>	<b>2</b>	<b>3</b>	
Emergency Men	0	0	0	0	124	127	124	375
Program Men	0	0	0	0	0	0	0	0
Emergency Women	0	0	0	0	40	39	40	119
Program Women	0	0	0	0	0	0	0	0
Emergency Family	0	0	0	0	5	5	5	15
<b>DAILY TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>189</b>	<b>171</b>	<b>169</b>	<b>509</b>
<b>2</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	
Emergency Men	134	133	128	126	132	131	132	916
Program Men	0	0	0	0	0	0	0	0
Emergency Women	41	40	42	41	42	36	39	281
Program Women	0	0	0	0	0	0	0	0
Emergency Family	5	7	7	7	7	7	7	47
<b>DAILY TOTALS</b>	<b>180</b>	<b>180</b>	<b>177</b>	<b>174</b>	<b>181</b>	<b>174</b>	<b>178</b>	<b>1244</b>
<b>3</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>16</b>	<b>17</b>	
Emergency Men	140	137	134	138	129	130	130	936
Program Men	0	0	0	0	0	0	0	0
Emergency Women	44	39	40	41	40	35	40	279
Program Women	0	0	0	0	0	0	0	0
Emergency Family	7	7	7	7	7	7	7	49
<b>DAILY TOTALS</b>	<b>191</b>	<b>183</b>	<b>181</b>	<b>186</b>	<b>178</b>	<b>172</b>	<b>177</b>	<b>1266</b>
<b>4</b>	<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b>	
Emergency Men	129	134	135	137	136	133	131	935
Program Men	0	0	0	0	0	0	0	0
Emergency Women	43	42	40	40	40	38	41	282
Program Women	0	0	0	0	0	0	0	0
Emergency Family	7	7	7	7	5	7	7	47
<b>DAILY TOTALS</b>	<b>179</b>	<b>183</b>	<b>182</b>	<b>184</b>	<b>181</b>	<b>176</b>	<b>179</b>	<b>1264</b>
<b>5</b>	<b>25</b>	<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>	<b>30</b>	<b>31</b>	
Emergency Men	129	134	134	130	127	115	113	882
Program Men	0	0	0	0	0	0	0	0
Emergency Women	43	44	43	40	41	34	34	279
Program Women	0	0	0	0	0	0	0	0
Emergency Family	7	7	7	7	7	4	4	43
<b>DAILY TOTALS</b>	<b>179</b>	<b>185</b>	<b>184</b>	<b>177</b>	<b>175</b>	<b>153</b>	<b>151</b>	<b>1204</b>



## CASA ESPERANZA TRANSITION & EMERGENCY SHELTER BED NIGHTS MAY 2012

	Emer Men	Prog Men	Emer Wmn	Prog Wmn	Family	Rain	TOTAL
<b>TOTALS</b>	<b>410</b>	<b>1489</b>	<b>143</b>	<b>605</b>	<b>220</b>	<b>0</b>	<b>2867</b>
<b>AVERAGES</b>	<b>13</b>	<b>48</b>	<b>5</b>	<b>20</b>	<b>7</b>	<b>0</b>	<b>92</b>

<b>Emergency Family</b>	<b>220</b>	<b>(Including Children)</b>	<b>Per Night Average</b>
		<b>(in month)</b>	<b>92</b>

	SUN	MON	TUE	WED	THU	FRI	SAT	TOTALS
<b>1</b>			<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
Emergency Men			13	14	12	16	17	72
Program Men			50	48	47	44	43	232
Emergency Women			4	4	2	3	3	18
Program Women			23	20	19	19	17	98
Emergency Family			5	5	5	5	5	25
<b>DAILY TOTALS</b>	<b>0</b>	<b>0</b>	<b>95</b>	<b>91</b>	<b>85</b>	<b>87</b>	<b>85</b>	<b>443</b>
<b>2</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	
Emergency Men	18	17	11	13	13	17	15	104
Program Men	51	54	51	49	49	48	47	349
Emergency Women	3	4	3	3	4	4	3	24
Program Women	21	23	21	22	20	18	18	143
Emergency Family	9	9	9	9	9	9	9	83
<b>DAILY TOTALS</b>	<b>102</b>	<b>107</b>	<b>95</b>	<b>96</b>	<b>95</b>	<b>95</b>	<b>92</b>	<b>683</b>
<b>3</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>	
Emergency Men	18	14	13	13	16	13	13	98
Program Men	45	50	50	52	43	44	42	326
Emergency Women	4	4	5	5	4	5	4	31
Program Women	16	17	19	19	20	18	19	128
Emergency Family	8	8	8	8	8	8	8	58
Rain Beds								0
<b>DAILY TOTALS</b>	<b>89</b>	<b>93</b>	<b>95</b>	<b>97</b>	<b>91</b>	<b>88</b>	<b>86</b>	<b>639</b>
<b>4</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b>	<b>25</b>	<b>26</b>	
Emergency Men	15	17	13	8	10	11	9	83
Program Men	49	50	48	49	50	49	46	341
Emergency Women	7	7	5	5	8	8	6	42
Program Women	17	20	20	23	23	17	18	138
Emergency Family	8	3	6	3	5	7	7	39
<b>DAILY TOTALS</b>	<b>96</b>	<b>97</b>	<b>92</b>	<b>88</b>	<b>94</b>	<b>90</b>	<b>86</b>	<b>643</b>
<b>5</b>	<b>27</b>	<b>28</b>	<b>29</b>	<b>30</b>	<b>31</b>			
Emergency Men	9	10	12	13	9			53
Program Men	48	48	48	45	52			241
Emergency Women	6	6	6	8	6			30
Program Women	17	20	19	19	23			98
Emergency Family	7	7	7	8	8			37
<b>DAILY TOTALS</b>	<b>87</b>	<b>91</b>	<b>92</b>	<b>91</b>	<b>98</b>	<b>0</b>	<b>0</b>	<b>459</b>

## CASA ESPERANZA EMERGENCY SHELTER BED NIGHTS JUNE 2012

	Emer Men	Prog Men	Emer Wmn	Prog Wm	Family	TOTAL
<b>TOTALS</b>	<b>313</b>	<b>1442</b>	<b>286</b>	<b>474</b>	<b>124</b>	<b>2639</b>
<b>AVERAGES</b>	<b>10</b>	<b>48</b>	<b>10</b>	<b>16</b>	<b>4</b>	<b>88</b>

<b>Emergency Families</b>	<b>124</b>	<b>(Including Children)</b>	<b>Per Night Average</b>
		<b>(In month)</b>	<b>88</b>

	SUN	MON	TUE	WED	THU	FRI	SAT	TOTALS
<b>1</b>						<b>1</b>	<b>2</b>	
Emergency Men						11	12	23
Program Men						45	46	91
Emergency Women						7	6	13
Program Women						21	20	41
Emergency Family						5	5	10
<b>DAILY TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>89</b>	<b>89</b>	<b>178</b>
<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	
Emergency Men	13	13	11	11	9	6	5	68
Program Men	46	47	48	46	48	48	46	329
Emergency Women	8	7	7	8	8	8	7	53
Program Women	19	17	16	18	19	17	18	124
Emergency Family	2	2	2	0	0	0	0	6
<b>DAILY TOTALS</b>	<b>88</b>	<b>86</b>	<b>84</b>	<b>83</b>	<b>84</b>	<b>79</b>	<b>76</b>	<b>580</b>
<b>3</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>16</b>	
Emergency Men	7	8	9	10	10	9	10	63
Program Men	50	52	54	51	50	48	51	356
Emergency Women	10	10	10	11	12	8	7	68
Program Women	16	15	13	13	12	17	17	103
Emergency Family	0	0	0	0	0	0	0	0
<b>DAILY TOTALS</b>	<b>83</b>	<b>85</b>	<b>86</b>	<b>85</b>	<b>84</b>	<b>82</b>	<b>85</b>	<b>590</b>
<b>4</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>	
Emergency Men	12	11	11	10	10	12	13	79
Program Men	48	50	49	50	50	45	45	337
Emergency Women	9	10	9	11	12	13	13	77
Program Women	17	16	13	15	13	14	13	101
Emergency Family	0	9	9	9	4	4	4	39
<b>DAILY TOTALS</b>	<b>86</b>	<b>96</b>	<b>91</b>	<b>95</b>	<b>89</b>	<b>88</b>	<b>88</b>	<b>633</b>
<b>5</b>	<b>24</b>	<b>25</b>	<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>	<b>30</b>	
Emergency Men	12	11	13	14	12	10	8	80
Program Men	47	49	48	47	49	44	45	329
Emergency Women	14	12	13	10	10	8	8	75
Program Women	14	15	16	17	15	15	13	105
Emergency Family	4	11	11	11	10	11	11	69
<b>DAILY TOTALS</b>	<b>91</b>	<b>98</b>	<b>101</b>	<b>99</b>	<b>96</b>	<b>88</b>	<b>85</b>	<b>658</b>





## ***MILPAS ACTION TASK FORCE OPERATING RULES - April 2011***

### **MISSION STATEMENT**

The Milpas Action Task Force is committed to creating a positive environment to live, work, and do business in the area surrounding the homeless center. With equal representation from the neighborhood, the local government, and Casa Esperanza, the MATF will meet regularly to focus on and develop an action plan to address and resolve neighborhood issues by maintaining open communication, identifying issues and deciding on appropriate actions to respond to the issues that affect the adjacent community.

### **RESPONSIBILITIES**

Monitor the progress of Casa Esperanza and the City in meeting their action plan objectives.  
Monitor neighborhood conditions.  
Decide on appropriate action to resolve problems.  
Communicate with neighborhood.  
Determine how to apply neighborhood watch/cleanup,/outreach resources.  
Review and respond to Casa Esperanza 2-year report to Planning Commission.

### **MATF COMPOSITION**

There are 15 voting members; 5 from each group: Neighborhood, City/County, and Casa Esperanza. Each group will be responsible for its own membership, subject to confirmation by the MATF

### **Ex Officio**

A number of area or agency representatives may be selected to be ex-officio (non-voting) members of the Task Force. Meetings are open for anyone to attend, but only official members may vote.

### **OPERATIONS**

#### **Meetings**

Meetings are held on the third Tuesdays of each month. This schedule may be changed upon majority vote of the membership. Agendas for each meeting will be distributed to each member (and any others who request one) prior to the meeting via e-mail. Minutes of the previous meeting will also be made available in the same manner. It is the goal to distribute the meeting minutes the week following the meeting.

#### **Officers**

Executive Committee - Three-person committee composed of one member from each group. Chair and Vice-Chair will be chosen from the Executive Committee, and will be elected every March for a one year term. Consecutive terms are permissible. Chair will be responsible for the content of the agendas and conduct the meetings. The Executive Committee will assist the Chair in the preparation of the agenda and conduct of meetings, and shall meet as necessary.

#### **Quorum**

9, with every group represented by at least 3 members. Items brought to a vote shall be decided by a majority of those members present.



## **2012 MATF Report to Planning Commission:**

This report is submitted by the Chair of the Milpas Action Task Force (MATF) in reference to Casa Esperanza's 2012 Progress Report to the Planning Commission.

### **I. Background and Operations**

The Milpas Action Task Force was mandated by the City Council in February of 2004 to identify and resolve issues in the neighborhood brought about by the presence of Casa Esperanza. It is an administrative remedy the City provided the neighborhood after the February 2004 City Council hearing where neighbors came out in force to express their frustration and discontent with the effects of the shelter on the neighborhood.

In 2010, when the Milpas Community Association (MCA) formed, the members of MCA decided to reinstate a stronger presence of neighborhood members at MATF, in the hopes of making serious improvement in neighborhood conditions. In April of 2011, as a Neighborhood representative, I took over the position of Chair of MATF, this being the first time in the 8 years of MATF that a member of the Neighborhood has served in this capacity. The membership of MATF includes representatives from the City of Santa Barbara, Casa Esperanza and the Neighborhood. This current membership is as follows:

#### ***Neighborhood:***

**Julianna Reichard, MATF Chair**, the Habit, Treasurer of the MCA

Alan Bleecker, Capitol Hardware, President of the MCA

Sebastian Aldana, Resident, Los Amigos Café, Vice President, MCA

John Dixon, Tri-County Produce, Board member: PAL, MCA and Casa Esperanza

Bruce Giffin, Giffin and Crane, Board member, MCA

Sharon Byrne, Executive Director, Milpas Community Association, and administration for MATF provided by the MCA.

#### ***City of Santa Barbara***

Cathy Murillo, Santa Barbara City Councilmember

Sgt Ed Olsen, Lt. Brent Mandrell, and Captain Dave Whitham, SBPD

Deirdre Randolph, Community Development

Rick Fulmer, Streets Division, Public Works

Ricardo Venegas, Parks and Recreation

**Santa Barbara County Alcohol and Drug Program**

Janero Valdez

**Casa Esperanza Homeless Center**

Mike Foley, Executive Director

Imelda Loza, Associate Director

Ron Fox, Board Member

Dave Tabor, Land Use Consultant

*5<sup>th</sup> member filled by various individuals, currently by Nicole Menegon, staff*

In order to produce more effective, regular meetings, the Neighborhood membership (all of whom are members of the MCA) agreed to handle administration of meetings including securing a regular meeting location, noticing the MATF members of meetings, distributing minutes and agenda as well as taking and producing minutes. Prior to the Neighborhood taking on this responsibility, meeting times and venues were not static and at times unconfirmed causing confusion and contributing to poor attendance. Minutes and agendas were not distributed consistently before meetings. The Neighborhood was willing to take on these responsibilities and the result was a designated standing meeting location at the Franklin Center, minutes and agendas distributed in advance of the meetings as well as more organized meetings.

Casa Esperanza remained responsible for notification of the MATF meetings to the businesses and residents in the surrounding 500-1000 foot radius as historically was their responsibility. As stated in the 2010 Progress Report to the Planning Commission, Mike Foley states that MATF meeting notifications are mailed and hand delivered to approximately 250 businesses and residents in the immediate neighborhood and offers a sample letter. I cannot confirm that this practice took place or has continued; in the time frame that I have been Chair, there has been no confirmation by Casa of such noticing which may provide a partial explanation for the low attendance of MATF meeting by neighbors and businesses.

To begin to move forward in identifying and developing appropriate responses to problems in the neighborhood, in July of 2011, the Neighborhood team presented a matrix of the issues listed in the 2004 Strategies document produced by the original MATF team. This matrix identified the following:

**Items the Neighborhood Agreed to work:**

- √ Form an association
- √ Define neighborhood boundaries
- √ Public impression of lower Milpas Street safety

### **Items the City and Casa Esperanza Agreed to work:**

- Illegal camping (City)
- Lack of public restrooms: defecation, urination (City/CE)
- Vandalism (City)
- Lack of adequate lighting (City)
- Littering, street cleaning (City/CE)
- Alcohol sales and enforcement (City)
- Railroad – lack of attention/enforcement by (City)
- Trespassing (City/CE)
- Aggressive panhandling (City)
- Loitering (City)
- Public drunken behavior, intimidation, and unruly behavior (City/CE)
- Crime (City/CE)

8 years later, with the exception of the formation of a neighborhood association, the railroad and street lighting, all of these remain chronic problems along the Milpas corridor.

Prior to 2010, Neighborhood members found it difficult to attend inadequately noticed meetings where little was being accomplished, so out of frustration, had abandoned MATF. Part of what drove them away was the process of consensus, which over time served to mute the neighborhood voice, as reflected in the same 2010 MATF report to the Planning Commission, presented by Gary Linker. Neighborhood members at that time did not agree with what was presented in the MATF portion of the report, yet had no ability to change it to reflect conditions accurately. Neighbors thus attempted to voice their dissent through emails and the two-minute public commentaries at that hearing. In contrast to the past three reports to Planning Commission, the Neighborhood finally has a voice in the bi-annual reporting of MATF and as such this report radically contradicts past assertions of progress and harmony.

Realizing the MATF required balance, the Neighborhood members suggested that MATF move to a true majority voting process in April of 2011. After significant discussion, it was agreed that each entity would have 5 members and thus 5 votes each.

After a particularly contentious meeting in November 2011, the City moved to a non-voting role in January of 2012. City staff had participated in a supporting role only, providing regular attendance at the meetings, but little in the way of solutions. It should be noted that the level of staff present does not possess policy-making ability, and some are not a match for team needs. It is probably a waste of city resources to continue to dedicate them to an enterprise in which they can play no truly useful role.

Over the course of 2011 and 2012, it has fallen to the Neighborhood members to perform most of the work required to solve any issues identified. It should be noted that the SB Police representatives have been a strong and consistent presence at MATF meetings and contribute willingly and effectively through their thorough monthly reporting. Overall progress at meetings is halting at best and the meetings themselves can be contentious and argumentative at times. Since the City declined to participate in voting, the current organization has become further stymied from moving action forward. In fact, at times in the last several months MATF has been bogged down with much energy and time wasted on dissent over administrative issues.

A key example is the case of the November 2011 minutes. That was an extremely contentious meeting. When the team reconvened in February of 2012, while trying to approve the minutes from the November meeting. Mike Foley refused to accept the minutes from the meeting. Sebastian Aldana queried Mr. Foley for specific corrections needed, but was not answered. Mr. Foley instead wanted to proceed with a transcription from the recording of the meeting. Alan Bleecker had taken to recording the meetings so as to be able to return to recordings if needed. A CD was provided to Mr. Foley, but this proved, unfortunately, to be the October meeting, an honest mistake. The MCA was later able to recover the November recording. Mr. Foley in July proposed substituting a summary document produced by Deirdre Randolph for the November minutes, even after the MCA offered to pay for the November meeting to be transcribed and provided as the official record, as we'd incorrectly provided the October file by mistake. We immediately provided a copy of the November meeting on CD to Mr. Foley.

It should be noted that 9 months after one MATF meeting, there is still no agreement on administrative record of that meeting. This issue has absorbed many hours of time for the Neighborhood outside of meetings as well as much time spent in MATF meetings. As of the date of this report, MATF has still not moved beyond this issue – even after a member of the Neighborhood offered to pay for requested transcription.

Deirdre Randolph produced the summary anyway, though a transcript was in progress, and the minutes for July reflect a different outcome than what was decided at the meeting.

Without intervention from a neutral third-party, MATF will not succeed in making any significant progress in the future.

## **II. Issues identified and resolved within MATF:**

1. Do's and Dont's Notice to Milpas Corridor – Timeframe: 8 months. An issue raised by the 2004 report, action was finally taken to prepare and distribute a letter to property owners asking for a unified approach to neighborhood problems. Owners were asked to call the PD when crimes were witnessed,

and to sign an Authority Letter to allow the PD onto their properties after hours to address issues. The contact number of Casa Esperanza was included to aid communication and to forward any complaints. The PD Beat Coordinator phone number was included to review property issues with the hope of abating ongoing problems. Finally, the MCA contact info was included for those who wished to take an active role and to keep track of issues in the neighborhood. Copies of the letter were delivered within the 1000 foot radius of Casa Esperanza and were made available to the MCA and PD to use in their efforts for further distribution along the Milpas Corridor. Task completed in agreement.

2. Good Neighbor Policy – Timeframe: greater than one year. Much discussion and work was put into an attempt to modify Casa Esperanza’s Good Neighbor Policy to include an expectation of its clients to follow their code of conduct throughout the City of Santa Barbara. The original GNP only communicated an expectation to follow Code in the surrounding 500 foot radius of Casa Esperanza. The Neighborhood firmly believes that by communicating an expectation of being a good neighbor throughout the City of Santa Barbara as opposed to only the immediate area surrounding Casa Esperanza would encourage and promote better results. The response from Casa Esperanza was to not adopt this recommendation by the Neighborhood after many difficult and tense MATF meetings. However in June of 2012, Mike Foley presented a new Casa Esperanza-approved version of the GNP to the MATF. The net change to the policy is to include the following statement:

**The City of Santa Barbara employs Restorative Policing Community Service Liaisons that patrol the Milpas Corridor and the Milpas St beach area. The Liaisons work with businesses and residents and report problems. If Casa Esperanza receives confirmed reports of problem behaviors involving its members in this area, corrective action plans, suspension of services or termination of services may occur in coordination with Restorative Policing.**

The Neighborhood members object to this statement as it shifts burden to police department and does not reflect the intent for clients of Casa Esperanza to be good neighbors that the Neighborhood believes is necessary. Task completed, but without agreement, or even consensus.

3. Tesoro Letter – Timeframe: three months. The MATF team identified the USA Gas station as a hot spot for loitering but the local management did not respond to our requests to clean up their property. Led by a contingent from the MCA, a letter was sent to the parent company/property owner, who responded quickly and implemented new procedures for local management to follow. MCA created the letter draft, mailed letter via certified mail to the

parent company (Tesoro) board of directors, and scheduled reps from Tesoro to appear at MATF. Task completed in agreement.

4. Good Neighbor Reporting - Timeframe: Continuous. Each meeting Imelda Loza from Casa Esperanza presents a summary of the rounds made by a Casa representative to 5 neighboring businesses. Many members of the Neighborhood have stated on several occasions that while the report is anecdotally interesting it is only a snapshot of what is captured by the visits of the Casa rep rather than an accurate representation of what occurs in the neighborhood. Flaws with the process that have been identified are the disruption to the flow of business by having the representative visit the business and the inability of employees to interrupt their work to report to the rep. Task ongoing.

### **III. Issues Identified but not resolved within MATF:**

1. Casa Esperanza Contact information - This issue has been identified as an ongoing problem for neighbors and businesses attempting to contact Casa Esperanza when they are experiencing issues. Many reports have been brought to MATF regarding the frustration of neighbors and businesses lack of success in reaching anyone at Casa Esperanza, particularly after 5 PM or on weekends. There appears to be a high turnover in the personnel who have been identified in the past as the appropriate contact and difficulty in getting an answer when the main desk number at Casa is called. As this was never resolved properly in MATF, the neighborhood filed the CUP violation complaint in July 2012. Following the filing of the complaint, Casa reps distributed an updated phone tree. This effort by the staff at Casa seems to be in response to the complaint. Discussion ongoing.
2. Watch and Patrol –Repeatedly over the months it has been requested by various Neighborhood members that Casa Esperanza provide a security patrol in the neighborhood to mitigate problems and ideally prevent them before they occur. Time and again it has been stated by Casa Esperanza representatives that they do not have the funds to perform this. It was stated in the 2010 report to Planning Commission that Casa Esperanza employs Security Staff 7 days per week for 8 hour shifts and they regularly contact neighboring businesses. Through MATF, it has been established that the individuals contacting 5 of the neighboring businesses (Moto Loco, Circle K, Stop n Shop, AC Ramirez and the Habit) were not in fact security, but just staff from Casa Esperanza. It was also identified in the MATF meetings that security is only on-call on the weekends and not on present on property contrary to what was reported in the 2010 report. After years of frustration with requesting security patrol as was conditioned in the CUP, the MCA filed

the CUP complaint with lack of patrol as one of the violations. Following the filing of the MCA's CUP violations complaint, security has been increased..

3. Street Outreach – Repeatedly over the last 20 months, the issue of the Street Outreach Program has been brought up. Casa Esperanza representatives have stated at MATF meetings that this program was discontinued in 2011 due to a lack of funding. The City of SB Police Department has in the recent months established a Community Liaison program that, per Police Department reports at MATF, seems to be helpful in creating a presence on the streets to help identify problem individuals as well as providing a contact for residents and businesses who may be experiencing problems. No further discussion planned.

**IV. Other issues identified in MATF meetings that were resolved by MCA:** the following issues were identified in the course of the MATF meetings and the MCA took lead responsibility and utilized its own resources or brought in resources to address these issues. The Police took lead responsibility, as noted, on some of these, or worked in partnership with the MCA. Progress on these issues was reported at MATF meetings.

1. Encampments – CHP, Caltrans, SBPD, county supervisors
2. Trader Joe's plaza issues
3. Liquor Store stings – SBPD
4. East Beach sweeps - SBPD
5. Old Milpas Post Office loitering and camping
6. Drug use associated with RV parking on Gutierrez – SBPD
7. Caltrans site lockdown at the Milpas / Cacique bridges
8. Car Stereo Guys property lock-down
9. Cease sales of alcohol to chronic offender Marcos Oliveros – Valero
10. Panhandling and loitering at Circle K
11. Welfare Fraud, Ashley Dollar – case opened with the District Attorney
12. Smoke shop sales of Spice – SBPD

**IV. Additional issues repeatedly agendized for MATF meetings but which have resulted in no progress:**

1. Loitering – no progress – sit lie ordinance, no follow-up
2. Panhandling – no progress

## **V. Impediments to Progress**

MATF was mandated by the City to provide a forum for the neighbors and businesses in the area surrounding Casa Esperanza to bring issues and problems they are experiencing that are a result of the presence of the shelter in their neighborhood. However, over the last 8 years MATF has been generally ineffective in meeting that purpose. There are several root causes that need careful attention.

**Neighborhood participation** by those whom this forum was mandated to assist: actual neighbors and businesses in the neighborhood. Neighborhood membership in MATF has been difficult to maintain. Reasons for this include:

**1. Inadequate noticing.** Noticing of these neighbors and businesses has been identified as the responsibility of Casa Esperanza as recently as 2010. This does not appear to be occurring contrary to the assertions made by Mike Foley in the 2010 report to Planning Commission in which he presented a sample letter that is purportedly distributed to over 200 businesses and residents in the area around Casa Esperanza. In canvassing the neighbors in the 500 foot radius in May 2012, the MCA team was unable to find one neighbor or business who had ever received notice of the MATF meetings. As stated earlier in this report, contrary to claims Mike Foley made in Casa's response to the complaint filed by the MCA, the Neighborhood team on MATF never agreed to take on the responsibility assigned to Casa to notice its neighbors of MATF meetings.

**2. Erratic Meeting scheduling.** Historically, meetings were called by Casa Esperanza just days, or even one day, before they were to occur. They were then often cancelled for lack of quorum, but since membership fluctuated, quorum would have been hard to define.

**3. Pervading sense of inaction and futility.** To address neighborhood problems, Neighborhood representatives as well as individuals and businesses in the surrounding area must be willing to come forward to identify the problems that they experience. This often requires taking time off from work, requiring a compelling reason to do so. Good reasons would include proper notification with a reasonable timeframe for scheduling the meeting, a sense of care on the part of Casa Esperanza for neighborhood concerns, progress on the chronic issues that plague the area, and a sense of teamwork, of belonging to something that is achieving some progress. Attendance at one or more MATF meetings quickly revealed no progress, sense of priority, or attention, so further attendance was seen as a waste of time. Attendance dropped off accordingly.

**Neighborhood Became a Strong Presence in late 2010:** With the creation of the MCA, the Neighborhood members have been a consistent and strong presence at MATF meetings since late 2010. We offered to take over meeting administration,

including providing minutes, creating agendas, producing documentation on neighborhood problems including photographic evidence, developing tools like the issues matrix, inviting restorative police and county officials to address MATF, and organizing meetings, including a standing meeting location, at our own expense. While this is a positive improvement in at least providing a regular meeting framework, reporting, and organization, it did not rectify the difficulty in accomplishing the **mission of MATF**, to identify and seek resolutions to neighborhood issues caused by the presence of the shelter. Meetings are extremely contentious at times and often end in a stalemate. After 2 years, it is clear that MATF is dysfunctional due to the lack of a structure that would provide a truly action oriented task force. With no enforcement power, with little assistance from city staff to take on problems, outside of the police, and with at times fierce resistance by Casa Esperanza to any proposed operational changes, little was accomplished, a trend certain to continue.

Furthermore consideration of the purpose of MATF must be scrutinized – MATF ultimately replaced the Neighborhood Advisory Committee (as stated in the 10/14/2010 Staff Report, page 4). In 2004, City Council directed MATF to implement a comprehensive plan to address neighborhood problems originating from the operation of Casa in the Milpas neighborhood. As was noted in the beginning of this report, nearly all of those problems continue to plague the area eight years later. At times issues brought up at meetings by team members reach beyond the scope originally intended for MATF. It is quite easy to be distracted by the greater citywide issues relating to homelessness as opposed to keeping a specific, narrow focus on the problems that are a direct result of shelter operations.

It has been a goal of the Neighborhood members to increase the participation of the neighbors themselves at MATF meetings and that has slowly been improving in the recent months, most notably with the attendance of Chris Maeda from Crown Liquor. Crown Liquor has long been identified as a problem spot in the corridor and after many months of MCA members approaching Mr. Maeda, he was finally willing to come to MATF to participate. As Chair, I must firmly state that never did the Neighborhood adopt the responsibility of noticing Casa's neighbors. That was always the responsibility of Casa Esperanza, and they both provided sample notices, and a list of neighbors they provide such notices to in their 2010 report to the Planning Commission. In fact, it is actions like this on the part of Casa Esperanza that contribute to the Neighborhood's belief that Casa is unwilling to be a good neighbor or work together in a spirit of cooperation to seek remedies for the issues in the neighborhood.

With neighborhood participants feeling this level of frustration and fatigued after the last two years of meetings, and without the ability of the City and Casa Esperanza to step up and work to resolve problems, MATF never will be effective in its current form. Further, MATF cannot be relied on by the city as a key component of compliance in Casa Esperanza's Conditional Use Permit.

## VI. Conclusion

Contrary to all former MATF reports to the Planning Commission, I cannot concur that the low participation from the neighborhood is in fact due to a lack of problems in the neighborhood, as has been implied in prior reports to the Planning Commission. If anything, it is partially from a sense that their problems will never be solved by MATF, so why participate?

Neighborhood members perceive a general lack of willingness on the part of the Casa Esperanza members to act in a spirit of cooperation, willingness or openness to resolving the issues that plague the neighborhood. Due in large part to this frustration, the MCA filed the recent complaint. On numerous occasions, requests from neighborhood go ignored and unanswered. For example, in May 2012, I requested electronic copies of Good Neighbor Reports from the past year to be included as exhibits with this report. May 22<sup>nd</sup>, the reply was that they'd be forthcoming. Repeated requests later, no delivery was ever made. This is but one example of Casa Esperanza staff's unwillingness to communicate and cooperate effectively. As further evidence of the inability of MATF to accomplish its stated intents, only after the filing of the complaint did Casa Esperanza respond to some of the glaring issues identified so often in MATF meetings. Security patrols were rapidly established, current contact numbers were hurriedly distributed, and MATF meeting notices were suddenly distributed to Casa's neighbors.

Without intervention from a NEUTRAL party who can assist in mediating MATF meetings, the Neighborhood members will most likely withdraw from participating in this forum in the near future, and continue to utilize the CUP complaint process, as that has proven far more effective at generating immediate improvements in Casa Esperanza's operations.

The reality of the Milpas Action Task Force is that while many individuals attend these meetings, the general consensus is that little is accomplished and much is argued. It is the hope of the Chair that the Planning Commission and the City will respond appropriately to this report and provide assistance in making the Milpas Action Task Force a much more effective body that can provide the much needed remedy to the neighborhood that they deserve.

This report is respectfully submitted by:



Julianna Reichard

Chair, Milpas Action Task Force

September 5, 2012

## **Appendix A: MATF Minutes**

**January 18, 2011**

**February 15, 2011**

**March 15, 2011**

**April 19, 2011**

**May 15, 2011**

**June 21, 2011**

**July 26, 2011**

**September 20, 2011**

**October 18, 2011**

**November 29, 2011 (CD Recording also included)**

**February 21, 2012**

**April 4, 2012**

**May 17, 2012**

**June 19, 2012**

**July 17, 2012**

**MILPAS ACTION TASK FORCE  
MEETING MINUTES  
JANUARY 18, 2011  
(MEETING LOCATION: CASA ESPERANZA)**

2011

1. **Call to Order** (Imelda Loza)
2. **Participants**: Gary Linker, Imelda Loza, Mike Foley, Alan Bleecker, John Dixon, Alex Altavilla, Brett Mandrell, Deirdre Randolph, Julianna Richard, Dave Tabor, Sharon Bryne, Rick Feldman, Sebastian Aldana, Jr, Rick Fulmer, Jenaro Valdez, Bruce Giffin, Matthew Logan (A quick round of introductions was done.)
3. **Approval of Minutes (Sept. & Oct.)** Motion made to pass the minutes, seconded and passed with one abstention
4. **Executive Director Report** (Mike Foley)

**Task Force Structure:** The Task Force was set up with the makeup of 4 Casa people, 4 City of Santa Barbara people and 4 Business owners. Casa took the lead in developing this but it seem the task force idea has been abandoned. Mike had a brief meeting with Alan Bleecker about the board structure and proposed that maybe a new makeup and/or restructuring needs to be done. Alan thought that this idea was a good one and that anybody was welcomed to join the task force. The group as a whole needs to come to a consensus about the makeup of the board. Do we have a chair or co-chairs, vice-chair? There are no bylaws, we just hold meetings. The Milpas Community Association had a different makeup. It was suggested that a subcommittee be formed with one representative from each group participate.

There was discussion about the MATF had come up with a large report with recommendations but there was no follow up action on these recommendations. What is the procedure about following through on these recommendations? A 12-point plan was developed but that might change after the subcommittee gets done with its work.

**Common Ground:** Mike had been in discussion with a group from NY called Common Ground. These talks centered around the way surveys were being done with the homeless populations around the country. HUD requires that the homeless be counted as a means for funding purposes but these numbers do not accurately reflect the true numbers of this population. Common Ground has come up with a way to track this information more closely, developing a Vulnerability Index through a 35-question survey that determines whose is most vulnerable to homelessness. This survey has been used in Santa Monica and San Francisco. A request had been sent to HUD to delay the reenumeration report for 30 days here in Santa Barbara and the request was granted. So the survey is being done February 27<sup>th</sup> through March 3<sup>rd</sup> which would incorporate the Common Ground survey questions as well as adding others that would pertain directly to this area. If we can get facts and figures, then we can come up proposals that would possibly work better.

2011

HUD requires that the survey be done every two years but Common Ground does every year. Maybe do every 6 months here in Santa Barbara? Better information would lead to better services and would allow us to identify those most vulnerable to homelessness as well as the least. With better information leading to better services we can reduce the number of homeless people in this community.

**Encampments:** It was noted that there are 2 existing camp sites that have been around for several months. One around Rabobank building and the other around the Milpas roundabout. What is happening with getting these shut down? Captain Altavilla spoke about the procedure for removing encampments. Notices are posted, taking pictures, advising of services available, then the removal of the camp site. However, there is a shortage of personnel to do this at the present time. Usually SWAP workers are used and we can't use pre-trial people in the County Jail which is a high percentage of people at the present time. We can look in to using probation people as a labor source in addition to juvenile offenders. Mike Foley asked about the community doing it and John Dixon asked the same question about community volunteers assisting with it. Liability issues are raised and Captain Altavilla would need to work through the risk management department of the City to find out about proceeding in this manner. It takes about 6-8 people usually to do a camp site clean up. Captain Altavilla suggested looking into the County Youth Corp for additional source of labor. It was also suggested using volunteers from the public housing sector.

## **5. SB Police Department Report**

Captain Altavilla is responsible for the Beat 1 & 2 shift managers which allows the to deploy people at night to check on businesses in the area. The PD has changed the zone enforcement from infractions to misdemeanors which hopefully will help the situation. Only 2 officers are assigned to TPF (?) and so far the response from the community has been good. Apart from the homeless problem, other crime has decreased. Beat 1 down 8% and Beat 2 down 14%.

On December 16<sup>th</sup> team members caught a graffiti artist at work and together with documenting the graffiti in other places, the SBPD are now packaging these separate incidents into one for the DA to prosecute. There were questions about the process of reporting graffiti and the eventual removal of it. Captain Altavilla stated that the process is to call the police so that they can take pictures of it and do a crime report, then to call the graffiti hotline for removal. Usually the police will arrive a few hours later, but if there is no service follow up from the police, then call the watch commander to report the problem and follow up on initial report.

## **6. Good Neighbor Report (Imelda Loza):**

- a. Will send out via e-mail since the meeting was running long..

## **7. Open Discussion**

(There was a lot of discussion that occurred during the meeting with a number of comments jumping from one agenda item to another. I will try to organize the comments coherently as possible.)

Mike Foley wanted to comment on the SBPD. There were problems in the 4<sup>th</sup> quarter especially regarding Cabrillo Park. PD is often called out to the park and to cut 2 officers from regularly patrolling the area may not be cost efficient. Alan wanted to know about any electronic way of reporting problems (trash, graffiti, etc.) Nuisance issues will be taken up in a committee meeting and will address answers to these concerns. 2-track reporting?

There were further questions regarding the laws/ordinances for reporting. What are the rules? Captain Altavilla encourage people to call the PD and if there was no service answer to call the watch commander. There are signs for business owners to put up that is available from the PD that allows them to come on the property if there is a problem after hours. It was recommended that a city-wide policy be implemented as well as examining the topic of extending the paperwork requirement from the 6 months to a year. This may be an issue to talk to the DA about.

Dave ? commented on his observation of sitting back and watch the group. He suggested that maybe a weekly approach to the issues that this group has taken up rather than a monthly. He wanted to know how the programs at the center work and it seems that every 4 months the dropout rate was high. In 2004 the planning commission took up this issue and a task force was formed. The task force has changed over the years and it seemed to have gotten lost over the past few years as well as got lost in motivation. What is the mission statement of this organization? There is a strong structure for this group here and in the community at large. Do we need to set up an executive committee that business owners can call and address issues that members have regarding the task force? Mike Foley responded by stating that Casa does deny services to problem people and are habitual criminals. In 2004 this policy took place and he is willing to continue doing that. We will pursue this issue as well as look at what criteria needs to be established on reporting to the PD.

We will need to put back on the agenda for next month the question regarding the make up of this task force. Does Parks and Recreation Department need to be here as part of this group? The official make up of the task force was 4/4/4 with housing/PD/Fire and Community Services members partaking in this group. Do we need more reps from the City of SB?

John Dixon mentioned that Gary has been wanting to get away from being the chair of the group. How do we go about changing this and/or nominating someone? We need to follow up at the next meeting, put on agenda, an executive committee being established.

**Meeting adjourned at 11:32am**

City  
Carmel Dev's Director  
SSBD: Alex  
Public Works: Rick  
Police: Antonio  
FD - Sebastian

**MILPAS ACTION TASK FORCE**  
**MEETING MINUTES**  
**FEBRUARY 15, 2011**  
(MEETING LOCATION: FRANKLIN CENTER)

Start on time  
Sunrise  
next  
chair

- 1. Call to Order** There was no official call to order but the meeting began at 10:05am
- 2. Participants:** Gary Linker (showed up at 11), Mike Foley, Alan Bleecker, John Dixon, Alex Altavilla, Brett Mandrell, Dave Tabor, Sharon Bryne, Sebastian Aldana, Jr, Jenaro Valdez, Bruce Giffin, Matthew Logan et
- 3. Discussion before Agenda Items**

There are 4 people from the business and community that have been assigned to this task force from the old association, but who are they? Alan Bleecker wasn't prepared to answer that question. Is Sebastian Aldana part of this group? No, he came on as part of the advisory committee through the Milpas Community Association. Do we need to bring on more residents to join this group? It was determined that the 4 members from the business community are Bruce Giffin/Alan Bleecker/John Dixon/Juliana Reichard.

Where are deliverables

~~The Good Neighbor report was supposed to be sent out by Imelda but MATE members haven't seen it.~~ John Dixon wanted to know about the documentation and consequences for breaking the good neighbor policy. There is an orientation about the program and attendees are to sign that they have attended these meetings as well as attending the weekly Town Hall meetings held at Casa.

- 4. Approval of Minutes** Motion made to pass the minutes, as amended, for November 2010 and January 2011; Motion made by Dave Tabor; seconded by Bruce Giffin, passed.
- 5. Good Neighbor Report (Mike Foley)**

Print up + dis tribute

In December:  
24 rounds at AC Ramirez; 1 call, member parking in AC lot, incident resolved  
52 rounds made at Circle K with 1 member reported drinking on property, incident resolved  
52 rounds made at Stop n' Shop with 1 member found panhandling, incident resolved  
52 rounds made at the Habit with 2 incidents; 1 member panhandling and a member found sleeping behind property.  
We were short on rounds for about 4-5 days due to being "short staffed". Also, businesses were closed for the holidays on some days.

For January:  
96 rounds made at the Habit with 5 panhandling, 5 calls, 1 vandal, 1 loitering and 1 doing drugs on property.  
96 rounds at Stop n' Shop with 2 incidents of stealing trash bags but no calls.  
97 rounds made at Circle K with 2 panhandling/2 loitering and drinking incidents. On January 27<sup>th</sup> there was reported someone wandering around the premises who then became agitated when asked to leave. This person did leave after awhile. 0 calls were made.  
55 rounds made at AC Ramirez with 0 calls and 0 incidents  
27 rounds made at Allied Waste with 0 calls and 0 incidents

11 rounds made at Body Shop with 0 calls but 2 camping out and 2 dismissed.

Zero rounds made at Moto Loco with 0 calls and 0 incidents.

When there is an incident to report the following procedure is recommended: call police, then call Imelda's cell phone and then the front desk at Casa. Any business within 300 feet of Casa can always call the safety members at Casa for assistance and Alex Altavilla pointed out if really urgent you can call the police.

There was a question of what the Good Neighbor Policy was all about. Mike Foley explained the program and the boundaries that the Good Neighbor Policy embraced. Casa keeps log books of certain businesses to keep track of the patrols as well as using walkie talkies to get security quickly to the point of trouble.

Bruce Giffin was asked about problems at/behind the batting cage areas of his business. He acknowledged that there were some problems but in the last 2 months is hasn't been that bad. John Dixon spoke about how Tri-County Produce handles panhandlers: ask them to leave and move on although these incidents are not documented. Putting up the fence at Cabrillo Park was a good idea and the outcome has been very good; however, the crowd has moved to the East Beach Grill area. If they do come back into this area the police department is to deal with it.

The issue of buying alcohol (i.e., Crown Liquor) was raised because the homeless can go there and buy liquor at any time. The situation in IV was discussed where the liquor stores have stopped selling to known chronic problems. The issue of profiling and ACLU was raised; however, a business has the right to refuse service to anyone. It might be helpful to have the community respond to the situation by putting pressure on the business (i.e., Crown Liquor) to stop selling liquor to chronic problems.

There is currently zoning ordinances for signage at liquor stores but most businesses have been grandfathered in until there are ABC violations. In Ventura there is an additional annual fee that pays for one police officer to patrol for ABC violations. Sharon Bryne stated that this is an item on the agenda of the MCA and that they have been looking at Oakland, CA's plan where the community actually gets to rate the businesses. What about press/media coverage on this issue? It was done about 6 years ago on a volunteer basis except for one business and it also raised legal issues.

## **6. Reorganization Structure (presented by Dave Tabor; see attached sheet)**

These are several starting points to mull over and maybe nail down at next month's meeting. There is a draft mission statement, responsibilities of the Task Force, the composition of the Task Force and the operations of this group. David explained that there are about 30 or so ex-officio members but have not joined the group for lack of interest. A suggestion might be to get City Council members, or at least a liaison from the council members, to be part of this group and/or be open or flexible to being present at these meetings.

A change in the composition of the group was suggested. It might be more effective to have 6 reps from the Milpas neighborhood, but who? Business/Residents? A survey was done last June where businesses had a feeling that this group was a waste of time and therefore they weren't joining.

John Dixon stated that he felt good about the proposed changes but wanted to resolve the issue for the neighborhood representation. Alan Bleecker would like to see more residents of

the area get involved or least let residents know what they can do to improve the area. He suggested this grouping for the task force: 1) government agencies, 2) Casa Esperanza, 3) business owners, and 4) residents.

Mike Foley suggested using the format as it now stands and see how it goes. Just hold onto the recommendations as proposed until group is functioning. Having 8 votes assigned to business/residents could be a problem for Casa. Attention was focused on the CUP issues and how Casa would affect the surrounding area. In some instances it is 500 feet away from the facility and others it is 1,000 feet.

By having more residents participating in this group, the area residents could then bring their concerns to MATF meetings. Give residents a voting right. Power bloc voting could be a problem and no member of the group wants to see this happen. The idea is to work together. Certain reports are done by this group but essentially it is Casa that reports to the City Council about the operations of the Center and the conditions of the CUP. It was, however, agreed that a lot of good issues have come from this group.

4/4/5 representation? A 5/5/5 representation with 3 business/2 residents, 5 Casa, 3 city/2 county? Mike Foley stated that if we went to that number he would like a homeless person be added to represent Casa. A homeless person's perspective would be invaluable input for the group.

4/4/3: 4 business/4 Casa/3 city and/or county? It was emphasized that more residents need to be involved. However, nothing happens in the community until going before the planning commission where some feathers are ruffled, but then it seems to calm down again.

Dave Tabor asked about moving forward with the recommended changes as proposed. There was further discussion about the number of representatives from each sector with a variety of different combinations, but we have to keep it balanced. It was suggested that a working group be formed to tackle this issue.

There was a sense of nothing being accomplished at these meetings and the issues not being addressed. The monthly meetings are for reporting purposes for the CUP; however, if a single issue was presented at the monthly meetings, then we could have some resolutions about the issues.

There was discussion around whether to vote on this now or table it until next month. The general consensus was to table it until next month.

## **7. SB Police Department Report**

Alex Altavilla gave an abbreviated report. Calls for service comparable to 2010 numbers are on Beat 1 crime is down 5% and on Beat 2, down 11%. These are January to January numbers and not every one of these calls ends up as a citation.

## **8. Open Discussion**

Voting on a new chair for the group?. Put on the agenda for next month.

It was suggested that these meetings need to be tighter and the organization needs better operations.

The makeup of this group is that Sebastian is a resident member. It was clarified that Juliana/Gary/Diedre are the Executive Committee of MATF.

Action Items:

- 1) MCA needs to come up with 4 names to appoint to MATF *No, done in item 3*
- 2) Vote on a New Chair to be on the agenda for next month
- 3) Minutes of meetings be sent out in 1 week ~~from meeting~~ *from meeting* in order to have 3 weeks for action items, etc. to get done. *- got them 1 week by,*

**Meeting adjourned at 11:40 am**

(Meeting minutes submitted by Matthew Logan, 2/17/11)

**MILPAS ACTION TASK FORCE**  
**MEETING MINUTES**  
**MARCH 15, 2011**  
(MEETING LOCATION: FRANKLIN CENTER)

1. **Call to Order** There was no official call to order but the meeting began at 10:05am
2. **Participants:** Imelda Loza, Sebastian Aldana, Jr., Deirdre Randolph, John Dixon, Paul Gifford, Sharon Byrne, Alan Bleecker, Julianna Reichard, Wim Verkaik, Rick Fulmer, Bruce Giffin, Dave Tabor, Alex Altavilla, Mike Foley, Tm Werner, Matthew Logan
3. **SB Police Report**

(I was a few minutes late for the beginning of this meeting and Alex Altavilla had already started his report. Alex Altavilla was giving his report early because he needed to leave early because of a gang sweep operation on both the east and west sides of town was happening this morning.)

The feedback from the community has been that the public is calling the police who are then responding and handing out citations. He passed around to the group a Milpas Corridor report offense report from the police department which is kind of interesting. The "quasi" criminals have pretty much left the Cabrillo ballpark but now here are three separate groups hanging out at the bathhouse, Chase Palm park and USA gasoline. They are sending police out those areas and the TPF (tactical police force) is better at doing a sweep of the area in the mornings. It was asked if USA Gasoline was calling the police but no one was sure about this. They do need to be more proactive in calling police.

It was noted that the overall crime rate dropped in half from January to February. Why was this? Less crime in the area or TPF doing less? No, the TPF is still there but the drop off might be because of less trouble and the fact that the ball park has been cleaned up might also be a contributing factor. As for USA Gasoline not calling in, how to resolve this issue? The police need permission from the property owner to go on the property to chase them away. But this only chases them to the sidewalk which then blocks the pathway on the sidewalk. Is Cabrillo Boulevard part of the same Milpas area beat and is the same enforcement happening there? Yes, the same enforcement but it is a different beat. The TPF do different beats throughout the city and their presence here on Milpas has been good but keep calling in to the police.

It was reported that in May a clean up will be happening along the railroad tracks on both sides. Encampments along the 101? Call police who then Caltrans or Union Pacific. There are 2 cleanups along the 101 coming up. It used to be that SWOP people were being used to help with these cleanups but it became a risk management issue and they have been searching for the labor to do these tasks. Step-Up people from Casa can help? Casa is not under contract to do this type of work but would consider it.

It appears that the CHP has jurisdiction over the state highways rather than Caltrans who will clean up the encampments but can't do anything about the camps themselves. Maybe both CHP and Caltrans need to be part of this group especially regarding the jurisdictional issues.

4. **Approval of Minutes** Amend the February minutes by deleting item 1 under the action items list. Motion made to pass the minutes, as amended, for February 2011; Motion made by Alan Bleecker; seconded by Mike Foley, passed unanimous.

5. **Group Membership**

The discussion started with the 4/4/4 numbers for the membership but various other scenarios were briefly talked about. The city reps are: Deidre/Antonio/Alex/Rick (add fire department rep?) Casa Esperanza reps are: Mike/Imelda/Dave and the business reps are: Julianna/Bruce/John/Alan.

In discussing the various scenarios for the group membership, it was mentioned that decisions made by this group have been by consensus in the past and that to maintain parity is crucial issue. This is the crux of the growth issue and the group has been around for 7 years. When MATF was formed the different groups were brought to the table for reporting issues and as new issues arose there was a response from the group on how to handle it. This group is a forum to address issues that might arise from Casa being here and how it affects the surrounding community. Forming MATF was a more effective means of addressing the issues within the community by group means. The draft mission statement was read to clarify what MATF was all about. Another proposal to change the group numbers by increasing the business and residents involved ensued. It was questioned whether MCA members should be allowed to name members to MATF if increasing the size of the membership numbers and the group is to be a consensus rather than a majority. Does the city represent the neighbors or Casa? By having a variety of city departments to the membership might be effective.

A motion was made to increase the membership numbers to 5/5/5/5 (Casa/City/Business/Residents) and to officially make the group a voting majority.

What has been the purpose of the MATF? It feels like nothing is being done with regard to specific issues. Changes to the conditions under the CUP, how to go about doing this? Change the distance from the 500 feet to what? Is it the responsibility of the task force to resolve this issue or the planning commission? The role of the MATF is to make recommendations to the planning commission to amend the CUP as laid out. It is a good idea in doing the expansion to include community and hear their concerns about the impact of Casa moving into the neighborhood. Casa does need to work with both the businesses and residents to resolve issues.

MATF has had three meetings trying to come up with a new structure so we need to resolve the issue of the number of representatives. The group can't finalize needed changes until this agreement about numbers. It was mentioned that Gary Linker has resigned as chair of the group.)

Alan Bleecker made a motion to increase the group from 4/4/4 to 5/5/5 and that the group would move from a consensus basis to a majority basis. Sebastian Aldana seconded the motion and it passed unanimous. Action item for Casa representatives is to find 2 new members (at present Casa reps are Mike/Imelda/Dave). Sebastian Aldana, Jr. was added to the business/resident representative list.

A motion was made by Alan Bleecker to install Julianna as chair, Deirdre as vice chair and a Casa rep, to be announced, as the executive committee for one year. Dave Tabor seconded the motion, and passed unanimous.

The group would like to get the minutes of these meetings a week after each meeting but the minute taking would be rotated between the 3 groups.

#### **6. Good Neighbor Report (Imelda Loza)**

Imelda started to present her report but there was a question about the past month numbers and how it was tallied. If someone would suggestion a better way to give this report, Casa would be open to those suggestions.

Went over the February report:

The Habit: 83 rounds made, 6 incidents and 2 calls from the business

Stop & Shop: 83 rounds made, 0 incidents, 0 calls from the business

Circle K: 83 rounds made, 3 incidents and 2 calls from the business

AC Ramirez: 83 rounds made, 3 incidents but unclear if any of these incidents were calls from the business.

Casa does keep log books of these rounds and can expand if the group decides to do that. There was a question regarding the consequences of not following the Good Neighbor Policy and could we add that to the monthly report. Casa will email the written policy of the Good Neighbor Policy to members of MATF of the consequences. There was a brief discussion for the need for a bit more clarity on these monthly reports.

There was a brief mention for the need to hold these meetings to 90 minutes.

Motion made to adjourn meeting by John Dixon, seconded by Alan Bleecker, passed and meeting adjourned at 11:33 am

(Meeting minutes submitted by Matthew Logan, 3/25/11)

Milpas Action Task Force  
Franklin Center  
Tuesday, April 19, 2011 at 10:00 am  
(corrections *italicized*)

**DRAFT MISSION STATEMENT (from Dave Tabor)<sup>1</sup>**

*The Milpas Action Task Force is committed to creating a positive environment to live, work, go to school, patronize area businesses, and do business in the area surrounding Casa Esperanza. With equal representation from the neighborhood, the government, and Casa Esperanza, the MATF will meet regularly to maintain open communication, identify issues and decide on appropriate actions to respond to the issues that affect the community.*

**I. Decisions Made by Motion**

1. Minutes adjusted.
2. Neighborhood representatives responsible for the administratia for this team.
3. USA Gas: MATF to send out certified letters to board requesting trash clean-up and removal of trespassers to location. MCA will pay for certified letters expense.

**II. Referred to Executive Committee for work**

1. Procedures for minutes, standards, distribution, and meeting notification
2. Settle on standing meeting date, location and time
3. Determine role for SB County on MATF, particularly Alcohol and Drug
4. Determine priority topics for agenda and ensure appropriate time for discussion (alcohol sales, good neighbor policy, etc.)

**III. Transcription of Meeting Proceedings**

1. Call to Order at 10:04 AM

a. Attendees:

i. Casa Esperanza – Mike Foley, Jeremiah Taylor, Ron Fox, Dave Tabor

ii. Community: Julianna Reichard, Sharon Byrne, Alan Bleecker, Jed

Hendrickson (SB Monuments), John Dixon, Bruce Giffin

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<sup>1</sup> Requested by Bruce Giffin via email

- iii. City and County: Captain Alex Altavilla, Antonio Velasquez,  
Deirdre Randolph<sup>2</sup>, Jenaro Valdez, Nick Cabugos (@10:40)

2. Meeting Policies and Procedures

- a. Executive Committee members: Julianna Reichard, Deirdre Randolph, Imelda  
Loza

- i. Members:

- 1. Casa Esperanza: Mike Foley, Imelda Lopez, Jeremiah Taylor (for a period of time, as rep), Ron Fox, Dave Tabor
    - 2. Community: Sebastian Aldana, Alan Bleecker, Julianna Reichard, John Dixon, Bruce Giffin
    - 3. City of Santa Barbara: Captain Alex Altavilla, SBPD; Rick Fulmer, Streets and Public Works; Antonio Velasquez, Parks and Rec; *Deirdre* Randolph, Community Development; need someone from Fire for 5<sup>th</sup> seat – Sebastian was to make initial contact. Deirdre also willing to make outreach.
    - 4. Santa Barbara County: Jenaro Valdez, SB County Alcohol and Drug program;

- b. *Inserted topic*: MATF purpose, requested by Antonio. Regular meetings between Casa Esperanza, city, neighborhood to maintain open communications and resolve issues.

- c. Minutes

- i. Procedural – rotate between the three groups. This time, community takes minutes. Next iteration will be the city's turn, and then Casa's.

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<sup>2</sup>Spelling corrected by D. Randolph via email

ii. Julianna – last set not clear – need motions, maker, clarity in minutes to reflect what was done at the meeting. Mike: discuss during next executive committee meeting?

iii. Distribution of minutes: Julianna – 2 weeks notification of minutes prior to meeting, for all interested parties. Current distribution contains individuals not currently attending, while leaving off members who do attend. *Executive Committee: sort out.*

d. Meeting scheduling, notifications and location

i. Add to executive committee list: settle on location, date, time. Prior to this new team's seating, rotated locations.

ii. Jenaro: what was county's role previously? How would you like Alcohol / Drug program to participate? Alan: Support for reps from county, as members of group, if not ad hoc. Bruce seconded. *Add to executive committee list.*

3. New Neighborhood Concerns

a. Bruce: Crown Liquor still has lot of loitering.

b. John D: USA Gas: panhandling, attempt to sell a lock. USA seems to be a real problem. Get corporate team? MCA applied community pressure via letter to Tesoro Mgt. Alex: they have been calling the police more, still no authorization letter. Mike: suggest drafting another letter to Tesoro from THIS body. Bruce: send to president, and then bring in media. Mike: cc board chair. Jed: reached our breaking point. Send letter certified to entire board of directors to ensure attention. Mike: asked mgt to deal with panhandling as trespassing. Need to

press charges.

- i. **Alan motioned: this team send out certified letters to board requesting trash clean-up and removal of trespassers to location. MCA will pay for certified letters as MATF has no budget. Request letters of authority, panhandling as trespassing. Dave seconded. Discussion: would City Attorney file trespassing charges? Probably not, though officer could cite. Management of USA Gas can press charges irrespective of what city attorney wants to do. Motion passed unanimously.**
- ii. Antonio: racks and trash: work through Rick's department. Camping and panhandling quite different. 'How to' packet developed for businesses to deal with this issue? If businesses don't address, then problem is with individual business. Dave: was original thrust 5-6 years ago, with business visits. Alan: 2004 charter document had SBPD to establish do's and don'ts for business in area. Cutbacks likely affected this effort. Incumbent on this group to help, and distribute. Mike: letter from MATF goes to all business, with do's and don'ts from PD, and here's what you do for certain issues. Authority letter allows SBPD to patrol private property, valid for 6 months. Posting in window provides visual for police. Put together user-friendly digestible packet for business community. Possibly conduct community meeting for that as well. Alex: don't make it too detailed, ensure they know to call, be a witness, sign complaint, and be willing to press charges. Ensure we address the

powerlessness people often feel, encourage action. **Subteam formed: Sharon, Dave, Alex, Antonio to create packet and roll it out. Deirdre to check on funding for mailing, if any.**<sup>3</sup>

4. Approval of minutes from 3/15 meeting:
  - a. Corrections: Alan, call to order was issued. “unanimous” needs to be “unanimously”. **Bruce motioned to approve w/ Alan’s changes. Alan seconded. Motion passed unanimously.**
  - b. Mike: Procedure. send to board chair for approval prior to distribution. Antonio: like to see more action-oriented minutes, less discussion in minutes.
  - c. Alan: like to see consistency in minutes, thus assign to one entity. That entity gets meeting place, getting notification out, minutes out on time. MCA willing to take responsibility for performing this administrative set of tasks. Keeps it uniform, and consistent. **Alan motioned that neighborhood representatives be responsible for the administratia for this team. Bruce seconded. Motion passed unanimously.**
5. Police report – Alex Altavilla – Part I crimes (murder, rape, robbery, burglary) – highest concern.
  - a. Beat I (N of 101 Salsipuedes to Mission to mountains): 2010-2011: up 4% against 2009-2010; 2009-2011: down 10% against 2007-2009 figures.
  - b. Beat II (South of 101 City College to Ninos): no change 2010-2011. 2009-2011, down 20%
  - c. Milpas corridor: Calls for service: uptick from 830 (2010) to 935 (2011 YTD).  
Offense reports: slightly up.

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<sup>3</sup> Corrected by D. Randolph via email

- d. Encampments: met with Jeff Scoda: if we have clean-ups in city of SB, SBPD should be point of contact. They'll take point and organize Caltrans, SWP, etc. ***If we make report of encampment, shoot images and email to Julianna to go to SBPD Tactical Patrol Sergeant Ed Olsen.***
  - e. Clean-ups done 4/10 and 4/17 in regards to Milpas / 101 N on and off-ramps.
  - f. Spice sales: being looked at by Narcotics unit. Federally, it is illegal. State law hasn't caught up with it yet. SBPD going to contact DEA and request federal letter to these locations to request cease and desist. Locations cooperative at this point.
  - g. **Formal Procedural Change:** Any concerns funneled through this team, send to Julianna and she can funnel to Alex. *Add to community handout: call Ed Olsen for encampments.* Has crime gone down? Cops' presence, fence going up, higher awareness seems to be reducing offense count. Any increased deployments? Status quo for now. In TPF, focused on 4-5 areas of increased homeless activity: Milpas, lower & upper, Beach, and State St.
6. Encampments Update - Sharon Byrne
- a. Images handed out of where the encampments are. Thank you for the sweep SBPD – how do we keep them out? Alex: PD is going down and checking on encampments, but if anyone sees anyone going back there, CALL SBPD! Turnaround time? Realistically? Depends on clean-ups scheduled citywide. Ask for a time commitment from Ed when reporting. Re-check after clean-out of 2-3 days would be ideal, and cost far less in terms of deterrence than waiting 1-2 months for camp re-establishment.

7. Inserted topic: Janero: seems like certain issues plague neighborhood repeatedly. Liquor stores, encampments, etc. Let executive committee focus on those, and put on agenda for next time and ensure they don't get dropped.
8. Good Neighbor Report – Mike: origins – 4 specific neighbors with issues, so they are focus of GNR. Can we add Tri-County Produce to list of neighbors to prevent loitering and trespassing? Agreed. Antonio: phrasing leads one to believe panhandling and loitering ok OUTSIDE of these listed businesses. Mike: this is area we can control and administer consequences. Scolari's incident dealt with also. Why not be good neighbor all over city? To be addressed as part of agenda item 10... Jeremiah's cell distributed to those listed businesses. Jed: not everyone going to call CE because it's perceived as part of the problem.
9. Casa Esperanza Executive Director update, program changes – *tabled to next meeting, out of time.*
10. New business: – *tabled to next meeting, out of time.*
  - a. Good Neighbor policy
  - b. Request to SBPD for criminal notification - Alan Bleecker
11. Adjournment – Alan moved to adjourn. Deirdre seconded. Unanimous vote.

Adjourned 11:43 AM.

**Milpas Action Task Force Minutes**  
**Franklin Center**  
**Tuesday, May 17, 2011 at 10:00 am**

Attendees: Mike Foley, Imelda Loza, Sebastian Aldana, Bruce Giffin, Dave Tabor, Janero Valdez, John Dixon, Deirdre Randolph, Rick Fulmer, Alan Bleecker, Julianna Reicherd, Sharon Byrne, Alex Altavilla, Pat McElroy, Antonio Velasquez, Ron Fox, Jeremiah Taylor

***DRAFT MISSION STATEMENT (from Dave Tabor)***

*The Milpas Action Task Force is committed to creating a positive environment to live, work, go to school, patronize area businesses, and do business in the area surrounding Casa Esperanza. With equal representation from the neighborhood, the government, and Casa Esperanza, the MATF will meet regularly to maintain open communication, identify issues and decide on appropriate actions to respond to the issues that affect the community.*

**1. Decisions Made by Motion**

1. April minutes adjusted.

**2. Follow-ups needed:**

1. Prepare revised Tesoro letter: Sharon
2. Schedule Pat McElroy for Fire presentation in June
3. Schedule Keld Hove for Restorative Police presentation in June
4. Present do's and don'ts document – Dave Tabor

**Transcription of Meeting Proceedings**

3. **Call to Order** – called to order at 10:09 AM
4. **Approval of minutes from 4/19 meeting** – one change to minutes requested by Imelda – please refer to Casa Esperanza as Casa Esperanza Homeless Center. Deirdre suggested reformatting for less space, less paper to print. *Alan motioned to approve, John Dixon seconded. All voted to approve, Imelda and Rick Fulmer abstained.*
5. **Inserted, omission on agenda as published: SBPD Police report, Alex Altavilla:** (*reports distributed*) presented lower Milpas Corridor Offense written reports, and calls for service. Numbers are small. Update on the Spice matter: given the DEA a sample of the product. They'll analyze and move to issuing a letter to all vendors that if it is illegal based on chemical compounds, they must cease and desist sales. Sebastian: any contact with security guards on Milpas and adjacent? Alex: not as a policy. There 7 security guards on Milpas, including the dispensaries.
6. **CASA ED Report – Mike Foley** – moved from last to allow sufficient time. Operational changes made April 1. Assigned counselors to groups. When clients are able to help each other, they're far more successful. Shelter residents that are able-bodied are required to put in 2 hours of upkeep work per day. Work inside shelter. Adjustments to day program: new hours: 8-2. Casa Esperanza's staff comes in at 12 PM to work with residents. Moved to offering 3-4 workshops per day, with resident attendance expected between 2-4 PM. Alcohol and drug counseling, connecting with benefits, coaching, life skills, support groups, open for anyone to participate. In evening, for 2 hours, same workshops for residents and group work. Day shelter open 8-2, so if non-residents want to stay, they must participate in workshop. On weekends, Day Center open from 10-2. Compacted program so medical clinic open during that time. If medical referral, someone can enter the shelter on the weekends. On weekends, no longer feeding hot lunch. Still feeding a cold lunch on weekends, but focused on hot dinner and breakfast to encourage participation in the programs. Focusing on programming in 3 month increments to adjust to shifting economic realities. Idea (tabled for now): further limit

access to shelter for folks coming who are just maybe hanging out. Vulnerable population a concern – want to leave door open for them. Project to identify 50 people who are vulnerable: need to figure out how to get help for them. We'll talk more about this after CADA moves. Expected to open in early August. Looking for some construction in front of building. Other program changes will be winter-shelter based. Team-based discussion and decision for that. Imelda working with small caseload of senior citizens. Mike taken on 8 adults under 25. Janero: Common Ground results affected? Mike: not at all. Shelter changes were implemented prior to data release. Will incorporate data mined from those results. John: is there possibility for Casa residents to work on projects outside shelter? Yes, during winter shelter, likely. Created 5 bed program under medical beds for individuals who have a long-term condition to help them become able-bodied. 5 community service hours required for those individuals in whatever capacity they might be able to participate. Bruce: these sound very positive – thanks for implementing it.

7. **Introduction to Pat McElroy**, chief of operations for fire department. Stationed at Cacique for a number of years. Fire response structured differently than police response. Goal is to be there within 3-5 minute. Mike: # of ambulance calls that are indigent-related. \$1200-1500 per incident – how can we lower? Past grants enabled providing taxi-cab ride to hospital rather than ambulance. Could look at where ambulance / paramedic responses across city, and work pockets that are high in this way. Calls for alcohol poisoning? Yes. *Schedule Pat for presentation on June's agenda, at top, on fire organization and response.*
8. **Good Neighbor policy and report** – Imelda Loza – Jeremiah is manager who oversees rounds. (report distributed) Shoplifting at Stop N Shop, vandalism. Circle K: 4 incidents. Loitering and panhandling. Member identified as Karen, already dismissed, extended for 30 more days. Upon making rounds, Karen loitering again at Circle K, 30 days more dismissal. The Habit: Scotty and Donald, bothering customers, panhandling. Already dismissed. Jeremiah and Imelda's number on hand with manager. If unable to reach Casa, use cell phones. Mike: purchased new phone system for easier connection to actual Casa Esperanza employees. Julianna has called cell phones and not gotten through. Additional instances of Donald panhandling, extended his dismissal. Defecation behind The Habit, cleaned up by Casa staff. AC Ramirez: Harmony loitering, 30 days out for that. Call for trash removal. Wall by sidewalk had dark stain. Coffee? Casa staff cleaned, but unable to restore to original condition. Requested paint specs to restore wall.
  1. Julianna: protocol? Rounds: 11-12, 2-3 PM, 5-7 PM. 7 days a week? Yes. So why are the rounds not 90? They're at 64. It's a bit taxing on staff. So prior discussion with Habit, AC Ramirez, and Circle K, 2 rounds a day ok. Morning checks, and lunchtime checks key. Patio is large draw, during summer especially. This report is low representation of actual incidents we have. Huge difference with presence of authority around. Day Center program changes may also assist with reducing foot traffic and incidences. Mike: Habit has unique needs, so we'll do whatever we can to meet those needs. John: Casa Esperanza report is good, but not inclusive of all incidents. Business staff often handle incidents without reporting everything back to Casa Esperanza. Antonio: dismissal = suspension? Yes. Does security contact only Casa clients? Work with everyone, whether connected to Casa or not. 30 day suspension also includes proof that something has been done to correct problem on part of client. No authority with individuals who are not Casa clients. Just do the best we can to be as helpful as possible. Antonio: how do you stop the problem of cycling individuals in and out of suspension, when 57% of the population reports mental illness? At some point, you have to stop the cycling of one individual and someone's got to take responsibility. Business, Casa Esperanza, police might have done everything they can do, so then what? Julianna: wouldn't that be part of city oversight, the way Santa Monica does? When the point of escalation has been reached... Alan: we're pressuring the city to provide resources to make an endgame for that. Homeless Court might be a way to work with these problem individuals.

It's up to us to continue to push the city and county for that endgame. Imelda: what about getting Keld to present on restorative policing and homeless court? *Add Keld Hove to agenda for next time.*

2. **Good Neighbor Policy:** extending reach to USA Gas? Imelda – could do that. Imelda has given manager her contact info. Julianna: like to see the GN Policy extended to the top of Milpas and even citywide. Do's and Don'ts is part of communication we want to use throughout Milpas corridor. But why not ask residents to be good neighbors citywide? Mike willing to talk to OPCC in Santa Monica to see how they achieved good neighbor policy. Antonio: survey showed that over the years, homeless population went from hundreds to thousands. When providing services, there needs to be identification of who is receiving services. (long discussion here on Santa Monica model of tracking, fund allocation, prioritization of services, with acknowledgement that with political will, similar results could be achieved here). Casa Esperanza does issue id cards to members.
9. **Tesoro Letter** – Sharon – OK to send? What is next step? Media? Add that subtle note to the letter. Deirdre: RDA will pay for the certified mailing. Bring to 630 Garden St office. Add cc to City Council and Mayor at bottom along with Tesoro's board of directors. Move paragraph 5 up to the top. Mike: remove photos of people not on their property. Makes it easy for them to say that's not our property. Request specific actions they want them to take. Empower manager to file complaint, call the cops. Make the edits, get back out to team by Friday. Antonio: this team contains city employees so we want to be positive. There are many things your company can do to solve this problem, here are 3.
10. **Announcement:** Brown's May revised budget is to eliminate State Mental Health Budget.
11. **Move to adjourn:** Alan. Second: Rick. All in favor.
12. **Moved to next time, out of time:**
  1. Encampments – Imelda Loza
  2. Request to SBPD for criminal notification - Alan Bleecker
13. **Add to agenda for next time:**
  1. Presentation of the Do's and Don'ts draft proposal – Dave Tabor and Antonio Velasquez – draft distributed. Let's review and move forward with at next meeting.
  2. Pat McElroy on Fire response and structure
  3. Keld and restorative policing?

Milpas Action Task Force Minutes  
Franklin Center  
Tuesday, June 21, 2011 at 10:00 am

Present: Alan Bleecker, Dave Tabor, Captain Armando Martel, Pat McElroy, Julianna Reicherd, Rick Fulmer, Antonio Velasquez, John Dixon, Bruce Giffin, Janero Valdez, Mike Foley, Ron Fox, Sebastian Aldana, Deirdre Randolph, Imelda Loza  
Minutes taken by Sharon Byrne

Guests: Councilmember Frank Hotchkiss, Father Marin

***DRAFT MISSION STATEMENT (from Dave Tabor)***

*The Milpas Action Task Force is committed to creating a positive environment to live, work, go to school, patronize area businesses, and do business in the area surrounding Casa Esperanza. With equal representation from the neighborhood, the government, and Casa Esperanza, the MATF will meet regularly to maintain open communication, identify issues and decide on appropriate actions to respond to the issues that affect the community.*

**1. Decisions Made by Motion**

- 1. Approval of minutes from 5/17 meeting** – Dave motioned, Antonio second. All in favor. Motion passed.
- 2. Good Neighbor Policy:** Mike motioned to create a subcommittee of three people to work on this issue, over the next month, talk about the parameters, come back next month with recommendation. Sebastian seconded. Discussion. Mike added, take 60 days to come back with recommendation. Sebastian: come back within 30 days with some progress.

**Transcription of Meeting Proceedings**

- 1. Call to Order** – 10:04 AM. Per Mike Foley, Imelda is running late. Jeremy will be absent.
- 2. Approval of minutes from 5/17 meeting** – Dave motioned, Antonio second. All in favor. Motion passed.
- 3. Introduced item** – Robin Unander's email as testimonial from the neighborhood – please forward to MATF team and Frank Hotchkiss. Sebastian would like to respond.
- 4. Introduced item: on original agenda, Pat McElroy for SBFD, presentation on fire operations.** Handout on Engine Response Districts. When one fire district is on response, it stretches the coverage while they're deployed from other districts to cover. 7700 calls annually. Quite a large increase from 3000-4000 in the 90's. Reason is EMS calls. People know you can get emergency medical services by calling EMS. We can obtain breakdowns of calls for this area at a future meeting. Station 1 receives highest volume of calls (Carillo), Station 2 (Milpas) next highest calls for services. 56% of the calls in the city are from Stations 1,2 and 3, and they are always covering each other. Medical emergencies are 72% of calls for service. Chronic users of service strain the entire system. AMR = American Medical Response = Ambulances. Fire tends to arrive on scene before AMR, as there are only 3 ambulances covering the city, and their station is downtown. Q: Why is it necessary for fire response to every medical emergency? Because as a citizen you've paid for EMS service, so that's what is provided. Depending on ambulance alone means longer response times. 72% responses for medical calls is a national standard. Across local jurisdictions, fire is always the responder for medical emergencies. Fire provides basic emergency technician response with defibrillator. They do not administer intravenous drugs. The minimum amount of response you get on a medical emergency is 4 people. Q; of the 72% percent of medical emergency calls, is there a breakdown on transient-related calls? No. Can tell by geographic area and type of call. But don't report as transient-related. Not sure level of expertise is there to qualify an individual as transient or not. Plus public has not given that charge to identify this segment. Heavy calls to State / downtown and Milpas are transient-related. Repeated

calls for mental issues, or lack of funds to address medically. Fire has to respond to those calls. Fire does work with social agencies to get help, or family members. Today's presentation focus was on the way Fire is organized and deployed. Q: cost associated with 72% of medical calls? Budget is \$21m per year. So \$15m associated with medical calls. How much does one person abusing the system cost? **Pat, later by email 7/1/11:** 72 % of all calls does not directly correlate to 72% of the Fire Department budget. That does not take into account the amount of time spent on training, inspections, investigations, etc. It does not even relate to 72. % of the time spent on calls for emergency service. Fires, for example, are a low number percentage wise but have a high man-hour number. Low frequency-high risk calls are where a lot of hours are accumulated. Q: Cost per call data would be great, and how many calls are alcohol related? That would be useful for alcohol impact zone analysis. Further specific questions – direct to Julianna for referral to Pat.

5. **Police report** – welcome Captain Armando Martel! July 1, Captain Martel rotates into patrol, Captain Altavilla rotates to Investigative Division. Distribution of police report to team. Things look better for this month – incidents are down across various levels. New recruits graduated, now going through field training. Additional 7 candidates going into Academy. Won't see them for months, but there are more officers coming.
  - a. **TPF specifics:** Adding Craig Burley to restorative policing program with Keld. CALL 897 3721 for Sergeant Ed Olsen for patrol calls. There is a lot of residential impact going on in neighborhoods at present. Burglaries, 38 break-ins (residential). Vehicle break-ins, 22. Jump from April. Bigger spike in property crimes. Vacation and vacant homes, sadly. People posing as utility workers targeting elderly for theft. Be the eyes and ears, call for suspicious things in area. Q: is it an individual or group working these crimes? Yes and no. Seeing both. Burglaries seem to be gang-initiated. Items taken are TVs, electronic goods, etc. Scouts are operative in area to find out which house to hit. Daytime hits are common. Night-time hits are common for vacant and vacation homes.
  - b. **TPF force is 5. Restorative policing is 2.** Focus for us is on beach area, encampments at the 101 on / off ramps at Milpas. Fencing is not only answer. Need eyes and ears from community too. Adrian is only beat coordinator for entire city. Are there going to be more beat coordinators? Up to the chief. How many retirees coming up? Average is 7 per year. So net gain would be 5 officers with 7 in academy, and 5 coming on now, but 7 retiring. City Council's directive is to overhire.
  - c. **Add to agenda for next time:** What is the plan for when the Cacique Underpass opens and we have to deal with graffiti and issues there? Future agenda item.
6. **(Taken off Agenda and Reinserted) Good Neighbor Policy Report** – Imelda – report distributed to the team. Any comments or issues, direct to Imelda.
7. **Good Neighbor policy discussion** – Alan Bleecker – review of 2004 MATF origination document. MCA has dealt with USA Gas, Cabrillo, Police presence, Encampments. We are encouraging Casa Esperanza to expand their Good Neighbor Policy beyond 500 ft radius, as currently. Panhandler at Chapala from Casa Esperanza said he was panhandling because limitation is only for first 500 ft. Calls for service for panhandling out of the 500 ft area. Shouldn't someone using services in this town be expected to be a good neighbor for the entire city? Casa can't control someone panhandling on State. OK, but if you're a resident at Casa Esperanza you agreed not to panhandle because you're receiving food and shelter. So why not make this citywide? Good neighbor policy needs to be expanded citywide.
  - a. **Alan Motion, Sebastian Second:** Request from MATF to Casa Esperanza to explore extending good neighbor policy to go citywide, and report back to MATF. Discussion: committee meeting, follow-up meeting? Enforcement? This is a policy question for Casa Esperanza. The recommendation from MATF would be that Casa expand the bounds from 500 ft to citywide. It's up to Casa Esperanza to respond to us, after discussing it among their staff. Antonio suggested a different approach, perhaps look into policies Casa Esperanza currently has?

City has code of conduct for employees, but there's not a big enforcement effort to enforce it. People are just expected to do so. Doesn't put a big burden on city to do it. So why does one change in policy cause such a big reaction? Dave Tabor – vote for a motion that says this is important to us, will you explore it?

- b. **Amend the motion to include what I recorded above:** Alan
  - c. **Discussion:** Mike is to abstain from vote. Think when we work together as small team to solve these issues collaboratively, it's better.
  - d. **Point of Order?** Second for Alan's revised motion? Sebastian.
  - e. **Make a motion to table it to next time as out of time.** Alan. Approved
  - f. **Mike motioned to create a subcommittee of three people to work on this issue, over the next month, talk about the parameters, come back next month with recommendation.** Sebastian seconded. Discussion. Mike added, take 60 days to come back with recommendation. Sebastian: come back within 30 days with some progress.
    - i. Roll call: Ayes: Mike, Dave, (new guy), Antonio, Amrando, John Imelda. Opposed 2: Alan and Bruce. Abstain: Julianna.
    - ii. Subcommittee: Sebastian, Mike, appoint Deirdre and if she doesn't want to do it, appoint Pat.
8. **Request to SBPD for criminal notification** - Alan Bleecker - tabled to next time
9. **Presentation of the Do's and Don'ts draft proposal** – Dave Tabor and Antonio Velasquez – tabled to next time.
10. **Next meeting: July 26<sup>th</sup>.**
11. **Meeting Adjourned 11:49 AM**

Franklin Center  
Tuesday, July 26, 2011 at 10:00 am

Present: Alan Bleecker, Dave Tabor, Captain Armando Martel, Sgt Ed Olsen, Brent Mandrell (SBPD), John Dixon, Ricardo Venegs, Mike Foley, Ron Fox, Deirdre Randolph, Sebastian Aldana, Imelda Loza, Bruce Giffin

Minutes taken by Sharon Byrne

Guests: Denise Gersh, resident of Casa Esperanza Homeless Center

***DRAFT MISSION STATEMENT (from Dave Tabor)***

*The Milpas Action Task Force is committed to creating a positive environment to live, work, go to school, patronize area businesses, and do business in the area surrounding Casa Esperanza Homeless Center. With equal representation from the neighborhood, the government, and Casa Esperanza Homeless Center, the MATF will meet regularly to maintain open communication, identify issues and decide on appropriate actions to respond to the issues that affect the community.*

**1. Decisions Made by Motion**

1. **Approval of minutes from 6/21 meeting**
2. **Approval of Do's and Don't letter**
3. **Approval of first five priorities from 2004 MATF formation document, as prioritized by neighborhood**

**Transcription of Meeting Proceedings**

1. **Call to Order – 10:01 AM.** Deirdre called to order. Julianna undergoing necessary medical procedure today, Deirdre standing in as chair briefly. Asked if possible to turn over meeting chairmanship to Alan, if all in favor.
2. **Approval of minutes from 6/21 meeting.** All in favor. Motion passed. Mike expressed concern that # 7 doesn't accurately describe the discussion. Sebastian motioned to approve, Imelda seconded. Motion approved. Deirdre abstained.
3. **Public Comment.** Time allotted as needed. No comments. Alan: this was inserted as requested, by people outside the executive committee. Dave: not a Brown Act group. Mike: used to have section on agenda for 'neighborhood concerns'. That was what was intended for public comment on the agenda.
4. **Subcommittee Report on Good Neighbor Policy. DISCUSSION AND ACTION.** Sebastian Aldana, Deirdre Randolph, Mike Foley. 15 mins.
  - a. 10:07 Sebastian: Reasonable area to discuss was beach to Bath House, west also 1000 ft. It would be like a T. That was for discussion. Questions on enforcement, SBPD, cost, legal responsibilities? Mike: that was framing of the discussion: parameters, enforcement, cost, legal responsibilities.
  - b. Alan: so is this something Casa is willing to do?
  - c. Mike: willing to talk about it. Scope of CUP and this group is about Milpas corridor. Casa been responsible for immediate area, like to help and see what could be done about broader area. Went to LA last week, visited 6 shelters. In Santa Monica, they have citywide (?) OPCC Good Neighbor agreement handed out. Mike sent email earlier to team on this. (minute taker does not have that email). The key to Santa Monica is that there is large grant to that center to have 8 outreach workers. They respond to homeless issues originating from any phone call or request from anyone in Santa Monica. Only place in Santa Monica that does that citywide. Approached Santa Barbara about doing same, no real response.
  - d. Alan: enforcement seems to be issue?

- e. Mike: Casa can move within the area, and get staff to address issues. There is a 3 strikes path for offenders. Not able to actively enforce in larger radius. If discussing policy change, language change is what's requested, we'd need to look at that before we commit to it.
- f. Alan: but enforcement not happening now. People check in with businesses after the fact.
- g. Mike: reporting that enforcement is happening. Hearing things are improving. Bruce at the Habit said he sees improvements. Not sure where data is coming from that enforcement is not happening.
- h. Denise: at Casa there are consequences, and people who are mentally ill and alcoholic, and it is like a magnet for them because where do they go? Now I am one of them too. There isn't something for the mentally ill or substance abusers to do. So what can they do? Do see that people patronize Circle K and go back.
- i. Alan: yes, it is a magnet. People do go out into neighborhood and patronize. Lot of mentally challenged people.
- j. John: prime example is Marcos at Circle K. Nucleus of 5-6 people hanging out there that are Casa clients.
- k. Mike: Restorative policing coming. If people are causing problems, in the best interest to '86' them. So it's between what SBPD and Restorative policing can do. Then there's the legal component. Someone's panhandling at Mi Fiesta at sidewalk, can we consequence someone, in denying them food? We'd have to look at that, what does it cost, and explore it further.
- l. Alan: what I hear is more meetings, subcommittees, and discussions. It feels like from neighborhood no progress is being made with regards to activity in area.
- m. Mike: Alan, you feel significant improvement on Milpas
- n. Alan: a lot of that has to do with the amount of cops
- o. Sebastian and Bruce: not enough
- p. Mike: so take that off the table. There's been improvement. So how do we bring together police, legal, etc to make that happen?
- q. Bruce: so it's impossible for Casa to ask their clients to behave citywide? What is problem with that?
- r. Mike: can't enforce. This committee is recommending Casa encourages its residents to have a certain code of behavior for residents throughout city. Can take that back to my board. If there's anything additional, where consequences are administered, we have to explore that. If I had 8 outreach workers, I could do it.
- s. **Next steps?** Mike: continue exploring parameters, report, vote yay or nay on end result. Alan: no point in going to additional meetings unless Casa has additional funding, etc. Mike: so you don't want to pursue this further? Alan: feels like it's been dragging it out. Mike: I would make a motion for subcommittee to make a motion to keep going. First time it's gotten to this point. Dave: understand frustration levels, but need to keep going. Legal and patrol questions, citywide. Alan: In 2004, a document presented by this group that had action plans to be done. There were action plans for city and Casa to do. Not many of those things have been done. The problems are still occurring today. Mike: when it comes to expanding area beyond what it's been, willing to participate. Committee not going to be successful unless it takes time to research, plan, and do the work. If something is accomplished in 3-4 months. Bruce: why does it take the neighborhood being back at the table to get something done? Suggest we table it. Dave: why table it? Mike: motion to continue work on subcommittee. Bruce: shouldn't focus be on reducing loitering and less homeless on Milpas. Should be 6 parameters, instead of 4. John: disagree that this has not been brought up before. I have suggested it before. This is first time we had sufficient people to give it backbone. Why can't we expand it to beach at minimum? Mike: never been meaty, on the table discussion on it before. With neighborhood at table, now it can be. Sebastian: if we could meet once a week, so we can get

something done. Shouldn't go 60 to 90 days. Mike: happy to meet with you once a week, may take more time to get final solution in terms of legal, cost, policing, etc. Deirdre: combine Tabor's do's and don'ts into actual policy agreement that would incorporate what we're trying to come to in terms of a good neighbor policy. Having a sign at Casa is not going to work. It's impossible to get them to behave because they can't enforce. Bruce: not asking to enforce, but set a community standard. Mike: take enforcement off table and just set community standard in sign – we can do that. Alan: discussion started about citywide, but 500 ft parameter based on 30 beds in 1999. Everytime bed volume increased, reach should have been increased because more people in area because they are being served by Casa. So logical to expand good neighbor policy. So we're asking can you change it to entire Milpas area, rather than entire city? Mike: absent discussion on outreach, policing, cost, no not willing to make that commitment outside of the 4 parameters.

- t. **Motion:** add two items to list of 4 things, listed as goals to attach parameters, meet as often as chair calls us to meet in next 30 days, and see if that leads us to conclude anything. Mike motioned, Sebastian second. Passed unanimously.
5. **Review and Prioritization of Issues from 2004 MATF Document.** DISCUSSION AND ACTION. Julianna Reicherd. 20 mins 10:40 AM – Mike: wants data on all the neighborhood complaints received. Doesn't believe these come from wider area, but MCA board. Alan: such a request of all emails and phone calls received drowns us administratively. Sharon: we have neighborhood representatives here, and this forum is to resolve neighborhood problems. The neighborhood reps have identified following top 5 priorities. Why not focus efforts on one item at a time, work it to conclusion, then move on to next one. More effective rather than trying to do everything at once. Mike: want it noted for minutes that we refused to provide all emails / phone complaints as evidence of wider community. Sgt Olsen – like to be involved in roundabout, campsites. **Mike: move to accept first five priorities. Dave: second. All in favor.**
6. **Do's and Don'ts letter** – Dave Tabor. 15 mins 11:07 – Outreach team hands these out in making rounds. Capt. Martel: add website for authority letter to this. Deirdre: someone's letterhead? It's from MATF, so no letterhead or logo. Bruce: list of contacts? Add MCA? Dave to work with Alan on additional language. **Dave motioned, Bruce second: finalize letter, get Chair to sign, and distribute. Approved.**
7. **(tentative) Police Report.** INFORMATION SHARING AND DISCUSSION. Captain Armando Martel. 10 mins 11:12 AM – meet Ed and Brent. Ed is Sgt-in-charge of Tactical police force. Offense reports and calls for service reports distributed. We're here to help community. Want to see spirit of cooperation increased. Sgt Olsen – camp clean-ups: when we find out about them, we go out and visit camp, issue citations. Then post 72 hour warning. That's posted whether anyone's there or not. Photograph camp. Then do clean-out with city workers. Need personnel, use SWOP crews, though their ability to do clean-ups is reduced. Now have 3 restorative outreach specialists, and 6 community liaisons. Hoping to have 2 on State, 2 on Milpas, 2 on beach. Brent: this program will be evolving over time, first shot at this. Sgt Olsen: takes effect in 2 weeks or so. Job descriptions are online on city website. Initial implementation could change before end of year, depending on progress / results. Both carrot and stick approach. Goal is to stop chronic entrenchment in system. Goal is not to reduce homeless. It's to reduce first responders efforts. Deal with people most problematic (600 calls for svc), get them moved to housing, out of area. Then move to next category (300 calls for svc). Also have fund to relocate folks to receptive family members in other city. Focus is to reduce calls for service and get officers back out there. Imelda: partner with Common Ground? Ed: yes. John: learned from Santa Monica? Ed: Yes, but we have to find model that works for us. Brent: developing framework is key. Don't get ahead of selves.
8. **(tentative) Casa Esperanza Homeless Center Good Neighbor Report.** DISTRIBUTION. Imelda Loza. Pursuant to exec com request, it is handout.
9. **(tentative) Casa Esperanza Homeless Center Executive Director Report.** Mike Foley. INFORMATION SHARING. 10 mins – use time to talk about Tesoro letter. Any

suggestions? Ed Olsen and Alan Bleecker – both received calls from USA Gas in Paso Robles.

10. **Inserted, various topics:** Alan – please respond to requests for RSVP to the sender. It helps us plan the agenda, and know if we have a quorum. Mike is now on Executive Committee, Imelda has resigned. Bruce: New business? Dave: expect loitering will be tops on the agenda. Ed: please pass this on – people are playing ball on the ballfield. Lawful use of cleaned-up area is biggest component of keeping it clean.
11. **Adjourn** – Ron moved, Sebastian second. All in favor. Meeting adjourned at 11:33.

**Milpas Action Task Force Minutes  
Franklin Center  
Tuesday, September 20, 2011  
10:00 AM**

Attendees: Deirdre Randolph (chair for this meeting), Imelda Loza, Alan Bleecker, Sgt. Ed Olsen, Lt Blake Mandrell, Pat Mcelroy, Capt Martel, John Dixon, Ron Fox, Dave Tabor, John Gurney, Sebastian Aldana, Ricardo, Janero Valdez, Mike Foley, Julianna Reichard, Rick Fulmer (10:20), Bruce Giffin (10:30)

Guests: Denise Gersh, resident of Casa Esperanza Homeless Center, Sarah Hannah

Minutes taken by Sharon Byrne

***DRAFT MISSION STATEMENT (from Dave Tabor)***

*The Milpas Action Task Force is committed to creating a positive environment to live, work, [go to school](#), [patronize area businesses](#), and do business in the area surrounding Casa Esperanza Homeless Center. With ~~equal~~ representation from the neighborhood, the government, and Casa Esperanza Homeless Center, the MATF will meet regularly to maintain open communication, identify issues and decide on appropriate actions to respond to the issues that affect the community.*

1. **Decisions Made by Motion**
  1. **Approval of minutes from 7/26 meeting**
  2. **Approval of Do's and Don't letter**

**Transcription of Meeting Proceedings**

- 10:03 1. Call to order
- 10:05 2. Approval of July minutes – Imelda: one correction – in Mission Statement, Casa Esperanza should be changed to Casa Esperanza Homeless Center – Dave motioned to approve, Alan seconded.
- 10:07 3. Public Comment – no public present, introduce special guest John P Gurney, CPP. Corporate security manager for Tesoro. Report: met with site several weeks ago. Santa Barbara lovely. Issues with homeless persons a problem here, Northern Ca too. Homeless are customers too, need to keep sites safe. Proposed language for signage on property. Like to see group collectively adopt language for signage, check with City Attorney before posting. Had good results with police dept. here. Home office in Sonoma. Installed security cameras, and secured structures at back of structures. Someone is now stealing squeegees from the station. Encouraged staff to pay more attention to monitoring property. Safety is a concern. If people are on property that are intoxicated or appear mentally ill, employees not trained to go out and handle these kinds of cases, so they're referred to police. Have ability to do remote monitoring of security cameras.
- 10:15 4. Reports:

a. Police – August little higher than July. Fiesta, other issues. Brett and Sgt Olsen: hiring 9 civilians – 3 community outreach, 6 social hosts. Interviewed 43 people. Now in background. Giving working knowledge in how to render aid. As of last week, 4 people in cmnty svc liaison position. 2 CSL's assigned each to State, beach, Milpas corridors. 20 hour / week part-time position. Hope is for conduit of info to SBPD from community. Olsen to be contact. Over the years, these 3 areas have become accustomed to the situation, and aren't calling as often as possible. Olsen wants to see that change. Outreach specialist misconception = police taking over social service work. Real goal is to reduce calls for first responders. Enforce laws, fix issue through enforcement, and solve the problem. Million Dollar Murray story – need to get Murrays here to move effectively in right direction. Expands PDs eyes and ears into the community. No plan to rotate among areas. Keep them in one location to really learn and understand area.

Sebastian: any change in tactical police force? Yes, one transferred to patrol. They work 4-10 shifts. This keeps officers able to respond to calls for service. Usually have seven officers out on leave, right now have 14. Between tactical and restorative, we have 4 officers total. So that's 2 in the field (used to be 4), with Tues-Sat coverage. Also had one restorative officer. New coverage is 2 restorative plus 2 tactical. Hiring an officer is a 2 year process. Seven in training right now. Coming out in Dec. Beat officer: supposed to have one, always, in 24x7 coverage. End of year we'll make determination to add to patrol.

Janero: like to offer training on ADHMS, to make liaisons more effective.

Martel: they will be coming to meetings.

#### b. Casa Good Neighbor Report – review

Julianna: if Casa needs action from the Habit, they need to call Bruce or Julianna directly. These are the executives than can make decisions such as refocusing cameras. The staff is not authorized to do this. Repeat request.

John Dixon: just because there are no incidents reported, doesn't mean we didn't have incidents. Just not reported to Casa.

#### c. Fire (if needed) – nothing to report

10:45 **5. Old business:**

a. Good Neighbor Policy - Subcommittee Report - discussion and possible action – second draft of good neighbor policy handed out for first time to this team. Sebastian: worked with police, but there's no additional enforcement for good neighbor policy. Brent: there's no legal way of enforcing Casa clients to be good neighbors. Mike: how CE could have greater influence on Milpas St. Depends on the new liaisons, because they'll be in place, in future. Can't move forward until that's in place, and we can see what impact could be. Continue process of that discussion to see how that will come about, and see if Casa can have greater impacts on its members or guests who come to the shelter. Don't have money to have presence on street, outreach team just closed. New outreach workers and liaisons impact needs to be assessed before we can proceed.

Sebastian: this is a scout's honor thing.

Mike: example: liaisons and businesses having significant contact with one person. Right now, there's no conduit for moving a case forward. The liaisons will be that conduit.

Olsen: don't want professional reporting parties. If there's a problem, and we can't do anything, that's worthless, smoke screen. Liaisons are eyes and ears, not going out and making ad hoc enforcement even by threat of presence. Start working towards other responsibilities possibly later.

Martel: open, want to work together, but limited by what the law allows.

Mike: woman causing problems at USA Gas, partner died, came back, went to Casa, now in treatment program. Right now we have no conduit for discussion to occur on what is best for this individual. So this draft is how to encourage good behavior in the community.

Deirdre: substations?

Martel: only as good as staff you put in them. Lack of staffing is problem.

Mike: this draft needs to still go through board. When someone gets guest card or membership card, they'll be asked to sign this.

Denise: some won't understand. Plan?

Mike: if we assess need to go over it with them, we will. They're signing that they received and read it.

Sebastian: from experience at Cota St feeding, they understand, but they don't like rules.

Mike: when behavior problem exists, 90% is from alcohol and drug addiction or mental health. So denying them food or a privilege can create other problems in the community.

Deirdre: postpone action until exec board meeting?

Mike: like to tell exec board that this group supports it.

Dave Tabor: foundation does a good job expressing community's arms are open and providing services to people, want something in return, good behavior, and second draft does that well.

Denise: grateful for services I've received.

Sarah: why put it as "I have read and received a copy of this policy" vs "I have read and agreed to abide by this policy"

Mike: if you ask them to agree, we end up in discussion over what they do and don't agree with.

John: support that 'agree to abide by policy' should be in there.

Dave: how about 'I have read, understand, and received a copy'

Mike: I will bring it by the board.

Ricardo: need an accountability for each participant. City has code of conduct policy for programs, and if you don't abide, you can't participate.

Alan: I see 'immediate area' 3-4 times. What does that refer to?

Mike: 500-1000ft around the shelter. Delineated by when we originally opened the shelter. Scope was discussed in reference to expansion to Milpas St, and citywide. Answer to citywide was no, to expanding it to Milpas was possibility, and answer to do something that sets expectation with clients is what's before you.

Alan: not looking for enforcement to reduce services. All I am asking is reduce services to someone when they do something illegal in area, and expand that to city. I thought you'd said you'd be willing to expand to Milpas area.

Mike: yes, we said that. But discussion was we'd be willing to explore that happening. Not asked to enforce anything, but tell members what you expect of them. I said that's a slam dunk. That's what we produced.

John: why not strike the term immediate out of the document?

Mike: all I can enforce is 500-1000 ft. Up to roundabout, Cacique, and down to Tri Counties. Agreement with Scolari's on theft, and how we deal with it. But we have one security officer, that's the resources. You wanted us to set expectation with members on behavior.

Bruce: Some suggested edits, send them over

Sebastian: comments by email?

Bruce: deadline by? End of week?

John: Email copy to committee so we can make edits? Mike to send to committee.

Bruce: step in right direction. A little tweaking about it's the city needed.

**Deirdre: tabled until next meeting**

b. **Do's and Don'ts letter** - Dave Tabor - final action – final draft distributed at meeting. Approval?

Janero: change Casa Esperanze Homeless shelter to Center.

Ricardo: businesses only? Encourage non-profits and schools.

Olsen: Loitering not against law on public property. On private property, it's called trespassing. Don't flood dispatch with calls on that one.

Imelda: title that indicates what this is. Dear neighbor, etc. Label the content.

Julianna: MATF is comprised of city and county government representatives

Imelda: should be mainline phone for Casa

Alan: please visit the Milpas Community Association website at [www.mcasb.org](http://www.mcasb.org).

Imelda: no longer have outreach. Just contact Casa Esperanza

Dave: generate updated copy and distribute to Julianna to sign and distribute.

**Ricardo: motion to accept with recommended changes, Sebastian second. Motion passed.**

## 11:14 6. **New Business**

a. Issues identified from original MATF document: loitering and pandhandling - discussion and action. Much discussion about Circle K loitering individual.

Mike: absent housing first, there is nothing that can be done.

Sgt Olsen: need to pass no sit / lie ordinance. Current ordinance covers enumerated blocks downtown and specific hours of day. Need to get it expanded as tool to displace problem.

Crown Liquor: HAS a loitering problem.

Olsen: cop generally moves them along.

Mike: why does the community continues to not confront Crown liquor for their policy?

Alan: put bushes in that spot? Can the city look into the sit/lie ordinance on State and bring that back to MATF?

Bruce: did we send letters to them?

Sharon: the MCA did put a letter together and give it to him. Valero owner is compliant, and is related to Crown owner, and they've agreed to stop selling to certain people.

Olsen: we DID do a sting on him. Unreasonable to request owners not sell to substitute buyers because they can't track it all. More reasonable to request they stop selling the products they buy, like Big 40.

John: what about when they're drinking on premises? Open container on my premises is citable. Can police do surveillance and cite?

Olsen: with increased resources, yes.

Mike: Crown cashes GR checks too.

Alan: MCA putting heat on Council complaining about sale of alcohol to inebriates, and Council sent this off to ABC. We're putting pressure on ABC too.

Mike: put pressure on the state reps too. It's a state agency.

***Table until next time, out of time.***

**Sebastian: suggestion – report by Streets for next time?**

**11:33 7. Adjourn – Alan motioned, Mike seconded.**

**Milpas Action Task Force Agenda  
Franklin Center  
Tuesday, October 18, 2011  
10:00 AM**

Attendees: Janero Valdez, Deirdre Randolph, Bruce Giffin, Sebastian Aldana, Alan Bleecker, Ron Fox, Imelda Loza, Dave Tabor, Julianna Reicherd, Mike Foley. Sgt Ed Olsen, Brent Mandrell, Jeremiah Taylor, Ricardo Venegas

Confirmed absent: Rick Fulmer

Absent: John Dixon

Guest: Denise Gersh, Reverend Asman (sp?), Sarah Hannah

**10:05 1. Meeting Called to order**

**10:20 2. Approval of Sept minutes –**

a. Proposed amendment. P2 item b: Imelda – would like to see more robust discussion reflected as collaboration between Casa and Habit staff. Julianna does not remember that discussion. Amend the minutes to reflect more collaboration between both staffs. What is large issue vs regular for Habit staff? Trouble in parking lot – staff can handle. Repeated issues are better handled at top levels between managers of both orgs.

***Dave motioned to approve, all in favor.***

**10:10 3. Public Comment (2 minutes per) – none submitted**

**10:07 4. Reports:**

a. **Police** – 3 community service liaisons hired, 1 each per targeted areas. Role? Go into every business, property owner, make a relationship with each, so as to direct resources appropriately. Find out what's going on and that people have a voice with police dept. Combats apathy, and lack of calls for service. Come up with geographical responses. Deal with chronic offenders, and direct to restorative policing or other enforcement. Goal is to reduce calls for service to be more effective with our time management. Learned from Santa Monica – uniform = powder blue shirt. Everyone knows that the blue shirts will be at certain location for services needed, like medication. Refusal for assistance to get help for chronic offenders.

1. Julianna – we have 308 calls for service and 108 offenses. Is this typical of other areas? Not sure – try to bring next month when Comstat in.

b. **Casa Good Neighbor Report** – distributed. Rounds also for Car Stereo Guys and Moto Loco. Not in this report, but available by email if needed. Please change Hamburger Habit to "the Habit.

c. **Fire (if needed) – not present**

**10:29 5. Old business:**

a. **Good Neighbor Policy – review of updated draft incorporating team edits**  
– Mike – no new draft to give you. Exec committee still reviewing. Suggestions incorporated. Uncomfortable referencing that people behave in a certain way in entire city, and also in reference to Milpas community. Looked at how CE can provide more assistance as community liaisons begin work in Milpas corridor. CE Board having trouble with "If you see something not right" sentence. CE Exec Com concerned that someone experiencing homelessness to take responsibility for someone else's behavior could result in violence towards them, and that is a great concern. One member wanted to make it stronger, the other wanted to remove it completely.

1. Sebastian – what specific changes have been made from the original? Tightening of language. Not widened to city. So when is final coming back?
2. Exec comm. Meeting Wednesday, and will finalize there.
3. Julianna – ‘should a member engage in any of these activities..’ or change to ‘should any of these activities occurring involve a member’...Key is to encourage responsibility for actions. Please try to get changes to Mike before Wednesday’s Exec Com meeting at noon.
4. Sebastian – this is third draft of this letter, not second.

**b. Do's and Don'ts letter - Dave Tabor – distribute final copy for signature-**

Change to ‘tips for dealing with common problems in your neighborhood’. Mike – what’s boundary we’re talking about here? Salinas? To Laguna? Original scope of outreach team = Mason to Quarantina, Mason to Milpas, back down towards beach. Bruce – why not MCA’s scope? Beach to Bowl, Salinas to Santa Barbara St. Alan – was supposed to go to entire Milpas Community. Julianna assented. MCA can email it to our members, and distribute at community meetings. So could mail in Casa’s outreach area. MCA will be responsible for emailing to current member list the letter. Businesses up to a certain block on Milpas need to also get it. Mike offered he and Sebastian could distribute it as they walk Milpas. See how successful it is, and if it takes effect. Need to have actual number of letters distributed. MCA has central list of every business on the corridor with contact. Could tick off each one in list as it’s distributed on walks. In addition to reporting where we disseminate it, it’s also important to report how many calls we’ve gotten as result of it. Separate from Good Neighbor report. Police also? Hard to track, but anecdotally we can use the info. If there’s a bump in new authority letters signed, that would be a good measure. Alan – each entity should take responsibility for disseminating this information. Good opportunity for community service liaisons to present too! Sgt Olsen – for their geographic beats (storefronts), we can have the letters to hand out on tour of duty. Also, calls for service are tracked in both lower and upper Milpas corridors. Track nuisance-related crimes, looking specifically at restorative policing clientele. Weigh on-view actions vs calls for service. If CFS are down, means we have high presence in area. Calls should go up initially. Define what corridors and parameters are. Imelda – add MCA number? Just add that it is available on their website. Add MATF letterhead. When will we distribute final? Julianna – suggest Dave finalize, redistribute it final. Distribute Friday to team who will disseminate. Mike – mailing addresses in 93103? Could we put info in gas or water bills? Might be easy to do and explain, like a PSA. Dierdre will research and get back to Exec Committee on it.

**c. Loitering – discussion and action – all – Julianna – left on because we began to talk it through, and need to close it.** Sebastian – so no law against it? Yes, penalizing for loitering ruled unconstitutional. Downtown has some tools we could use. No sit / lie – 7 AM to 9 PM. We have enforcement tools to move people along. Does not include private business alcoves. If inside the alcove, business owner has to complain. If business is closed, authority letter enables police to be able to enforce. If vacant building, run into new issue – require authority letter from property owner. So we should look into a sit-lie ordinance. Mike Foley – is sitting down and lying down a problem on Milpas St? Sebastian – it is. Crown, USA Gas, Circle K, McDonald’s sidewalk. Some of these are alcohol violations too, wouldn’t use sit-lie. Get business owners to take away landscaping or implement something that makes it less easy to sit / lie there. Alan showed a picture of someone lying on the sidewalk. Yes it’s a problem. The ordinance ONLY applies to the sidewalk. Not to bus benches. Applies to adults and youth? Yes. Sebastian - when youth gathering, sometimes a different response. Like hanging out in front of Pennywise. Letter of law vs spirit of law – is someone causing trouble in what they’re doing? Clearing out of area can help reduce a problem. Alan – defining the

problem, review images from Crown Liquor. The specific issue we're trying to deal with is trespassing. Owner needs to sign complaint that these people are affecting his flow of business. Mike: suggest a tracking method, where we go out and count activity, and track it over time, and then see what happened with like, USA Gas. Loitering down at Circle K gone from 100 to 20% over the past month. What about inviting Chris Maida to our next meeting? Bruce – this goes back to media. Should be topic of discussion, letter should be promoted, and this is part of community pressure to go back to Crown Liquor and have this on agenda for next meeting. Janero – could we marshal our efforts to exactly where problem is? Make a top 5 / top 3, and focus on those for next year. Have everyone focusing on these 3, better results and effect. Mike reminded us City Council looked at zoning for alcohol specifically in Milpas area. Deemed approved: conditioning alcohol sales, until you violate your license, then conditions kick in. Bring a couple of city council members to MATF meeting and let them know they need to help. City of Ventura has a model ordinance on this. Dave bring copy of this to next meeting. Alan – what about sending council letter pushing for this? ***So make this top priority agenda item on Nov meeting. Flesh out in Nov, and then be ready to push in Dec – 2<sup>nd</sup> week – move our meeting up to accommodate this strategy.***

**11:26 6. New Business**

- a. Presentation by Streets Division – Rick (cancelled – he'll be absent)
- b. Panhandling (issue #2 from prioritized list presented July meeting) - out of time. Identify where this is happening

**11:33 7. Adjourn, Alan moved.**

**Milpas Action Task Force Agenda**  
**Franklin Center**  
**Tuesday, November 29, 2011**  
**10:00 AM**

Attendees: Capt Martel, Imelda ,Sgt. Olsen, Deirdre, Ron, Rick, Julianna, Sharon, Alan, Mike, John Dixon, Bruce

Excused absence: Sebastian

Guests: Susie Binevides, Reverend Asman, Jed Hendrikson

**10:04 1. Call to order**

**10:05 2. Approval of Oct minutes** – one change – Brent Mandrell, not Blake. Official members of SBPD: Capt Martel. Deirdre motioned to approve, Alan seconded. John and Rick abstained. Motion approved.

**10:10 3. Public Comment (2 minutes per)** – Susie Binevenidas – live across street, work for Scolari's. Neighborhood worsened in past 2 years. Be positive in the neighborhood, cooperate with police to have better effect in community and city.

**10:15 4. Reports:**

**a. Police** – adding another bicycle cop in January. Last month, question on how does Milpas compare to anywhere else? Sgt Olsen; want to reduce number of calls for service for nuisance crimes (panhandling, trespassing, loitering, camping, etc.) Specifically id'd CFS that go into these call types. Split Milpas into two categories: upper and lower corridor. Upper = north of 101 to first sidestreet east and west. Lower = south of 101.

CFS= report submitted to City Administrator's office quarterly. Between Jan and Oct 2011, 797 total calls for service in one of the categories listed. "On view" = proactive work, when officer observes something and responds, NOT call for service. Total = CFS + On View. Lower Milpas continues to be hub of activity, heavily patrolled.

**2011 to date:**

Beachfront (Castilo to Calle Puerto Vallarta) had total of 2,556.

Milpas: Add lower and upper Milpas = 3,325 total incidents

Downtown corridor (Victoria to 101) = 4,805 total incidents.

**2009:**

Milpas = 3,871.

Beachfront = 3,080.

Downtown = 6,474

**2010:**

Milpas = 4,124

Downtown = 6,558

Beach front = 3,363

So that's comparison between neighborhoods.

**Note:** the more enforcement you place in an area, incidents go up (which seems counter-intuitive) because of more CFS and on view incidents. Goal is to REDUCE CFS in targeted areas through better enforcement.

Mike: like to see reduction in incidents in drug use, illegal camping, liquor reflected, since those are targeted areas. Be good to see when we're doing something with purpose, like put up a fence or increase patrol, see reduction in incidents.

Sgt Olsen: tendency is to displace problem, rather than solve it. Ballfield fence displaced issue. Illegal camping: people displaced have to have somewhere to go. Camp clean-ups more effective. Give advance notice, go back on day in question to find people have moved. Don't want another ticket, so move on. Monitor area after. Camp clean-ups is another area to be tracked. Like to do 14 per quarter. Lucky to do 14 this year. SWAP resources thin.

Mike: gigantic homeless restructuring project, 1400 ranked in terms of vulnerability. Can track specific people. Go to campsites, let them know there's clean out coming, and track where those people are likely to go. Can work all these systems together to have impact on people living in the streets. Lack of housing first model is still constraint.

Sgt Olsen: by law, can't keep files on individuals. Cooperative effort down the road?

Imelda: Common Ground vulnerability index, group of partners has list. Have police involved in Go To meetings so you can see individuals, and if someone is ticketed often, can use that info to prioritize for services.

Julianna – looks like illegal camping is up? Muni codes cover illegal camping, state law covers illegal lodging.

**b. Casa Good Neighbor** – From October. Why difference in number of visits between visits? Imelda: commitment is to go at least once a day. Habit gets three visits per day. Jeremy out at end of October. Maybe that's why Luis is not getting answer when he calls? Brian takes responsibility when Jeremiah out. Julianna – several incidents not on here. Opening for winter shelter increases incidents. Not clear now who to call? Imelda – Brian's cell phone not published, but I am backup. Julianna – but Jeremiah's cell phone is one we have. So we need to know when our procedure needs to change based on Casa staffing changes. Can someone make contact with Luis? Mike: will do that today. If incident where Luis didn't get hold of someone, he could report it on rounds. Julianna – yes, but level of frustration on staff when someone comes in, store is busy, there's not a chance to relay incidences that happen on daily basis. Giving diary after the fact not helpful. Asking for documentation on morning arrival because there's drug paraphernalia, feces, etc. Something big, like an assault, an arrest comes out of, thanks to a customer. Mike: we'll talk to Luis today. When he checks off visit (3 per day) and says he called, no response, it would be helpful. Julianna: can we have a checkbox (panhandling, loitering, etc.) rather than diary form? What would be helpful is if time where Luis, I, and Casa rep can look at form and make it easier to report. Imelda: it is preventative because when we go out, we don't know what we're going to find. Rev. Asman – can call us anytime. Julianna: - running a business, taking care of it. Hard to stop and call for everything. I'll have Bruce to call Imelda frequently. Imelda: used to happen, don't know why it stopped. John D: get really busy in retail, gets rid of problem immediately, gets back to work and doesn't take time to log, or call.

Ron: what's preventative?

Julianna: a regular presence. Resources to have someone in area, seen by local population, rather than someone who checks in twice a day. Casa creates draw to neighborhood. Need to have someone out in area regularly as a presence. Could be preventive in terms of getting someone into services. Dealing with incidents after the fact is not helpful.

Ron: if we allocate that in budget, would Alan want it? Can we get the community to raise funds to pay for outreach services?

Julianna: think Casa should have some kind of presence within 500 ft radius, because that's what CUP laid out.

Alan: no from where I am. Original CUP had 30 beds, and 500 ft radius. Volume of service much greater now. Therefore, in neighborhood's opinion, should now be more focus and responsibility from Casa to mitigate effects in neighborhood. Be proactive to make sure there are not impacts in neighborhood. We feel that's important.

Mike; assertion that we're serving larger number now than when opened is false. Always had 30 beds, 200 winter shelter, day center, etc. No evidence that increase of 70 bed increased total number of people that we served.

Bruce: I differ based on eyewitness account.

Mike: statement that since 2004, there's been a significant number of people more served at Casa is not true.

Julianna: more individuals in that corridor than there would be if we were not serving this population.

Bruce: shelter is creating draw, there is impacts in neighborhood. Looking for outreach.

Mike: visiting Habit 3 times per day. If someone is not telling us what's going on, nothing we can do about it.

**c. Fire (if needed)**

**d. Neighborhood Incident Report (NEW)** - gives a sense of what life is like on the street, day to day. No indication of whether these are Casa clients or not.

Susie: Scolari's has had multiple issues – lighting, crack use in bathrooms, worked there for 25 years. Last two years seen multiple incidents, dramatic increase. Reluctant to make numerous reports due to fears of reputation of negative activity.

Capt Martel: please report – for liability's sake. Have had a lot of incidents.

Susie: do get customer complaints, hesitant to shop, harassed by panhandlers, elderly lady wants assistance to get to the store. From citizens, not just us as a business. We're an area that's having increasing issues.

Bruce: got 4,000 CFS logged. How many people witness something and don't call? NIR illustrates environment being created around here, and why is that ok? Why do we allow that? Why does elderly lady have to call for escort to store? We're not ok with this.

Rev. Asman: assaults are reported here. Where are they on police crime report?

Sgt Olsen: not reflected here. Those are nuisance crimes.

Imelda: time on Habit reports not clear? AM or PM?

Julianna – let him know tomorrow.

Imelda: after 7 PM, Casa closed, residents in. Becomes police matter. If you have video of face, at night, we can administer consequences.

Julianna: unless we put in night-vision cameras...cant' really see night footage.

Mike: for the minutes, hard to see who this is on page 9. Photos in front of USA Gas and Crown, have been on the radar of this group for 3 months.

(sidebar on Marcos) does not receive services of Casa Esperanza.

Mike: nothing in this report says any of these people are from Casa Esperanza or are homeless.

John: nothing says they aren't.

Bruce: it goes to the culture, and the image of Milpas St. And what we're struggling with.

**10:45 5. Old business:**

**a. Good Neighbor Policy – update – Mike** – feedback from Alan and John incorporated, approved by the board of Casa Esperanza. Ready to move forward to give

to clients in winter shelter.

John D: I voted no. Because a larger sphere of influence should be incorporated.

Rev. Asman – this is a starting point. When we have a larger plan for Milpas corridor, we can adapt that.

Alan – neighborhood has gotten together, and produced version of what we believe would be an appropriate policy for Casa Esperanza. **Motion that MATF approve this as suggested good neighbor policy for CE to utilize. Bruce seconded.**

Mike – who of the 15,000 people in the neighborhood approved this?

Alan – from research, neighborhood discussions, City Council meetings, we feel this is appropriate. Asking to put motion on the table to have this considered by Casa board.

Mike: I have emails where Alan and Bruce concur with change we made. This is unfortunate.

Rev. Asman – delay it, obviously. We can take it back to exec comm. And board, and review those changes.

Bruce – this is just an expectation, how we'd like people to behave in our community. Recognize that you can't enforce it. Just to set expectations. Radius is big difference.

Rev. Asman – we'll review it.

Imelda – going back to geographical challenge. Reference to community is vague. Enforcement issue is still issue. How do we deal with issue on upper Milpas? Consensus was on this final draft.

Bruce – I don't think it was consensus.

Mike – we incorporated Bruce's changes

Bruce – when we deleted community, I didn't agree with that.

Mike – we want to be clear what our position was. We have radius that is appropriate for resources we have. Willing to expand based on conclusion of work by police officers. Worked in good faith on this effort.

Rev. Asman – motion to adopt revision, and go back to board for review. Or it could be defeated at the board.

(revisit motion, Bruce second)

**John D: amendment: either adopt the Neighborhood-suggested version, OR modify final draft changing text stating 'immediate neighborhood' to 'larger community'. Rick second.**

Alan – I didn't like paragraph one on final version sent out earlier, we needed increase in sphere of influence.

Mike – agreed when resources available. Not presently.

Bruce – just setting expectation with clients on behavior. Not asking for enforcement.

Mike – but expectation will be there that we enforce it. Insinuating that it must be.

Bruce – better communication between SBPD and Casa. Could that be a way of letting you know someone was arrested in another part of town, and therefore there's a consequence.

Mike – SBPD can't send info on every incident to Casa, and then there's whether there is guilt or not.

Imelda – discussion on sit lie ordinance? Implement that in broader Milpas area to get where we want to get. Doesn't just have to fall on Casa.

Bruce: we believe there are expectations that can be set on members within community.

Ron – point of clarification – last sentence – what are the consequences of not abiding by this policy?

Mike – that's another change.

Alan – what about changing 'immediate neighborhood' to 'Milpas corridor'?

Rev. Asman – why would we commit to something we can't enforce?

Alan – point of order – those that are members of the MATF should be discussing issue, not guests.

John D – is it someone's right or privilege to go into CE?

Mike – can't answer. Would need to get legal assistance to weigh in. Willing and able to work with all of you, and have acted in good faith to develop this policy.

Alan – if someone was caught loitering at Crown, and owner pressed charges, and police got CE id card, would there be communication between police and Casa on this?

Sgt Olsen – yes and no. Protocols in place. Can recommend that people don't receive services because they're not being good stewards of community.

Mike – when we've worked out that protocol with the police, and it goes through city attorney, then we're willing to modify our policy.

Susie – question as member of community. If there are people who are responsible for doing illegal things on the street, what is repercussion? From any shelter?

Capt Martel – due process through courts to justify incident and give recourse for it. Outside of that, beyond our scope.

Mike – determination of what really is best for community? Elderly panhandler had expectations set, mentally ill. Does community really want us to put him back on street? Or is community better off with Casa taking him off street. Really need to have plan on what's best for particular person.

Alan – motion made, willing to incorporate change to final draft outlined above.

Mike – I have no choice but to vote against.

**Call for the vote:**

Aye: Bruce, John, Alan, Julianna

No's – Deirdre, Mike, Imelda, Ron

Abstaining – Capt Martel

Motion fails – tie. Alan – Rick left, though he had seconded.

Bruce – would be useful for Casa staff and board to listen to what community is saying, and incorporate it. Doesn't look good for Casa to go against it.

Mike – willing to work on it.

Bruce – don't see much difference it would make up the street if person caught or not. Look forward to your revised policy statement then.

**b. Do's and Don'ts letter - Dave Tabor – distribute final copy – not present**

**11:10 6. New Business**

**a. Presentation by Streets Division – Rick- out of time**

**b. Panhandling (issue #2 from prioritized list presented July meeting) – out of time**

**11:30 7. Adjourn – at 11:39**

**Next meeting January 17<sup>th</sup>.**

MEETING MINUTES  
MILPAS ACTION TASK FORCE

Tuesday, February 21, 2012  
Franklin Center  
10:00 a.m. – 11:30 a.m.

2012

**Attendees:**

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Alan Bleecker  
 Armando Martel  
 Brent Mandrell  
 Bruce Giffin  
 Dave Tabor  
 Deirdre Randolph  
 Ed Olsen

Imelda Loza  
 Jenaro Valdez  
 John Dixon  
 Julianna Reichard, Chair  
 Mike Foley  
 Nicole Menegon  
 Pat McElroy

Ricardo Venegas  
 Rick Fulmer  
 Ron Fox  
 Sebastian Aldana  
 Sharon Byrne

I. Call to order 10:05 a.m.

II. Approval of November 29, 2011 meeting minutes

Because this meeting was held when City staff voted, by consensus it was agreed that staff could vote one last time on the approval of the November 29 minutes. Motion to approve minutes (M-Bleecker/S-Giffin) Further discussion followed about the need for significant changes to the minutes. Foley offered to pay for full transcription of recorded minutes. Motion was amended to table approval of minutes until next meeting (M-Loza/S-Foley). Amended Motion passed by majority vote (A-Aldana)

**ACTION:** Bleecker is to provide Foley the tape of the meeting in time for Foley to obtain/provide transcript at March meeting.

III. Public Comment (2 minutes per) - No public comment

IV. Exploration of new structure, as a result of change in City staff's voting status

A. Discussion Points:

- 1) Chair can continue to provide notices and agendas
- 2) City prepare minutes (currently Randolph)
- 3) Don't necessarily need voting or consensus - the group is a "Task Force" tasks can be assigned and status/outcome of assignments reported back to group
- 4) As a group identify problems and work toward solutions using the resources at the table -- keep an "executive group" to steer and direct
- 5) The group has been "dysfunctional" the voting system may have contributed to that and contentious atmosphere - perhaps try for a few meetings without executive committee
- 6) Work together at end of meeting to establish next meeting's agenda
- 7) How best to get things done: Involve City Council
  - Santa Barbara is not structured to have District representation
  - invite to Council members to meetings (possibly unrealistic, political agendas)
  - liaison could be assigned
  - change meeting time (Tuesday is Council meeting day, however MATF has always met on Tuesdays)
  - rotate visits by members of Council

2012

**ACTION:** Chair and Tabor to compose letter to Council requesting attendance/participation by 1 or 2 Council members.

Letter to be presented to group for comments/edits via email by March 2, 2011

IV. Reports:

A. Police (refer to handouts delivered at meeting)

1. Discussion points

- a. Officers are on "All 10 Plan" 10-hour shifts
- b. Arresting one person can make a big difference
- c. Martel is retiring in May, his successor will continue with MATF
- d. Police map and pin-point "hot-spots"
- e. Year-to-year statistical comparisons are very helpful - Thank you
- f. Cabrillo ball field fencing helpful but created displacement mainly to beachfront
- g. Adrian Gutierrez new Beat Officer - this officer works and takes ownership of specific area; gets to know residents and area concerns
- h. High Impact Zones - area within City where citation issued automatically becomes misdemeanor. Zones are adjusted based upon criteria
- i. Jail Release impact - approximately 50 "dropped" in South Coast area (SB, Goleta, Carpinteria) People are released in same location where they are arrested regardless of where they may be from. Thus far, 1 or 2 of these people have been re-arrested. They are subject to overview by probation and other agencies..
- j. Restorative policing impact - possibility of having Quarterly Report
- k. Casa Esperanza is working toward developing a collaboration with Restorative policing unit

**ACTION:** Martel to contact Ed Olson, re:

- Criteria defining "High Impact Zones" Is lower Milpas identified as "High Impact"?
- Possibility of MATF receiving Quarterly reports on Restorative Police activity

B. Casa Good Neighbor (refer to handouts delivered at meeting)

Introduction of Nicole Menegon, Casa Esperanza Permanent A.M. Manager

1. Discussion points

- a. Laminated detailed Casa main and staff (3) contact information provided to The Habit  
Casa staff committed to keeping information current
- b. AC Ramirez had expressed frustration previously; Casa has open and 'real-time' communication with Ramirez (especially Rosalee) and other neighbors included in report

C. Fire (n/a)

D. Neighborhood Incident Report (refer to handouts received at meeting)

1. Discussion points

- a. Neighborhood Incident Report is to help locate "hot spots"; it is not intended to point fingers but to identify specific people or areas to focus attention to 'do something' and/or 'hold people accountable'

- b. Specific people identified in pictures “Marcus” and “Don” have been permanently disbarred from Casa Esperanza; “Clinton” is currently in detox

**ACTION:**

- Martel will bring report to Restorative Policing (Ed Olsen)
- Mandrell will bring attention/officers to morning beach congregation - open containers

V. Old business

A. Good Neighbor Policy - final thoughts

1. Casa Esperanza staff delivered Policy to all businesses from Casa to USA Gas on West side of Milpas and East side of Milpas back to Casa
2. Policy should be delivered to Restorative Policing (Ed Olsen) for distribution and MCA (new members)

**ACTION:**

- Martel provide copies to Ed Olsen
- Bleecker provide copies to MCA members
- Foley, Aldana and Olsen to meet  
Casa Esperanza/Restorative Policing collaborative: Milpas corridor (Canon Perdido to beach)

B. Loitering (missed in Nov., continued from October MATF meeting)

**ACTION:**

- Chair (or assignee) to provide clarification: What constitutes ‘loitering’; define problem, propose MATF actions, and how outcomes of group actions can be measured.

VI. New business

A. Panhandling (issue #2 “MATF Reconciliation of 2004 Issues for Prioritization” July 2011)

**ACTION:**

- Chair (or assignee) to provide clarification: What constitutes ‘panhandling’; define problem, propose MATF actions, and how outcomes of group actions can be measured.
- B. Planning Commission Report - MATF participation

VIII. Meeting Adjourned 11:35 a.m.

Next Meeting: March 20, 2012

MEETING MINUTES – 5/15/12 Requested Amendments  
MILPAS ACTION TASK FORCE

Tuesday, April 17, 2012  
Franklin Center  
10:00 a.m. – 11:30 a.m.

**Attendees:**

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<input checked="" type="checkbox"/> Alan Bleecker	<input checked="" type="checkbox"/> Imelda Loza	<input type="checkbox"/> Ricardo Venegas
<input checked="" type="checkbox"/> Armando Martel	<input type="checkbox"/> Jenaro Valdez	<input checked="" type="checkbox"/> Rick Fulmer
<input type="checkbox"/> Brent Mandrell	<input type="checkbox"/> John Dixon	<input checked="" type="checkbox"/> Ron Fox
<input type="checkbox"/> Bruce Giffin	<input checked="" type="checkbox"/> Julianna Reichard, Chair	<input type="checkbox"/> Sebastian Aldana
<input checked="" type="checkbox"/> Dave Tabor	<input checked="" type="checkbox"/> Mike Foley	<input checked="" type="checkbox"/> Sharon Byrne
<input checked="" type="checkbox"/> Deirdre Randolph	<input checked="" type="checkbox"/> Nicole Menegon	
<input checked="" type="checkbox"/> Ed Olsen	<input type="checkbox"/> Pat McElroy	

**I. Call to order 10:05 a.m.**

**II. ACTION:** Approval of February 21, 2012 meeting minutes (M-Bleecker/S-Foley) Motion approved  
The recording of the November 29 minutes was not delivered in time for the transcript to be finalized.  
Consensus: MATF to receive November 29 meeting transcript at May meeting for action

**III. Public Comment (2 minutes per) - No public comment**

**Chair requested change to order of agenda because Foley had to leave meeting early.**

Consensus: Hear Item VII B

**VII B: Police protocols:**

MATF received “Casa Esperanza/Restorative Policing Protocol” and map illustrating the area served under this protocol formulated by Foley and Olsen. (See Map and Protocol attached hereto as Exhibit “A”)

A. Discussion Points:

- 1) The basic framework is to work with individuals and with Restorative Policing (RP) liaisons
- 2) RP is coordinating and meeting weekly with Cottage Hospital (vulnerable patients)
- 3) RP has its own meetings including Restorative Court actions
- 4) Meetings are challenging to due to part-time RP and their work schedules

**Foley left meeting following VII.B. presentation**

**IV. Council letter to request participation (see Memo attached hereto as Exhibit “B”)**

A. Discussion Points:

- 1) Any comments/edits email Dave Tabor by end of day April 18

**ACTION:** Memo approved to send subject to minor edits (w/o motion/by consensus)

**V. Reports:**

**A.1. Police**

Olsen shared “Restorative Policing Team Statistical Data” (not entered into minutes due to privacy requirements) and expressed ‘Thanks’ to CASA. There were 256 Misc. Citations issued, 13 Felony arrests and 19 Misdemeanor arrests. There could be as many as 10-15 “success stories” per month. There were 10 individual placements (permanent and temporary), 1 reunification with family and 20 calls for intervention.

1. Discussion points

- a. Common Ground count / survey helped to define desired outcomes
- b. After Care is critical for medical needs, detox / recovery, psychological adjustment etc
- c. RP is looking at grant opportunities

- d. Contact County Board of Supervisors - Blue Ribbon Commission (collaborative component)
- e. RP could assist with after care
- f. Casa Esperanza cannot provide aftercare - no funding
- g. The HPRP program (ending September 2012) housed many homeless. With aftercare, 100% still housed. Without aftercare, the success rate is dramatically reduced
- h. A multiple offender, "Marcos" is in treatment. This can also have an expanding impact as his entourage no longer has their 'leader'.

**A.2. Police Enforcement Zones**

Per the Municipal Code in defined areas, infractions are automatically misdemeanors and can go to warrant for arrest. One area is 300 S. Milpas to 300 N. Milpas. Enforcement Zones are identified as needed. The police make a special request to City Attorney. For example, the Cabrillo Ball Field enforcement zone was relocated to East Beach.

**A.3. Police** (refer to handouts delivered at meeting)

- 1. Discussion points
  - a. The increased activity in the North Milpas area may be due to RV parking not being allowed on Gutierrez but there is not enough data yet to point to that as a cause.
  - b. Dr. Diaz and Chapala Market Deli butchers didn't look connected. These arrests may have a positive impact on activity in the area
  - c. "Comstat" has the ability to generate any number of reports/data, including Beat Reports. Sometimes so much data gets us to the point of getting 'lost in the woods'. A 'Study Flag' (Summary Report) can be generated, but it isn't perfect
  - d. "Lower Milpas" is that area south of 101 Fwy
  - e. This is Capt. Martel's last meeting with MATF (vacation then retirement)
  - f. THANK YOU FOR EAST BEACH SWEEPS

**ACTION:**

- **Presentation on Restorative Court at May MATF meeting**

**B. Casa Good Neighbor** (refer to handouts delivered at meeting)

- 1. Discussion points
  - a. Correct date Tri-County incident from 9/22 to 2/22
  - b. Correct USA Gasoline incident to read: "The man was approached by a USA Gasoline employee"
  - c. **February 2012 rounds = 267**
  - d. **March 2012 rounds = 283**

**C. Fire** (n/a)

**D. Neighborhood Incident Report** (refer to handouts received at meeting)

- 1. Discussion points
  - a. **(Byrne)** This report is important because it reflects area resident's experiences. These are not reflected in other reports.
  - b. **(Loza)** Always practice care and due diligence in this report when identifying individuals cited as "homeless" or "transient". **(Olsen)** Police can properly authenticate an individual's status, however this is time intensive if there is a high number and research is required. Providing a case number is the best way to obtain information.
  - c. **(Byrne)** Changes in neighborhood: Cacique overpass (some talk of painting a mural); Scolari's Market is closing (unknown future use); Congressional Candidate's office opened at N. Milpas location  
More homeless activity noticed in late November and in late March.  
Santa Barbara Inn may consider installation of outdoor gym at East Beach  
Spike in activity in Trader Joe's parking lot – high turnover in Security personnel

- d. (Bleecker) Post Office, since vacant, is attracting activity
- e. ~~Reminder that Casa Esperanza no longer has 'outreach teams'—no funding~~ (Loza) The "Street Outreach" program ended in June 2011.
- f. (Loza) Casa Esperanza continues volunteer "Step Up" team (minimum of 4 members). This team, who in the past were paid, does clean up and check-in with neighbors. Their radius of service exceeds 500 ft. The service is performed 7 days/week 7:30 a.m. - 10:00 a.m. (or until done). The "Step Up" Team constitutes Casa's Outreach component: reaching out to surrounding businesses, residents and homeless individuals (who may refer homeless individuals to Casa). Team also hands out "Do's and Don'ts" flyers, notifies of shelter opening during inclement weather, and other notices as needed or required.
- g. (Chair) As a Community we are all (Service Providers, City and Business) working for same outcome. The 'bottom line' is not Business's only concern. Employees need to feel safe at work and the businesses and our community reputations are important.
- h. We need a different (better) approach to help and house those in our Community who do not have homes or shelter.

**ACTION:**

- Bleecker is in process of obtaining authority letter for Post Office
- Olsen to request daily patrol of Post Office
- **NEW AGENDA ITEM: "HOT SPOTS"**

**VI. Old business**

- A. Loitering (continued from October MATF meeting)
  1. Police cannot take any action unless the loitering is for prostitution or narcotic sales
  2. There have been two ABC stings at Crown Liquor w/ another scheduled

**VII. New business**

- A. Panhandling (issue #2 "MATF Reconciliation of 2004 Issues for Prioritization" July 2011)
  1. Panhandling is NOT illegal
  2. Passive: Sign/say nothing
  3. Active: Say something and approach
  4. "Aggressive Panhandling": Hostile/forced detention, block forward progress
  5. The Police need Victim to stand by, press charges, AND follow through

**ACTION: Not "action" more of a "request"**

- **In response to question (Byrne)** Olsen **offered** to find out how many warnings issued before dog is taken away
- MATF continue to disseminate and redistribute MATF Neighborhood letter regularly
- Educate community:  
Don't Give Money  
Call Police, Stand By, File Charges, Follow Through

**VIII. THANK YOU AND GOODBYE TO CAPT. MARTEL**

Motion to Adjourn (M-Bleecker/S-Loza) Motion Approved  
Meeting Adjourned 11:20 a.m.

**Submitted by: Randolph**

[drandolph@santabarbaraca.gov](mailto:drandolph@santabarbaraca.gov)

**Next Meeting: May 15, 2012**

MEETING MINUTES  
**MILPAS ACTION TASK FORCE**

Tuesday, May 15, 2012

Franklin Center

10:00 a.m. – 11:30 a.m.

**Attendees:**

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Alan Bleecker  
 Capt. David Whitham  
 Brent Mandrell  
 Bruce Giffin  
 Dave Tabor  
 Deirdre Randolph  
 Ed Olsen  
 Imelda Loza  
 Jenaro Valdez

John Dixon  
 Julianna Reichard, Chair  
 Mike Foley  
 Nicole Menegon  
 Pat McElroy  
 Ricardo Venegas  
 Rick Fulmer  
 Ron Fox  
 Sebastian Aldana

Sharon Byrne

**Guests:**

Cathy Murillo, City Council  
Mark Alvarado, City staff  
Mureen Brown, PD  
Officer Keld Hove, PD  
Mark Gisler, Salvation Army

1. **Call to order 10:05 a.m.**
2. **Approval of March & April minutes**

**Summary:**

The transcription of March minutes was incomplete as of May meeting and therefore could not be reviewed or approved. Per Chair, the changes to April minutes would not be approved “subject to changes” requested nor were requested changes to be included in May minutes. Amended April minutes will be distributed to members prior to May meeting. Upon suggestion by D. Randolph, the member responsible for minutes will distribute DRAFT meeting minutes for prior review by members. Member feedback is then incorporated and revised minutes distributed to members prior to next meeting. Per Chair, identify speakers. A. Bleecker announced he would need to leave meeting early. Since there was not an introduction of guests (and new members) present, D. Randolph requested that Members and Guests sign-in and provide email address for the record.

**ACTIONS/RECOMMENDATIONS:**

Table approval of March meeting transcript / Carry over to June meeting

Table approval of April minutes / Carry over to June meeting.

Draft minutes delivered via email to members requesting feedback. Member feedback is incorporated in draft minutes then disseminated to members prior to next meeting

3. **Public Comment (2 minutes per) - No public comment**
4. **Resorative Policing (RP) – Presentation by Officer Keld Hove - Summary**

- Formulation of RP began ~ 2011
- Needed ‘by-in’ from Courts (they provide “soft” teeth)
- “We” means everyone in community
- RP is not adversary
- Six outreach workers provide RP photo, name, behavior
- RP works with case management teams
- There is no set “formula” – each person unique
- Population RP works with have been rejected by Society  
When they reach the “end of the line”, they are picked up/cleaned up and put into the support system  
Relapse is to be expected, but they receive support as they work their way back up so that they don’t slip again.  
Even if they do slip, they are better because they have seen a better way to live
- Badge + Court = Results

- S. Byrne asked who is on court and how referrals made. K Hove: All people who participate at all levels would be +100. Public Defender, Civil Attorney, Mental Health liaisons, Service providers, Volunteers, BOCH Jail Dispatcher and many more
- RP and Restorative Court save time and money
- Restorative Court is held at 11:00 a.m. Wednesday mornings in Dept. 7 Superior Court
- RP is creating a paradigm shift throughout entire Police Department
- Barriers include:  
Supporting housing / limited detox beds / case management / job market / stretching SSI benefits / opposing goals by agencies / too few activities available to replace “homeless lifestyle” / senior homeless have more needs
- S Byrne asked if all sent through court – K Hove: RP helps more than those documented – of April clients processed:
  - 27 on Vulnerability Index
  - 22 cleaned up and reunited with family
  - 26 opted-out
  - 50 program placement
  - 14 housed / off street (7 have their own key to their home)
  - 15 cases dismissed after 6 months = Success
- J Dixon asked if those sent out of town have higher success rate. K Hove: Clients are placed in facilities out of town because City does have enough. Sometimes it helps a client to change their surroundings
- Chair asked about budget. K. Hove: \$350,000 was budgeted from RDA to fund additional RP officer and the part-time staff.
- Capt. Whitham explained that the Oversight Committee (established by State when RDA disbanded) did not approve RP as enforceable obligation. Due to this, there needs to be an infusion of City General funds.
- RP watch their spending closely; they try to reunify clients with family by the cheapest way. Many times RP drive clients to ‘home’ or placement because a client may not stay on bus. Each client receives customized services based upon their specific needs.
- TRUST is the most important component
- S Byrne mentioned how the City had visited Santa Monica to see their program and asked if Ventura had contacted officer Hove. Both Ventura and Simi Valley have contacted the City regarding the RP program
- R Venegas asked of those reconnected with family or home location how many stay placed? K Hove said that 75% stay placed. R Venegas asked if SB coordinates with other Cities and K Hove said not really, but he does stay in touch with Santa Monica. Capt. Whitham said they have several placements in Santa Maria. R Venegas asked if RP maintains a contact list. K Hove said that there is always a Plan. Contact on the other side is confirmed prior to placement. Clients keep up communications as ‘family’ via email.
- J Dixon asked what happens if clients keep trying and failing over and over. K Hove replied that warrants are sometimes issued and jail is definitely a component ( used ‘lovingly’)
- Lt. Mandrell added that RP and volunteers are passionate about their work. They spend a lot of time helping clients
- S Byrne stated that currently the two officers are Burley and Hove
- Capt. Whitham: More resources create force multiplier
- K Hove gave kudos to S Byrne for her help with a client (allowed client to shower)

**Presentation by Mark Geisler, Salvation Army (SA) Hospitality House:**

- Realistic expectations & Accountability
- Provides a safe and sober environment
- After transition, clients must “blow zero” to stay – zero tolerance, but clients are not kicked out to the street, RP is called
- Random drug testing
- Two permanent RP beds and 2 more as needed
- Restorative Court is an awesome experience (clients get a lot of love)
- Clients provided individual and group counseling, life skills
- Christian Faith program is optional
- 70 beds available (18 Female and 52 Male) 15 beds for Veterans (Vet must qualify)
- Per 2008 report: Served approximately 225 clients/year w/ 79% success rate
- Annual budget for 10 paid staff and 16 MFT interns is approx. \$800,000  
84% direct resident and non-resident services) 60% Government funding  
Provide sack lunches, showers (even for non-residents) and Thanksgiving, Christmas and Sunday dinners
- Good Neighbor Policy - SA doesn’t want to impact neighbors  
Panhandling is not allowed (although panhandling is not strictly illegal)  
Problem clients denied services

- S Byrne is neighbor and said ‘Thank You’ because Salvation Army is good neighbor.
- At least 20 clients are participating in resident program. They save 60% of income  
Maximum stay is two years – one client saved \$9000
  - More beds are needed. Beds are an affordable and immediate solution.
  - S Byrne asked what happens if person not sober upon arrival. M Gisler said that they are tested and if not sober they stay in the lobby until they “blow zero”. Staff talk to the person the next day and depending on circumstances they may refer out
  - J Dixon commented that it sounds like the Salvation Army has **very good better** success rate with much smaller budget than Casa Esperanza<sup>1</sup>
  - Counseling is provided by New Beginnings & Safe Parking. Some referrals are made to VA or Section 8
  - R Venegas commented that it would be great to get an idea of the correlation between services and savings. K Hove said that it is difficult to quantify savings based upon what doesn’t happen due to RP service.

Some individual example cases and updates on specific people known by MATF members were discussed during the presentation and afterwards.

**D Randolph left meeting at 11:30 (as previously communicated to Chair and S Byrne). The following minutes provided by R Venegas:**

- Officer Hove finished his Restorative Policing Presentation and responded to questions/comments.
- Sharon Byrne highlighted the ongoing issues with certain individuals that are habitually inebriated and her efforts in outreaching to businesses that sell alcohol to request from them not to sell liquor to individuals that are inebriated.
- Moe, volunteer working with Officer Hove, informed members that there are currently 100 – 200 beds at CASA depending on the season and/or inclement weather. In addition, PD has access to an additional 10 beds assigned to them from CASA. These beds can be used when homeless individuals are brought in by the PD. Placement of individual into bed via PD must be approved by watch commander as CASA bills PD \$40 per night per person. Maximum stay for individuals brought in by PD is 7 days.
- Mark Gisler, Executive Director, Salvation Army, added that their facility also has beds available and they will try to accommodate folks as long as they are clean/sober and agree to follow facility use policies.
- Councilmember Murillo asked Officer Hove if Cottage Hospital provides any type of assistance, including beds through the restorative policing program. Officer Hove informed that Cottage Hospital is set up differently and has different service goals.
- Sharon Byrne – Suggested to all members that we try to work closer together by having better coordination/communication, especially between City Departments, so that available resources are maximized.
- John Dixon – Posed the question: Will we ever end homelessness in Santa Barbara? Officer Hove & members discussed and all agreed that there are many challenges, but programs such as the Restorative Policing are working to quickly and effectively transition folks out of homelessness and into more stable life style & permanent housing, **however homelessness is always going to be with us.**<sup>2</sup>
- Capt. Whitman – The Restorative Policing Program is very fluid and constantly evolving, it reflects a new paradigm change within the department as to how they can better assist individuals to get off the streets. Unfortunately, funding is an issue, and in a recent budget discussion at the RDA/Oversight Committee, the Restorative Policing Program was shot down 5-2, very disappointing.
- Councilmember Cathy Murillo suggested to the Task Force that members should come before the City Council and speak up and/or advocate for the program during the public comment period. This is the time to do it as there are still budget discussions taking place in the next several weeks. Murillo will be sending Sharon a list of schedule budget discussions at the City Council level.
- A motion was made by Imelda Loza to table the Good Neighbor & Police Reports until the next regular monthly meeting. Motion was seconded by Sharon Byrne, motion approved and passed unanimously.

5. **Adjourn** - Meeting was adjourned by Chair at approximately 11:40 AM.

**Minutes submitted by D Randolph and R Venegas.**  
**Submit Feedback to [drandolph@santabarbaraca.gov](mailto:drandolph@santabarbaraca.gov)**  
**Next Meeting: June 19, 2012**

<sup>1</sup> Requested by J Dixon via email: very good **better**

<sup>2</sup> Requested by J Dixon via email: “however homelessness is always going to be with us”

MEETING MINUTES  
MILPAS ACTION TASK FORCE

Tuesday, June 19, 2012  
Franklin Center  
10:00 a.m. – 11:30 a.m.

**Attendees:**

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Alan Bleecker  
 Capt. David Whitham  
 Brent Mandrell  
 Bruce Giffin  
 Dave Tabor  
 Deirdre Randolph  
 Ed Olsen  
 Imelda Loza  
 Jenaro Valdez

John Dixon  
 Julianna Reichard, Chair  
 Mike Foley  
 Nicole Menegon  
 Pat McElroy  
 Ricardo Venegas  
 Rick Fulmer  
 Ron Fox  
 Sebastian Aldana

Sharon Byrne

**Guests:**

**Business Owners:**

**Bruce Reichart – The Habit**

**Chris Maeda-- Crowne Liquors**

**A. Call to order 10:05 a.m.**

Chair requested that Item C: Public Comment to be heard as first item as she and guest B. Reichart will need to leave meeting around 11:00. Allen Bleecker will take over Chairing meeting at that point. Attendees consented

**C. Public Comment:**

- o B. Reichart, owner of The Habit @ Milpas: There is a need for real security to stop incidents before they happen, not Casa Esperanza's "dog & pony show". The general manager of The Habit @ Milpas has been assaulted several times and has now requested a transfer. Most of Milpas Street used to be desirable. Mr. Reichart has received lots of letters and emails from parents of his staff indicating that they are not happy and worry about the safety of their children working at the The Habit @ Milpas. There is an ever-flowing stream of homeless people from the beach thru the Habit parking lot on their way to Casa Esperanza. It takes only 30 seconds to destroy years of good will. The general manager, L. Alvarez should not be expected to do Casa Esperanza's job – he doesn't have the toolbox. All the manager hears is "keep doing what you're doing – call the police". The landscape changed "before Casa and after Casa". Casa Esperanza is running their business "illegally" and being run "wrong". It's not just the Habit – all Milpas businesses are affected. In the event of trouble, by the time Casa Esperanza is called it's "too late". Mr. Reichart is not against the homeless –he's against repeat offenders. He hears often, "we love The Habit but we don't feel safe". His point: There needs to be deterrents in place w/in a 500 ft. – 1000 ft. radius of Casa Esperanza. When Casa Esperanza was asked to hire security they said that it would cost \$50K and that's not in the budget. Nobody donates for security.
- o M. Foley: He has talked to the Mayor. There has been a lot of improvement, but it's still not good enough. It is accurate that Casa Esperanza does not have \$50K to pay for security. We need to find new solutions – let's talk about solutions.
- o J. Reichart (speaking as business owner/not as Chair): Discussions have been on going for at least the last 10 years. Problems seem to come in waves. Regular tactical patrols are needed – not outreach, not cleanups. An ACTIVE security presence is needed.
- o B. Reichart: (indicating M.Foley and I.Loza) Salaries should be reduced. To M. Foley: You make \$150K/year. (Exchange between M. Foley and B. Reichart: Foley said that wasn't true, asked where Reichart got that information and Reichart said he has "his sources".)
- o R. Fox: The Chair needs to take control
- o R. Fulmer: Public Comment should be brief w/out cross talk.
- o C. Maeda (guest): ~~We need security more than education.~~<sup>1</sup> He agrees with B. Reichart 100%
- o S. Byrne: The group owes thanks to C. Maeda. As owner of Crowne Liquor he has stopped the loitering problem at his business.
- o Chair: There is a need for security and education

**B. Minutes from April 17, 2012:**

Discussion regarding how group approves minutes: City members are non-voting; are they part of consent process?

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<sup>1</sup> Requested by S.Byrne via email: He asked for education and security patrols.

- o D. Tabor: When the City decided they would not participate as voting members, there were ideas presented regarding how the MATF should function, but changes to the process haven't come up again for discussion or approval.
- o D. Randolph: Based upon the City's neutral, non-voting status, they should not participate as part of group consensus process
- o R. Venegas: Everyone at meeting should participate; consensus means everyone agrees
- o Chair: The group cannot move forward without voting, under consensus, not a lot has happened
- o D. Tabor: In putting together structure there are a number of ways to go
- o M. Foley: Actually, very little was accomplished during the period the group was voting. Under consensus process, a lot of things happened. It's not really fair to say that little happened under the consensus method of approval because most of the people in attendance [at this meeting] did not attend meetings during that time. The group should move forward using consensus method.
- o S. Aldana: Accomplishments within the last two years? What were they? If there is time, he would like to discuss
- o Chair: To the Item: Review April revised minutes and May 15 minutes.
- o D. Randolph: Distributed Draft minutes by email to group on May 29 requesting any changes by June 12. One member responded and requested change to May 15 minutes was incorporated.
- o I Loza: Approved the revision of April minutes pertaining to her section.
- o Chair: Any objections? S Aldana abstained. By consensus the April & May minutes entered into record.

#### **D. MATF Work Plan:**

##### **1) Review and revision of meeting reporting process**

- o Chair: D. Tabor and Chair have met to discuss changes to meeting format.
- Suggestion 1:** Good Neighbor Report – sent to members prior to meeting with Agenda and Minutes. This gives the group an opportunity to review before meeting instead of taking time reviewing at the meeting.
- o M. Foley: The GN Report will be more comprehensive. It can be included as a 'consent item' in the Agenda
- o Chair: **Suggestion 2:** The PD will provide monthly verbal reports (instead of written). These should be very brief – just highlights. Quarterly, PD will submit a written, more comprehensive PD Report. *Inserted into minutes by D. Randolph for clarification: (1st written PD Quarterly Report due at October, 2012 MATF meeting and will cover July, August, September)*
- o JValdez: Oral report should cover trends and/or anything new
- o Chair: Casa Executive Director Report will be submitted as needed. M Foley agreed.
- o No further comments/Consensus assumed
- o **2) Status and review of action items identified in 2004 MATF report**
- o Chair: The goal is to look back at 2004 and as a Team decide priorities
- o **a. Public Comments – re: Hot-Spots**
- o **b. Internal Group Assigned Actions**
- o 2004 Issues outstanding
- o M. Foley: Many items have been accomplished --- focus on specific hot-spots
- o B. Giffin: Focus on hot spots and still look at underlying issues. Casa Esperanza is the 'nexus'. If Casa was looked at or considered in the same way as any other business, it would be shut down. Addressing hot spots is like playing 'whack-a-mole'.<sup>2</sup> In the long run, not sure if MATF can affect change. It is a very dysfunctional group – takes forever to get anything done. He is very discouraged, but he will continue to show up. He would like to see the City to come in with a trained professional facilitator and the Group needs more City Counsel participation
- o D. Randolph: Councilmember Murillo sends her regards. She had a scheduling conflict with today's meeting, but is very interested in the group.
- o Chair: Councilmember Murillo has reached out to her as well.
- o D. Randolph: As far as the City providing a 'trained professional facilitator' there may be a person available currently working as a mediator. D Randolph will check on possibility.
- o M. Foley: It was actually the voting process that held up action on Neighborhood policy and letters going out
- o B. Giffin: Little hope for this group
- o Chair: Reminded group that she had to leave early
- o M. Foley: Sent Casa Esperanza's "Good Neighbor Policy" previously approved by MATF to Chair (attached as last page to meeting packet). Note: One additional paragraph was added to MATF-approved policy:

"The City of Santa Barbara employs Restorative Policing Community Service Liaisons that patrol the Milpas Corridor and the Milpas Street beach area. The Liaisons work with businesses and residents and report problems. If Casa

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<sup>2</sup> Requested by S. Byrne via email: "Bruce Giffin felt that focusing on hot spots did not work because it didn't get at underlying issues. That's why he followed on with the whack-a-mole comment."

Esperanza receives confirmed reports of problem behaviors involving its members in this area, corrective action plans, suspension of services or termination of services may occur in coordination with Restorative Policing.”

Policy w/ additional paragraph scheduled to be on Agenda for approval by Casa Board the Monday after next.

- B.Giffin: Thanked M.Foley for putting policy out there. The coordination with PD – how often?
- M.Foley: It will be very often. They are currently waiting on PD to have staff assigned to meetings. Probably they would meet monthly. Casa is doing what they promised: working with PD up to Canon Perdido. Regarding incidents like the one that occurred Saturday (Habit), CASA needs ID from PD.
- I.Loza: The person involved in Habit incident was not a CASA client
- M.Foley: The detox facilities that were previously housed at Casa Esperanza are moving out. The new Detox center is opening at the end of June (1020 Placido Ave)
- Chair: Salvation Army makes sure the individual has somewhere to go or a plan is in place before they are released. It doesn't make sense not to do that. Seems a more helpful means to assist people.
- M.Foley: Salvation Army is a residential housing facility. They don't have a Day Center and they don't provide medical care. Casa Esperanza is an emergency shelter. Casa is looking forward to working with PD.
- E.Olsen: With the “Top Three Program” liaisons identify the top three offenders out of a list of several hundred contacts. Milpas currently has one liaison. There are 2 liaisons at Beach Front (lower Milpas to Plaza del Mar). Residents can do the same things as liaisons. When they call PD try to give violators name or description. The meetings with CASA will include ticketing and arrests of identified offenders. The liaison opening is posted at the City web site.
- M.Foley: Is there a possibility of moving a liaison from another area (State St. or Beach) to Milpas Street
- E.Olsen: Lower Milpas beach area is covered by Beach-assigned liaisons. Milpas has Guillermo (sp?) “Memo” Gutierrez who lives in the area and is doing great. It's important that liaisons be bi-lingual (not so much to communicate with homeless but to communicate with residents and business owners). These liaisons are part-time hourly employees subject to maximum hours.
- S. Aldana: Casa is putting responsibility on Restorative Police
- E.Olsen: We could have a hundred people working and they would still have a full case-load  
Need more officers and Restorative Police – City determines – not PD. Lower Milpas fewer calls recently. More calls upper and State. They've noticed displaced people when Casa Winter Shelter closes. Trader Joe's 'epicenter'
- S.Byrne: We've worked with Crowne Liquor and there is a new Trader Joe's manager. Allen [Bleecker] has worked with PD on clearing old post office. When a lot of effort is expended in one place – problems migrate to somewhere else.
- E.Olsen: Camp cleanups continue
- S.Byrne: Officers Hove and Burley are different from Liaisons. Officer Olsen works with the Liaisons and Casa. The open Liaison position needs to be filled.
- E.Olsen Guillermo has almost maxed out his hours. Part-time hourly can only work up to a limited amount of hours.
- S.Byrne: Ricardo [Venegas] can you help us out?
- R.Venegas: Several people come to mind
- E.Olsen: The hours can be very flexible
- B.Reichert: It is unfair to business owners to “pick up slack” for the City and Casa. The area should be canvassed to stop incidents before they happen
- S.Aldana: Guillermo works Milpas to Canon Perdido so only one from Fwy to Beach
- B.Mandrell: Don't forget that PD has beat officers and patrol officers in the areas
- E.Olsen: We need more cops
- M.Foley: Everything he has heard is that the Liaisons have made a great difference. Two will make even more of a difference
- E.Olsen: They would extend geographically
- S.Aldana: How many Spanish-speaking create problems? Business owners don't create problems.
- B.Mandrell: Plus, Adrian Gutierrez and motor units cover larger area. Liaisons provide focus. Liaisons have also been threatened.  
Allen Bleecker acting Chair at this point.
- (?): Need community service liaisons and enforcement
- E.Olsen: Liaisons will pass out Good Neighbor Policy. The liaisons channel information through Olsen, then Olsen to Casa. Liaisons are NOT enforcement. Known as “yellow shirts”. Business owners have been told they must call '911' for in-process crimes. Chronic offenders should be identified, photo if possible and forwarded to Olsen.
- S.Aldana: What about 'under-cover' liaisons
- E.Olsen: Goal is to have everyone know they are out there. Some already consider liaisons as 'Narcs'. Residents are afraid to call police for a number of reasons: maintain good relationships, fear of retaliation
- C.Maeda: Liaisons are doing a good job
- I.Loza: Communication is the key. Does PD have educational component; FAQ

- o E.Olsen: PD web-site has all information
  - o I.Loza: For educational component, perhaps Town Hall meeting
  - o R.Fox: Definition of CASA – it is not an enforcement organization in the way some people would have it – the community needs to get more educated. CASA can't solve all problems. There needs to be community effort – PD doesn't have resources. "Whack-a-mole" is reality and everyone needs to work together going forward
  - o A.Bleecker: Fermies Auto Body told him that they've never been approached by liaison.
  - o E.Olsen: Two of his liaison reports were from Fermies
  - o S.Aldana: Liaisons on Beachfront, but North of beach being ignored
  - o E.Olsen: Area not ignored, but with additional liaisons better
- 2) Status and review of action items identified in 2004 MATF report (con't)**
- b. Internal Group Assigned Actions**
- c. 2004 Issues outstanding**
- o A.Bleecker: referred group to "Milpas Action Task Force Reconciliation of 2004 Issues for Prioritization" created in July 2011 by Milpas Community Association.
  - o Page 3: defecation, urination (assigned to: Waterfront Dept), Public impression of lower Milpas St., Safety, Crime (assigned to: City, Casa Esperanza), Lack of adequate lighting (assigned to City-Public Works, RDA, Waterfront Dept.), littering, street cleaning (assigned to City-Public Works, RDA, Waterfront Dept.)
  - o Page 1: Public drunken behavior, intimidation, unruly behavior (assigned to City, Casa Esperanza)
  - o S.Byrne: Have provided group monthly report showing drunken public behavior, pictures, stings but legal action and enforcement are required. City Attorney involvement. No enforcement of open container law – there must be some action the team can take.
  - o E.Olsen: He tell the group the same thing he said when he met with DO [Downtown Organization]. The PD will respond and do anything legal within their power. The D.A.s and City-elected are failing us. What PD can do is so finite. DA, City Attorney/Council/BOS and Courts are 'hand-cuffing' PD enforcement. Judge Herman has reduced misdemeanors to 'infractions' and people receiving those just tear them up – they have no 'sting'. Enforcement of the open container law is almost impossible because the PD has to witness consumption. PD can no longer arrest for public urination because State law #374.3 was 'thrown out', then the City suggested using #370 (actions that shock public consciousness), then the DA said PD can't use #370. City Attorney can institute Municipal Code change.
  - o S.Byrne: Set up meeting including Joyce Dudley, Judges, County Supervisors Carbaljal and Wolf.
  - o E.Olsen: Officials need to realize COST to tax base. There was a suggestion to place locking covers over public phone/electronics recharging plugs. City won't do this because it would impact Farmer's Market participants.
  - o S.Byrne: Let's try a meeting. We are an ACTION Task Force. We should take action.
  - o M.Foley: The approach should not be all negative – acknowledge that good and positive actions have been taken. Group will go backwards if the meeting becomes a gripe session and focus is only on negative. He will participate in meeting if it is not focused only on the negative.
  - o S.Byrne: We are trying to make positive changes and we are running into some hurdles. Progress has been made but more help is needed
  - o M.Foley: Will take lead to speak to Dudley and Carbaljal
  - o A.Bleecker: Contact Supervisor Wolf
  - o Both Foley and Bleecker: contact Courts
  - o S.Byrne: Invite to next meeting. She will contact City Attorney (Wiley) and Councilmember Murillo
  - o E.Olsen: State is releasing criminals – felons. He will invite Sheriff Brown. This should be a 'focus session' the tools PD use are moving, civil assessment of the courts. They make changes and the PD isn't even notified. Everyone in the City feels the effect, not just Milpas community. Focus on street level.
  - o R.Venegas: The group should develop a concise impact statement
  - o R.Fulmer: Next month probably not the best time due to summer vacations. The group should determine 3 specific topics
  - o S.Byrne: Impact statement created online, edited virtually by group.
  - o ILoza: Sgt. Olsen could communicate with Colleen Maxwell (Restorative Court)
  - o (?): Judge Hill, is the presiding judge
  - o S.Byrne: She will speak to Councilmember Murillo who can then bring in the Mayor. Meeting should probably be the August MATF meeting, but we need to be flexible. Talk to people first
  - o ILoza, MFoley and E.Olsen will talk to Judge Maxwell and will determine which judge should be approached
  - o M.Foley: Very specific things can be done to affect change: Black plasticized fencing on 101 going N on right hand side. Cleaning out behind Rabobank helped tremendously. Alcohol sales. It's good that we are working on that, but if we don't track outcomes of actions we don't know if they work

Consensus to Adjourn - Meeting was adjourned by A.Bleecker at approximately 11:40 AM.

**Next Meeting: July 17, 2012**

Minutes submitted by DRandolph  
These minutes may not be construed as transcript.  
Submit Feedback to [drandolph@santabarbaraca.gov](mailto:drandolph@santabarbaraca.gov)

MEETING MINUTES  
MILPAS ACTION TASK FORCE

Tuesday, July 17, 2012  
Franklin Center  
10:00 a.m. -- 11:30 a.m.

**Attendees:**

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Alan Bleecker  
 Capt. David Whitham  
 Brent Mandrell  
 Bruce Giffin  
 Dave Tabor, Acting Chair  
 Deirdre Randolph  
 Ed Olsen  
 Imelda Loza  
 Jenaro Valdez  
 John Dixon  
 Julianna Reichard  
 Mike Foley

Nicole Menegon  
 Pat McElroy  
 Ricardo Venegas  
 Rick Fulmer  
 Ron Fox  
 Sebastian Aldana  
 Sharon Byrne

**Guests:**

F. Hotchkiss, City Council member  
C. Murillo, City Council member  
Eric Friedman, representing County Supervisor Carbajal  
Sue Gray, City CD BS Mgr  
Alex Jones, Milpas neighborhood

**1. Call to order: 10:05 a.m.**

**2. Public Comment: (re: Items not on agenda) none**

**3. Review of June 19, 2012 Minutes:**

- A. June 19, Good Neighbor Report (GNR) tied to minutes had a few corrections including additional clarification of "Milpas Corridor Casa Esperanza/Restorative Collaboration" section of the report.

**Suggested Action: Submit an amended/corrected report for the record**

- B. The minutes state that the Good Neighbor Policy (GNP) was previously approved by MATF, so if GNP was "*previously approved*", the modified version would "require" approval by MATF.

**Suggested Action: None**

- C. Page 4 of minutes, clarification by Sgt. Olsen: Partners working within enforcement, government, legal, judicial systems should be flexible to meet needs. The current infrastructure PD relies upon can't meet the output. Sgt. Olsen suggested someone from the MATF contact a representative from the SB Sheriff's Department if they wish to have them present at any future meeting. Based on recommendations from MATF, Sgt. Olsen has asked the 2 Community Service Liaisons assigned to the beachfront area to spend 80% of their patrol time in and around the shelter area for the next 6 to 8 weeks.

**Consent: Approve and file June 19, 2012 minutes (with Item C clarification) and with revised GNR (to follow).**

Request to Chair: Change order of agenda and discuss Item 5.

**5. November Minutes Discussion – Mike Foley:**

To date, the MATF has not approved the November 2011 minutes. A. Bleecker provided M. Foley an audio recording so that Foley could obtain/provide full transcription of the November meeting. The tape/transcription turned out to cover the October meeting, not November. S. Byrne was able to isolate all but first 20 minutes of November meeting on the recording device and could provide a CD of section recovered. B. Giffin offered to pay for another transcript from the same company. After further discussion, the group agreed not to take the time or go to the expense of another transcript.

**Consensus: The November 2011 minutes are not an official record of the meeting due to numerous inaccuracies in the narrative and attributed quotes. Summary shall be provided by D. Randolph for the next meeting.**

Discussion: The November minutes issue underscores the need to have summary minutes. Requiring such detailed minutes, in the form of a pseudo-transcription of comments, is problematic. Creation of these type of minutes is time

intensive and has in the past lead to contentious and lengthy discussions as to 'who said what'. Typically, meeting minutes are a review or summary of agenda items and actions approved during a meeting.

**Consensus: Try the summary model for future MATF minutes.**

**4. Casa Esperanza Good Neighbor Report – removed from consent – Mike Foley:**

**Question to MATF: What would they like to have reported in the Good Neighbor Report?**

Casa Esperanza has new data collection software that will enable them to report complaints (with resulting actions taken) and also report actions Casa takes that are proactive (not generated by complaint). Casa is required to respond to and deal with each complaint. Items that could be included in the report are statistics on loitering and nuisances, and Casa follow-up. The report could differentiate between Casa "residents" and those who may just be receiving services. Group referred to the "Transient Statistics" obtained from Fess Parker's Double Tree Resort which was included as an attachment to the meeting packet. Fess Parker's staff reported transient contacts per quarter. Definition of the term "contact" not provided. It was suggested that including similar statistical reports in the GNR would be helpful.

A member had heard that phone calls to Casa not answered. Casa has not received a complaint, but it is possible that a frustrated caller wouldn't call back to complain thinking that call wouldn't be answered. About two and one-half months ago, Casa Esperanza had a new phone system installed. There is a message system in place. Staff reviews all recorded messages and all phone messages and complaints are addressed.

Clarification to attachment to GNR: Milpas Corridor Casa Esperanza/Restorative Collaboration

118	# SBPD identified as homeless covering all of Santa Barbara
56	of 118, # that had some type of contact with Casa Esperanza w/in past 3 years
62	of 118, # that had no contact with Casa Esperanza w/in past 3 years
<b>56</b>	<b># that had some type of contact with Casa Esperanza w/in past 3 years</b>
29	of 56, # receiving Day Center services as of June 14, 2012
3	of 56, # living at Casa Esperanza as of June 14, 2012
<b>17</b>	<b># PD identified as committing nuisance crimes in the Milpas area</b>
5	of 17 identified as committing nuisance crimes in the Milpas area, # that had -0- contact with Casa Esperanza w/in past 3 years
1	of 17 identified as committing nuisance crimes in the Milpas area, # that are currently housed
1	of 17 identified as committing nuisance crimes in the Milpas area, # currently jailed
5	of 17 identified as committing nuisance crimes in the Milpas area, # identified as currently receiving services at Casa Esperanza
5	of 17 identified as committing nuisance crimes in the Milpas area, # identified as not currently receiving services (but have received services in past 3 years)

Discussion: What happens to the 5 identified as committing nuisance crimes in the Milpas area and receiving Casa Esperanza services? PD has no legal authority in regard to the GNP; however, Casa Esperanza and PD will discuss possible actions and determine what is best for community. Casa may end their relationship with a perpetrator, but the community relationship continues. Some perpetrators may connect with Restorative Police/Court, however many may not due to limited resources.

The meeting table had an aerial map of the Milpas corridor. "Catchment Area" for Milpas includes beachfront North to Canon Perdido, and expands west to Mason. The term "catchment" sounded dehumanizing to a member of the group who expressed a preference for use of "neighborhood".

**Consensus: at next meeting, MATF members will provide more feedback on what they want reported in GNR**

## **6. Executive Director Report – Mike Foley:**

Casa is always willing to go and work with business when they receive a complaint. They try to confirm if Casa client via picture, description or from ticket, if issued. The MATF previously established a protocol “Helpful Tips” for responding to neighborhood problems. That protocol is the baseline. Casa doesn’t always report complaints to police if action was not criminal. Businesses in high traffic areas have higher needs; therefore, they have a different phone tree list than other less impacted businesses.

Discussion: Those businesses that have higher needs include the Circle K, The Habit – generally those within short walking radius of Casa Esperanza. Casa has been doing cleanup and outreach for seven years. The aerial map was used to show the range of the Step-Up Team and the area covered by Casa’s safety counselor, as the areas they cover are different. The Safety Counselor covers a smaller area more immediate to Casa. This position is staffed 8.5 hours/day 7 days per week. The Step-Up Team also goes out 7 days per week and covers a wider area. Imelda Loza offered to provide another map to clarify. Casa previously promised they would extend their response up to Canon Perdido and work closely with Restorative Police and they have delivered on that promise; however, the Milpas community must not assume that Casa has the staffing to patrol the entire corridor without additional allocation of resources. There was a request for the job description of the Safety Counselor.

**Per Request: Casa Esperanza will provide job description for Safety Counselor.**

## **7. Brief Check-in – SBPD – Capt. Whitham:**

The City Attorney is crafting a municipal ordinance regarding public urination. This problem is not limited to homeless or transient population but also college students. Councilmember Murillo offered to speak to City Attorney and offered help in the form of political pressure. Capt. Whitham was appreciative, and assured the group that he is in contact regularly with the City Attorney.

The Santa Barbara Restorative Policing program pulled from other similar programs and developed one that best fit Santa Barbara. Other area jurisdictions view Santa Barbara program as model.

Discussion:

Bathroom availability would be helpful. Some members recounted incidents that they had witnessed along Milpas corridor. How best to report perpetrators? As has been discussed before, the best idea is always to call police with as much information as possible -- especially on egregious violators. Pictures help. Based upon reports, the police can target enforcement and provide statistics. Liaisons can encourage affected property/business owners to call police.

Beach businesses (for instance, Doubletree) want response from PD. It is important to keep public spaces in use for wholesome activities. The best way to keep the ball-field and bathhouse areas nice is to use them. There hasn’t been one new user of the Cabrillo Ballpark. As previously reported, the owner of Santa Barbara Inn offered to put in an outdoor gym.

**Ricardo Venegas will follow up with Parks & Recreation Dept.**

The idea of a ‘Sit/Lie’ ordinance for Milpas discussed again.

**Information previously provided to MATF will be emailed to C. Murillo.**

## **8. Client Confidentiality vs. Need for Transparency in Reporting Criminal Activity – Mike Foley:**

Because they must obtain a TB clearance, a Casa Esperanza client’s identity is protected under the federal HIPAA Privacy Rule. Only PD can look at hotel/motel/shelter records and Casa Esperanza always cooperates with PD. A member held up a photo and asked if the person in the picture was a Casa client. The HIPPA Privacy rules again explained.

**Future Good Neighbor Reports will report resulting consequences to client if involved in a reported incident.**

## **9. Planning Session: August Multi-Jurisdictional Meeting: Enforcement Tools for Public Inebriation, Drinking, and Urination as Infractions - All:**

Discussion:

Should meeting cover more than Milpas because the meeting topics are problems extend beyond Milpas? If the group wants to include City and County, a community-wide public forum may be a good idea. A homeless collaborative is forming which will address these and other issues. Perhaps the meeting should be postponed until the collaborative is operational because it will include people with key leadership roles including council members, county supervisors. The Assembly law that decriminalized public drinking and public urination affects entire area. What affects the Milpas area affects entire area. Any answers developed in Milpas meeting could "spill over" to other affected areas. Develop solutions here.

**Consensus: Special MATF Meeting "Solutions to New Laws": August 29, 2012 @ 10:00 a.m. Franklin Center**

**10. Planning Commission Report for MATF – All:**

Casa Esperanza is preparing the report to Planning Commission September 20, 2012. The report includes a section discussing the MATF. In a past report, an exhibit to the report included all approved MATF minutes. J Reichart and D Tabor are working on MATF section of report and will email draft to members one week before August 21 MATF meeting.

**Consensus: Regular MATF Meeting: August 21, 2012 @ 10:00 a.m. Franklin Center**

**One Agenda item: PC Report**

Consensus to Adjourn – 12:00 p.m.

**Next Regular Meeting: August 21, 2012**

Minutes submitted by D. Randolph

Submit Feedback to [drandolph@santabarbaraca.gov](mailto:drandolph@santabarbaraca.gov)



**SANTA BARBARA POLICE DEPARTMENT**  
**2012 Planning Commission Conditional Use Permit Report - Casa Esperanza**

The Santa Barbara Police Department has completed statistical analysis of calls for service and offense reports involving both part one and part two crimes reported to the Department of Justice through the Uniform Crime Report (UCR). Part one crimes are those offenses considered to be of a serious nature; part two crimes are those considered of a lesser nature and the ones typically associated with transient/homeless issues. It should be noted that not all homeless persons commit crimes and based on the collected data, the police department cannot conclude that all the crimes listed were committed by homeless individuals or are clients of Casa Esperanza. In order to provide better context to the statistical portion of the report, analysis was conducted in three key areas

- Citywide
- Lower Milpas Street corridor
- Casa Esperanza Homeless Shelter located at 816 Cacique Street

The data source for this analysis is derived from calls for service and police department General Offense Reports. In 2008 the Police Department implemented Versadex, a new and updated records management system. Data for offense reports was transferred to the new system however; calls for service data was not available and thus, only records from late 2008 forward are available from this category.

General Offense reports are generated both by calls for service from the public as well as officer self initiated activity, and as such, prove particularly useful when evaluating overall criminal activity in specific geographical zones. The statistical analysis for offense reports spans from 1998 through 2011 and covers a time period prior to the opening of the Casa Esperanza homeless shelter in 1999. The statistical review for calls for service covers a three year time period from 2009 through 2011.

Over a 14 year period, General Offense reports completed by the Santa Barbara Police Department for Part two UCR (lower grade) reportable crimes have increased 4.5% Citywide. In contrast, those same crimes in the lower Milpas Street corridor have increased 174% and have increased substantially at the Casa Esperanza homeless shelter, 950%. It should be noted that the substantial increase in percentage in actual numbers at Casa Esperanza is only 10 offenses in 1999 to 105 in 2011 or approximately 9 per month.

Over that same 14 year period, General Offense reports completed by the Santa Barbara Police Department for Part one UCR (serious) reportable crimes have decreased 3% citywide. In contrast, those same crimes in the lower Milpas Street corridor have increased by 150% and have increased at the Casa Esperanza homeless shelter, 116%. It should be noted the increase in part one crimes at the shelter in terms of actual numbers is 6 in 2000 (no part one crimes were reported in 1998 or 1999 at 816 Cacique) to 13 in 2011.

Over the three year period from 2009 to 2011, calls for service from the public received by the Santa Barbara Police Department have decreased by 2.6% Citywide. Likewise, calls for service in the lower Milpas Street corridor have decreased by 11.5%. In

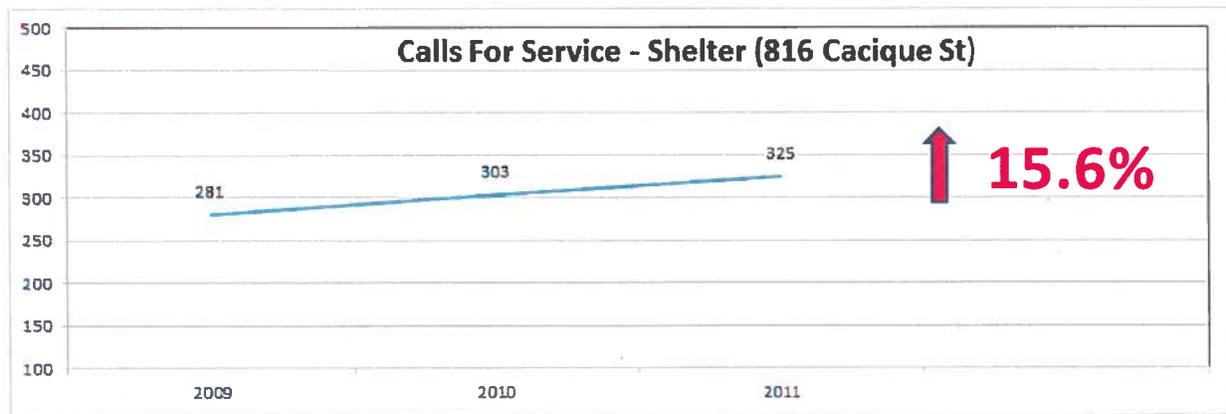
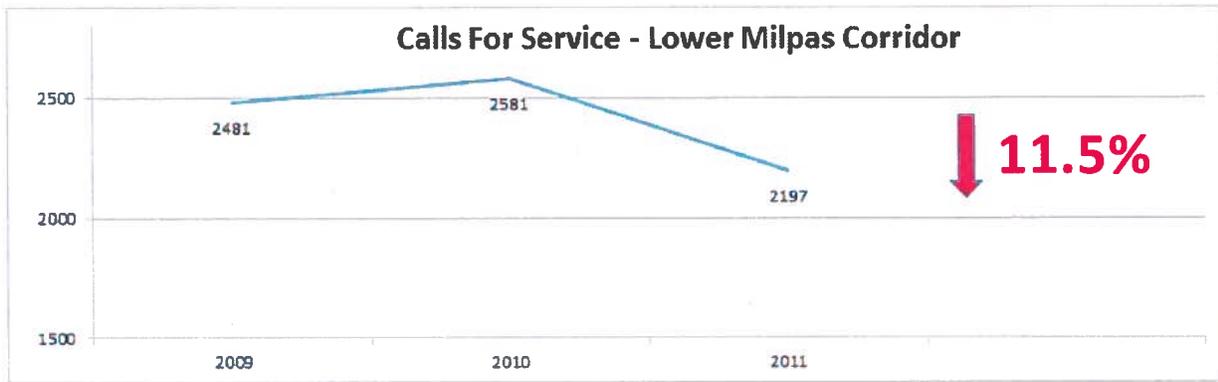
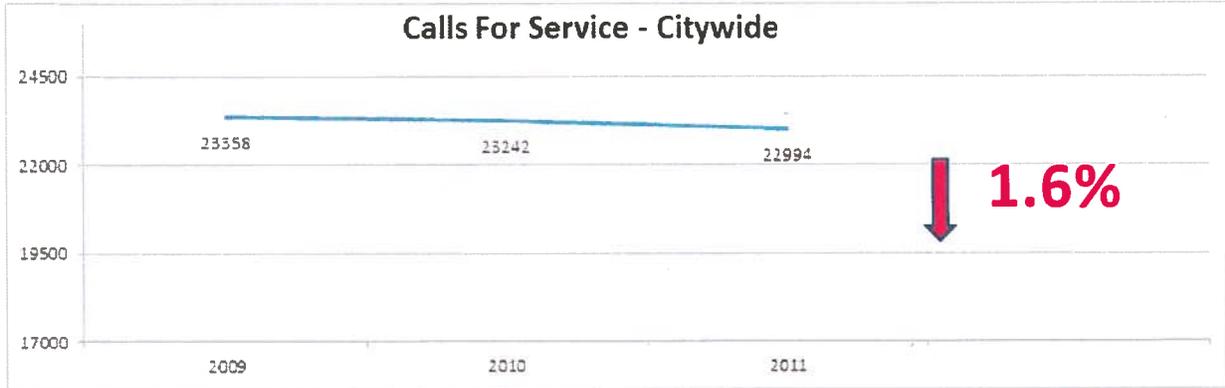
contrast, calls for service at the Casa Esperanza homeless shelter have increased by 15.6%; 281 CFS in 2009 to 325 CFS in 2011. It should be noted that the police department encourages staff at Casa Esperanza to call and generate a call for service when a criminal issue arises at the shelter; Casa staff has been responsive in this partnership with the police.

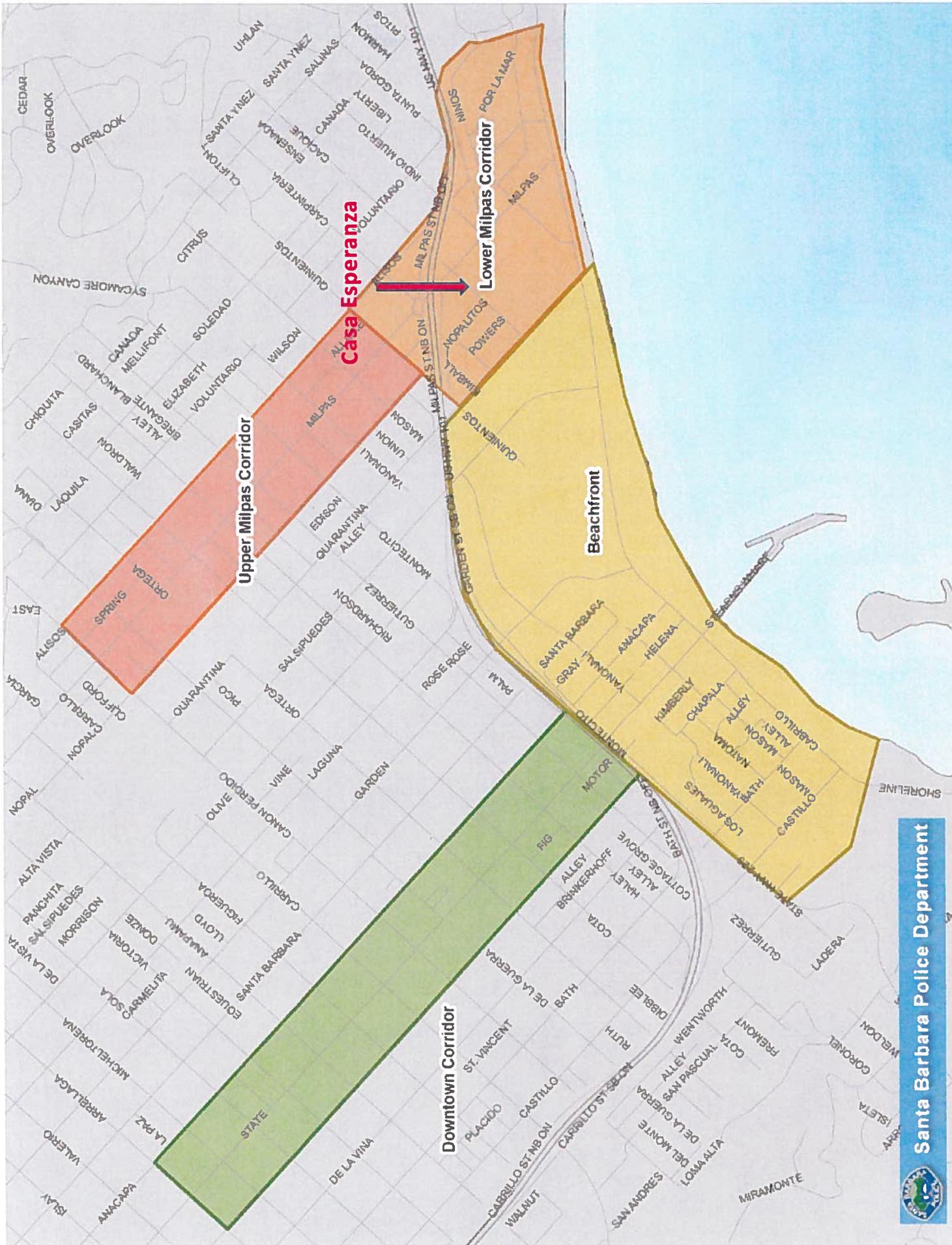
It should also be noted that in the past it has been necessary for the Santa Barbara Police Department to deploy officers into the lower Milpas Street corridor to address complaints from the public regarding homeless related criminal activity. Redeployment of officers would immediately cause an increase in officer self initiated activity involving the suppression of homeless related crime, thereby causing an increase in Offense Report data. Offense reports support the conclusion that homeless related crime in the lower Milpas Street corridor has fluctuated over the years while trending upward. The same could be said for calls for service from the public although with only three years' worth of data the upward trend is not as pronounced.

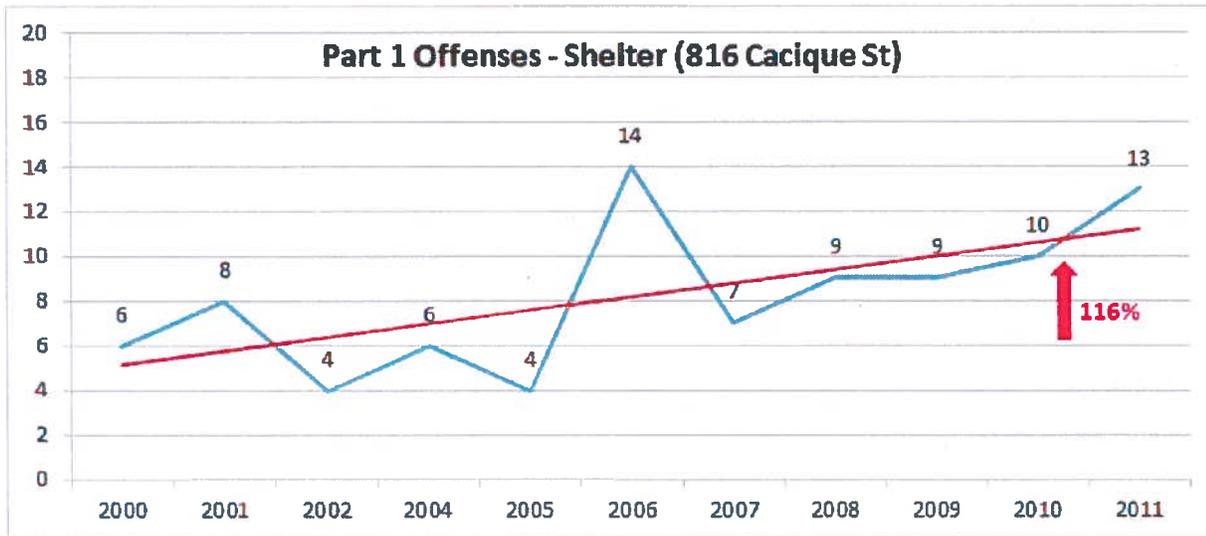
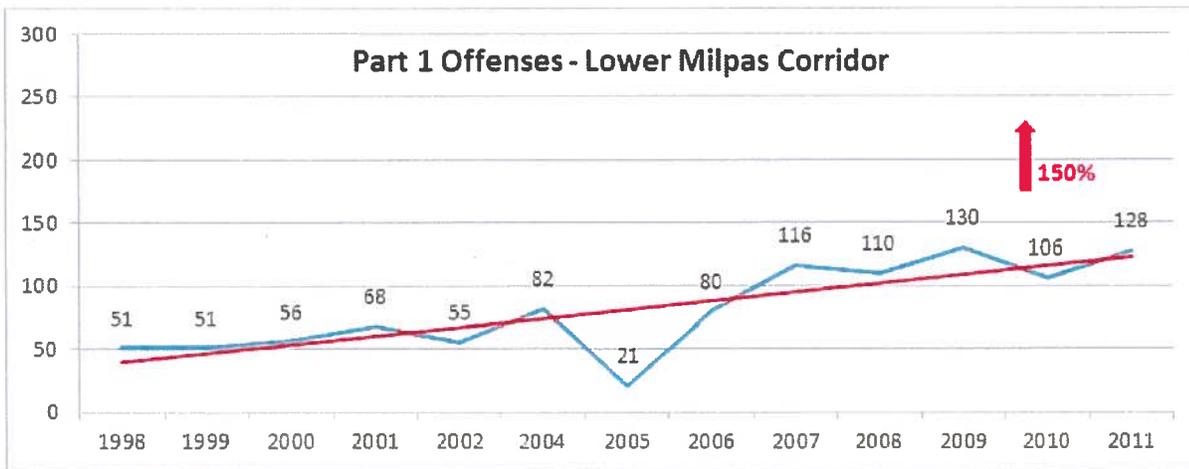
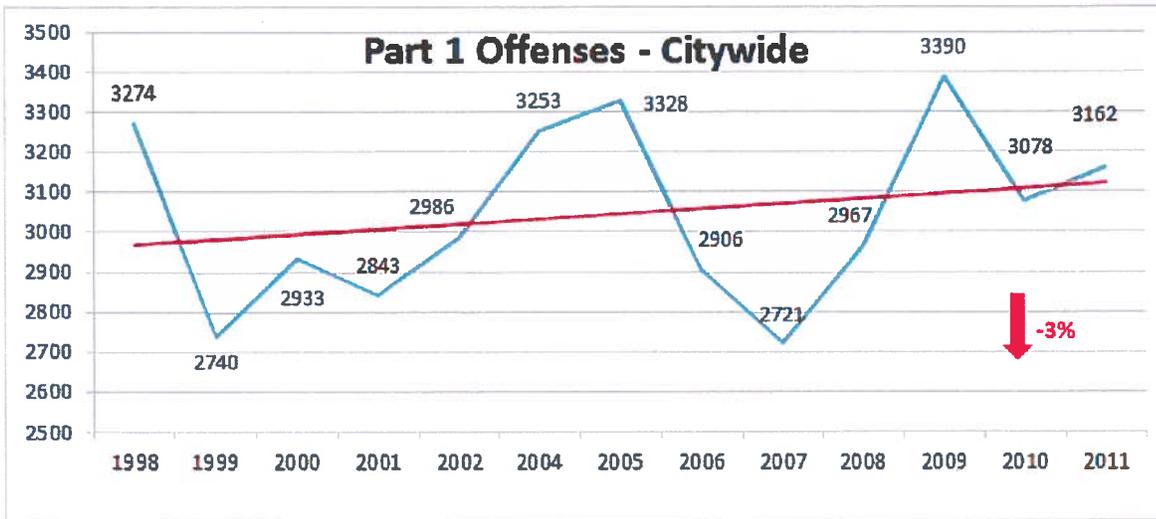
On a monthly basis, the police department staff conducts COMPSTAT meetings designed to analyze a wide variety of information on crime trends in an effort to most efficiently deploy resources to problem areas. With the accurate data our Versadex system provides, COMPSTAT has become the primary tool for the police department to keep our finger on the pulse of the community. We will continue to monitor trends in an effort to maximize deployment strategies.

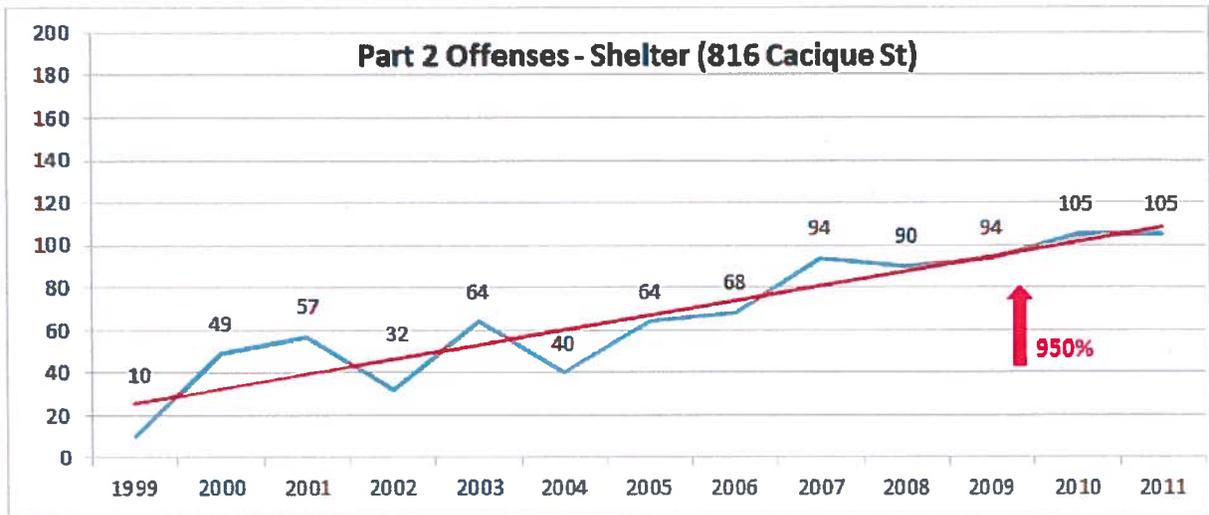
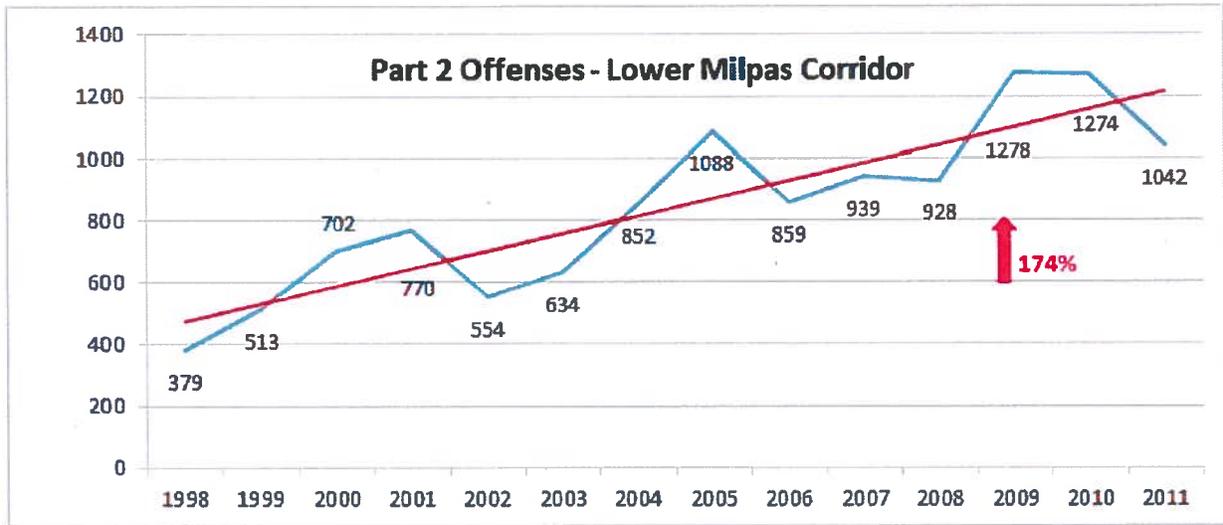
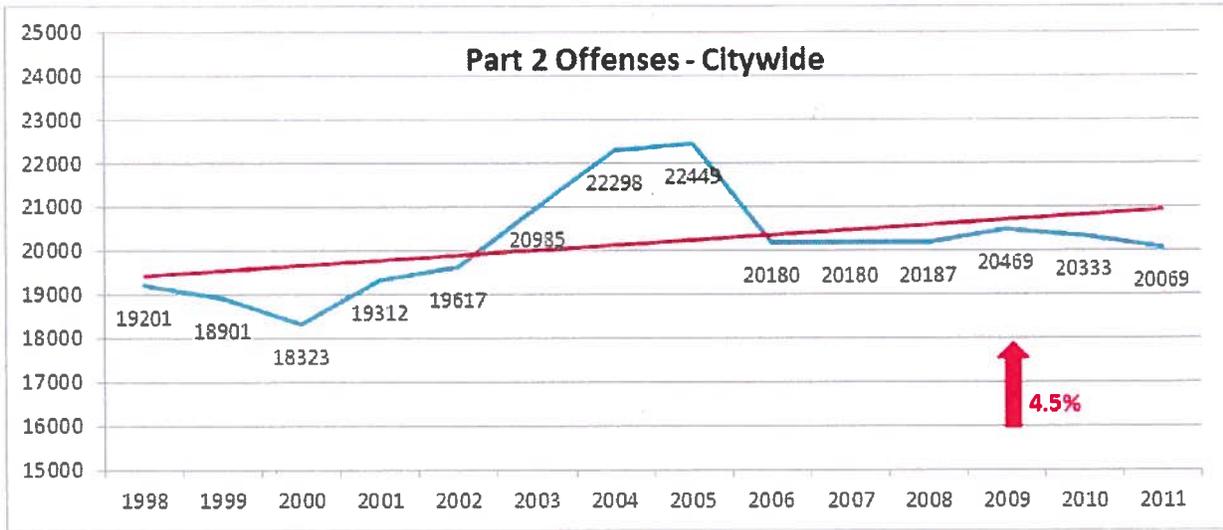
With the introduction and recent expansion of the police department's Restorative Policing program, we are taking proactive, forward strides to mitigate homeless issues citywide. This multi-faceted effort pulling together various agencies' resources in a collaborative effort is showing measurable success and we expect this program to continue on as a model for other agencies.

It is the intention of the Police Department to continue to monitor relevant data relative to the area of 816 Cacique Street and the lower Milpas corridor and compare it with citywide statistics. We will continue to post monthly crimes statistics on our website for review by the Planning Commission, Casa Esperanza, the Milpas area business association and the public at large. The Police Department acknowledges the efforts by Casa Esperanza staff calling us to respond to their location in a collaborative effort to resolve issues in their general vicinity.









Sequence order for SBPD PowerPoint presentation.

Slide 1:

City Reports – Police Department

- Methodology
- Geographical Areas Covered
- Offense Reports
- Calls for Service
- COMPSTAT
- Restorative Policing
- Area Trends

Slide 2:

Include the corridor map as a full slide

Slides 3-11:

Include the graphs in the following order:

- Part 2 offenses – citywide
- Part 2 offenses – Lower Milpas corridor
- Part 2 offenses – Shelter
- Part 1 offenses – citywide
- Part 1 offenses – Lower Milpas corridor
- Part 1 offenses – Shelter
- Calls for service – Citywide
- Calls for service – Lower Milpas corridor
- Calls for service – Shelter

Slide 12: Include a slide opening up our presentation to any questions

# Santa Barbara Restorative Policing Executive Planning Team

*"Serving Our Community One Person at a Time"*

## Purpose

The purpose of the Restorative Policing Executive Planning Team is to plan, implement, support and maintain the Restorative Policing Program in Santa Barbara.

## Background

People who are homeless, or at risk of homelessness, and coping with mental illness and/or substance abuse issues, traditionally face significant barriers in accessing treatment and finding support necessary for long-term recovery. These obstacles often lead to a perpetual cycle of arrest, jail time, and minimum treatment without long-term supportive services, resulting in a relapse leading to further arrests. The Santa Barbara Police Department and helping agencies often deal with people trapped in this cycle and want to continually increase the level of collaboration between agencies. Community leaders have implemented an innovative and hopeful approach, by forming a Restorative Policing Team. This team, made up of local agencies, including police officers and service providers, has come together to help people dealing with these issues link with appropriate support and treatment services, one person at a time.

## Goals

- Create a coordinated case management team consisting of members from CBOs, County Agencies and the Santa Barbara Police Department within a public service collaborative. Develop linkages that restore individuals to health, offering support and access to appropriate resources, while guiding the client to maintain stable housing.
- Reduce harm to the individual and the community while respecting individual liberties and due process.
- Maintain public safety.
- Promote accountability and individual responsibility.
- Increase community awareness and involvement.
- Shape services based on the needs of the individual.

## Objectives

- Develop a coordinated service delivery model focused on a rehabilitative and recovery approach rather than only on incarceration and recidivism.
- Cultivate a culture that moves away from stigmatization towards community support and inclusion.
- Develop and provide education to the community and providers; expanding options for managing the needs of these individuals.

⊙ Santa Barbara  
Police Department

⊙ Santa Barbara County  
Alcohol, Drug and  
Mental Health Services

⊙ Santa Barbara County  
Public Health Department

⊙ Mental Health Association  
in Santa Barbara County

⊙ Santa Barbara County  
Public Defender

⊙ Santa Barbara County  
District Attorney

⊙ Santa Barbara County  
Sheriff's Department

⊙ Family Services Agency

⊙ Santa Barbara County  
Department of Social  
Services

⊙ Santa Barbara  
County Probation  
Department



# City of Santa Barbara California

## CITY OF SANTA BARBARA PLANNING COMMISSION

### RESOLUTION NO. 008-09

816 CACIQUE & 110 S. QUARANTINA STREETS

AMENDMENTS TO CONDITIONS OF APPROVAL FOR PRIOR RESOLUTION 051-04

MARCH 26, 2009

**APPLICATION OF MIKE FOLEY, EXECUTIVE DIRECTOR OF CASA ESPERANZA, 816 CACIQUE STREET AND 110 SOUTH QUARANTINA STREET, APNS 017-240-021, 017-113-035 & 071-113-034, M-1, LIGHT MANUFACTURING, C-2, GENERAL COMMERCE AND S-D-3, COASTAL OVERLAY ZONES, GENERAL PLAN DESIGNATION: INDUSTRIAL(MST99-00432).**

The proposed project involves amendments to the Conditions of Approval per Planning Commission Resolution No. 051-04. The proposed amendment involves an increase in the capacity of the Year-Round Shelter by 40 beds for a 90 day period from April 1, 2009 through June 30, 2009 (140 beds total).

Amendments to the following discretionary applications are required for this project:

Amendment to Conditional Use Permit conditions that allow a quasi-public use (§28.94.030.W).

The Environmental Analyst has determined that the project is exempt from further environmental review pursuant to the California Environmental Quality Act Guidelines Section 15301(e).

**WHEREAS**, the Planning Commission has held the required public hearing on the above application, and the Applicant was present.

**WHEREAS**, 11 people appeared to speak in favor of the application, and 9 people appeared to speak in opposition thereto, and the following exhibits were presented for the record:

1. Staff Report with Attachments, March 19, 2009
2. Site Plans
3. Correspondence received in support of the permit:
  - a. Bonnie Raisin, via email
  - b. Glen Mowe, via email
  - c. Randy Sunday, Sarah House, via email
  - d. Maureen Earls, CLUE, via email
  - e. Nancy Rowan, CLUE, via email
  - f. Sara Miller McCune, via email
  - g. Sharon Brownnett, via email

**EXHIBIT D**

- h. Cath Webb, via email
  - i. Roger E. Heroux, via email
  - j. Ellen M. Goodstein, Esq., via email
  - k. Roslyn Scheuerman, via email
  - l. Alex Lambrous, Esq., via email
  - m. Robert Pearson, Housing Authority of Santa Barbara, via email
  - n. Petra Lowen, via email
  - o. Bette Farrell, via email
  - p. Kathleen Baushke, Transition House, via email
  - q. Bernadette Murphy, submitted at hearing
  - r. Neighborhood petition submitted at hearing with 114 signatures
4. Correspondence received in opposition to the permit or with concerns:
- a. Peter Neuhaus, via email
  - b. Mike, via email
  - c. Melinda Werner, via email
  - d. John Dixon, Tri-County Produce, via email
  - e. Chris Kamen, via email
  - f. Holly Walters, via email
  - g. Jim Neuman, via email
  - h. Mark Romasanta, Harbor View Inn, via email
  - i. Sylvie Loebach Monsivais, Harbor View Inn, via email
  - j. David Burkholder, Neighborhood Corner Bar & Grill, via email
  - k. Harry Kazali, Days Inn, via email
  - l. Paula Westbury, Santa Barbara, CA
  - m. Paul Bullock, The Eagle Inn, Santa Barbara, CA
  - n. Rolland and Barbara Fitzgerald, Santa Barbara, CA
  - o. Mary Ellen Tiffany, submitted at hearing

**NOW, THEREFORE BE IT RESOLVED** that the City Planning Commission:

- I. Approved the subject application making the following findings and determinations:
  - A. The use is deemed essential and desirable to the public convenience and welfare and is in harmony with the various elements and objectives of the Comprehensive General Plan. The Day Center and Shelter will expand its important services to Santa Barbara's homeless population in a permanent location. The temporary expansion of 40 beds to the Year-Round Shelter is in response to the worsening economic crisis, and keeping the vulnerable homeless population off the streets is essential and desirable to the public welfare, as it will reduce the suffering of this homeless population. Further, the expansion of the existing use would be in harmony with the General Plan Land Use Designations of Industrial and Commercial.
  - B. The uses will not be materially detrimental to the public peace, health, safety, comfort and general welfare and will not materially affect property values in the particular neighborhood because the project will provide a place where the homeless can sleep without loitering in the neighborhood. Casa Esperanza staff and volunteers will continue to work with the homeless and neighboring businesses, through the Milpas Action Task Force, the Step Up clean up crew and the Streets Outreach program, to reduce neighborhood impacts caused by the homeless populations.
  - C. The total area of the site and the setbacks of all facilities from property and street lines are of sufficient magnitude in view of the character of the land and of the proposed development and use. Significant detrimental impacts on surrounding properties are avoided because the project meets the requirements of the M-1 and C-2 zones, and the area where facility users gather is set back and screened from the surrounding properties.
  - D. Adequate access and off-street parking is provided in a manner and amount so that the demands of the development for such facilities are adequately met without altering the character of the public streets in the area. Most of the facility users will not drive. The parking demand for all current activities at Casa Esperanza, including the Year-Round shelter, Emergency Winter Shelter (330 beds total) and Day Center was previously calculated to be met with a total of thirty-three (33) spaces (twenty (20) spaces provided off-site). The temporary increase in the year round capacity, through June 30<sup>th</sup>, to 140 beds will not exceed the parking demand of the overall approved project.
  - E. The appearance of the developed site in terms of the arrangement, height, scale and architecture of the building, location of parking areas, landscaping and other features is compatible with the area since the building and provision of landscaping have improved its appearance and made it more consistent with recent buildings in the area, such as the Fire Station, and with the overall character of the industrial and commercial area.
- II. Said approval is subject to the following conditions:

- A. **Recorded Agreement.** The following conditions shall be imposed on the use, possession and enjoyment of the Real Property and shall be documented in a written instrument which shall be reviewed as to form and content by the City Attorney, Community Development Director and/or Public Works Director. Owner shall record the approved document with the Office of the County Recorder.
1. **Uninterrupted Water Flow.** The Owner shall provide for the flow of water through the Real Property including, but not limited to, swales, natural watercourses, conduits and any access road, as appropriate. The Owner is responsible for the adequacy of any drainage facilities and for the continued maintenance thereof in a manner which will preclude any hazard to life, health or damage to the Real Property or any adjoining property.
  2. **Recreational Vehicle Storage.** No recreational vehicles, boats or trailers shall be stored on the Real Property (although recreational vehicles that belong to shelter occupants may be parked on-site overnight or during the day).
  3. **Landscape Plan Compliance.** Owner shall comply with the Landscape Plan as approved by the Architectural Board of Review (ABR). Such plan shall not be modified unless prior written approval is obtained from the ABR. The landscaping on the Real Property shall be provided and maintained in accordance with said landscape plan.
  4. **Water Rights Assignment.** Owner shall assign to the City of Santa Barbara the exclusive right to extract water from under the Real Property.
  5. **Allowed Development.** The development of the Real Property is limited to 25,392 sq. ft. of building area.
    - a. **Day Center Operations/Community Kitchen.** Owner may operate a day center on a daily basis. Day center operations shall be limited to a maximum of eighteen (18) staff and volunteers. A noon-time meal may be served daily to up to 200 clients. All meals served from the real property shall be consumed on the real property. The applicant shall report back to the Planning Commission, in 45 days of approval (3-26-09), the progress on exploration with other agencies in the community for alternative food service locations.
    - b. **Emergency Shelter.** From December 1 through March ~~15~~31, Owner may operate an emergency shelter on the real property with up to 230 beds, with a monthly average of no more than 200 beds. At the request of the shelter operator, the Community Development Director may extend the duration of the emergency shelter operation due to cold and/or rainy weather. Notice shall be given to the neighborhood by means of the Milpas Action Task Force no later than 48 hours prior to a change in schedule.

- c. **Shelter Operations.** From ~~March 16~~ April 1 through November 30 of each year, Owner may operate a shelter on the real property with up to 100 beds. From April 1, 2009, through June 30, 2009, Owner may operate a shelter on the real property with up to 140 beds.
  - d. **Detoxification Program.** Owner may operate a residential non-medical based detoxification program for up to 12 clients with a maximum stay of 14 days.
  - e. **Parking/Bicycle Storage and Access.** At all times, Owner shall provide a total of 33 parking spaces for use by staff, volunteers and clients. Thirteen spaces shall be provided on-site at 816 Cacique Street and twenty spaces shall be provided off-site at 110 S. Quarantina Street. The off-site parking lot shall be reserved for use by staff and volunteers and, secondarily, clients. If this off-site lot is needed at night, it shall be used for overnight staff parking. Signs shall be provided at the on-site parking entrances directing users to the off-site parking lot when on-site parking is full, subject to review and approval under the Sign Ordinance. Secure bicycle storage for sixty (60) bicycles shall be provided, subject to review and approval by the Transportation Planning Manager. Include a door that provides access to the rear of the building that does not exit through the kitchen for the purpose of providing access to bicycle storage.
  - f. **Increases to Meet Critical Need.** Upon a written determination by the Chief of Police (or his designee) that the shelter bed limitations contained herein need to be exceeded in order to provide adequate and safe shelter to homeless individuals within the City due to weather related conditions or concerns related to public safety, the bed limitations contained herein may be exceeded by an amount not to exceed ten percent (10%); provided, the determination of the Chief of Police is provided to Owner and to the Milpas Action Task Force within 48 hours of its issuance and each such determination shall be valid only for a period of seven (7) days.
  - g. **Fielding Institute Study.** The applicant shall provide an update within 45 days (of March 26, 2009) to the Planning Commission on the status of a Fielding Institute Study being done in cooperation with the City Police Department examining the frequency and nature of police contacts and problems in the vicinity of the shelter with the different populations served at the shelter (i.e. clients in the evening program versus clients in the day program). The update shall include the study's expected completion date.
6. **Lighting.** Exterior lighting shall be provided on both properties and shall be consistent with the City's lighting ordinance. No floodlights shall be allowed. All lighting shall be directed toward the ground.

7. **Tree Protection.** The street trees within the City's right-of-way shall be preserved and protected.
8. **Transportation Demand Management.** The following alternative mode incentives shall be incorporated into the project to reduce traffic impacts caused by the project. Such provisions shall be included in the lease/rental agreements of future tenants as a required "Transportation Management Plan." A copy of the clause in the lease/rental agreement needed to comply with this condition shall be provided to the Community Development Director and Transportation and Parking Manager.
  - a. **Bus Passes.** Owner or all employers shall contact the Metropolitan Transit District (MTD) to purchase bus passes or the equivalent for their employees and clients. These passes or tokens shall be provided free of charge to employees and clients who request them for travel to and from the facility. Notice of the free passes shall be provided to existing employees and new employees when they are hired and clients by posting signs in the facility. A copy of the contract with MTD shall be provided to the Transportation Planning Manager.
  - b. **Bus Routes and Schedules Posted.** Notice of MTD bus routes and schedules shall be placed and maintained up-to-date in a central (public) location accessible to employees and clients.
  - c. **Ride-Sharing Program.** Employees shall be made aware of the Ride-Sharing Program or similar successor programs administered by the Santa Barbara County Association of Governments or successor agency. The Owner and/or all employers shall have all employees registered semi-annually in the Ride-Sharing Program and shall make every effort to encourage participation in the program.
9. **Neighborhood Communication.** Casa Esperanza shall regularly meet with neighborhood representatives in order to handle issues and concerns regarding its operations. The Milpas Action Task Force (MATF) shall be the forum for these meetings, and shall include representatives from area property owners, businesses, and residents, the City of Santa Barbara, and Casa Esperanza. Meetings may be called by the Owner or the MATF, when determined necessary. The applicant will provide the Planning Commission with an update within 45 days of approval (3-26-09).
10. **Neighborhood Outreach.** Staff of Casa Esperanza shall conduct daily patrols through the neighborhood. This Outreach Program currently includes both sides of Milpas from the beach to Mason Street, and the area between the railroad tracks and US 101, and the Cacique/Quarantina/US101 triangle. This area may be revised by the Milpas Action Task Force in response to local conditions. Because of the area's scope, each segment may not be visited daily, but shall be visited more than once a week. Outreach involves contacting businesses and

residents to hear what is going on. The name and telephone number of a contact person will be distributed along with information regarding where complaints about facility operations may be directed. Any complaints received and the staff response will be logged and made available to the public upon request. The Outreach Program shall also refer businesses and residents to the Police Department for crime prevention assessment. The applicant will provide the Planning Commission with an update within 45 days of approval (3-26-09).

11. **Neighborhood Watch/Patrol.** In addition, the operator shall conduct a neighborhood watch and clean-up patrol within the patrol area defined above by the Milpas Action Task Force. In addition to litter clean-up, the purpose of the patrols is to observe homeless activities in the area, and to enforce the facility's Code of Conduct. The applicant will provide the Planning Commission with an update within 45 days of approval (3-26-09).
12. **Property Maintenance.** The properties shall be maintained in accordance with the approved plans. The applicant will provide the Planning Commission with an update within 45 days of approval (3-26-09).

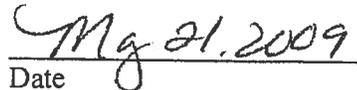
B. **Report to Planning Commission.** Casa Esperanza shall provide progress reports to the Planning Commission every two years, with the next report due in September 2010. Compliance with the conditions of approval and progress in meeting the corrective action objectives in the September 14, 2004 Milpas Action Task Force Report shall be addressed. Discussion of overall operations, statistical information of the numbers of persons served, complaints received and the response to those complaints, and parking demand and utilization should also be included. The Planning Commission reserves the right to further condition the project as necessary to sustain operation.

This motion was passed and adopted on the 26th day of March, 2009 by the Planning Commission of the city of Santa Barbara, by the following vote:

AYES: 3 NOES: 2 (Jacobs, Jostes) ABSTAIN: 0 ABSENT: 2 (Bartlett, Larson)

I hereby certify that this Resolution correctly reflects the action taken by the city of Santa Barbara Planning Commission at its meeting of the above date.

  
\_\_\_\_\_  
Julie Rodriguez, Planning Commission Secretary

  
\_\_\_\_\_  
Date

THIS ACTION OF THE PLANNING COMMISSION CAN BE APPEALED TO THE CITY COUNCIL WITHIN TEN (10) DAYS AFTER THE DATE THE ACTION WAS TAKEN BY THE PLANNING COMMISSION.





# City of Santa Barbara

## Community Development Department

www.SantaBarbaraCA.gov

September 25, 2012

Michael Foley, Executive Director  
Casa Esperanza  
P.O. Box 24116  
Santa Barbara, CA 93121

#### Director's Office

Tel: 805.564.5502

Fax: 805.564.5506

#### Building & Safety

Tel: 805.564.5485

Fax: 805.564.5476

#### Housing &

#### Redevelopment

Tel: 805.564.5461

Fax: 805.564.5477

#### Planning

Tel: 805.564.5470

Fax: 805.897.1904

#### Rental Housing

#### Mediation Task Force

Tel: 805.564.5420

Fax: 805.564.5477

630 Garden Street

PO Box 1990

Santa Barbara, CA

93102-1990

Re: Casa Esperanza Condition Compliance

Dear Mr. Foley:

On July 2, 2012, the City received a complaint alleging that Casa Esperanza was operating in violation of its Conditional Use Permit (CUP) conditions of approval (Planning Commission Resolution No. 008-09). As you are aware, the City has been investigating these allegations, which included review of a written response from you that was received on August 16, 2012, as well as follow-up information received on September 10, 2012.

The City finds that Casa Esperanza is currently operating in compliance with all conditions of approval required as part of the CUP, as outlined in Planning Commission Resolution No. 008-09.

However, please be aware that this finding of compliance is based on Casa's operations over the past two months. There has been a discernable improvement in condition compliance beginning in July 2012, as noted by area residents, local police and identified in your response to the complaint, which outlines changes in operating procedures that were implemented beginning in July 2012. The current level of condition compliance is what the City expects from Casa Esperanza in order to find your operations in compliance with the CUP. In order to remain in compliance with the CUP the level of outreach shall be maintained at the current level, and shall not be just a temporary or short-term improvement in response to a complaint or an upcoming Planning Commission review.

In order to maintain this level of compliance, the City has identified certain operating procedures as the appropriate baseline for determining compliance. We have also identified recommended measures for improved efficiency and transparency in compliance. These requirements and recommendations are outlined below, under the discussion for conditions A.9 and A.10.

The complaint alleged non-compliance with the following conditions of approval:

- A.5 Allowed Development (re: Jail Discharge Program)
- A.9 Neighborhood Communication (re: Milpas Action Task Force)
- A.10 Neighborhood Outreach
- A.11 Neighborhood Watch/Patrol

The following is the City's analysis of each allegation.

**A.5 Allowed Development** – The complaint states that the Jail Discharge Program represents an expansion of the scope of services allowed under the CUP. The Jail Discharge Program involves the creation of discharge plans for homeless individuals who would otherwise be discharged back to the streets. The Jail Discharge Program began operating in November 2009, and is part of the County-wide 10 Year Plan to End Chronic Homelessness and the Restorative Court system. There are

several shelters/programs to which these individuals can be directed, one of which is Casa Esperanza. From June 1, 2011 through May 31, 2012, the Jail Discharge Program assisted 89 people in finding shelter; of those 89 people, 13 were released to Casa Esperanza. The number of Casa clients arriving from jail/prison from July 1, 2008 - June 30, 2009 was 57. The number of Casa clients arriving from jail/prison from July 1, 2011 - June 30, 2012 was 51.

The Jail Discharge Program makes use of existing services at Casa Esperanza; however, the Program's functions and staffing occur at the County Jail and not at Casa, there are no beds at Casa specifically reserved for clients from this Program, and there has been no increase in clients arriving from County Jail as a result of the Program. Therefore, Staff does not consider this Program to be an expansion of the uses approved as part of the CUP.

**A.9 Neighborhood Communication** – With regard to the Milpas Action Task Force (MATF) meetings, the City finds that, while you are in compliance with condition of approval A.9 that requires regular meetings of the MATF, the MATF meetings are not currently achieving the goals originally set forth, and Casa Esperanza representatives play a large role in the effectiveness of these meetings. The complaint states that the MATF has failed to make measureable progress in addressing neighborhood impacts. The City concurs with these concerns and feels that these meetings need to be re-worked so that they provide a meaningful forum for discussion and resolution. We believe that the use of a meeting facilitator will help these meetings be more productive. To that end, the City will work with both the MATF and Casa Esperanza to find a facilitator that is acceptable to both parties. The facilitator will assist in outlining the goals and responsibilities of the MATF, as well as focus on the organization, membership, voting, and general ground rules of the MATF to re-focus on its purpose and improve its productivity and functionality.

**A.10 Neighborhood Outreach** – Compliance with this condition is achieved primarily through the Step-Up team, and secondarily by Casa Esperanza staff. The Neighborhood Outreach Program area includes both sides of Milpas, from the beach to Mason Street, the area between the railroad tracks and US 101, and the Cacique/Quarantina/US 101 triangle, as identified on your map as the "Wider Zone (purple)." Your response letter indicates that the Step-Up Team tries to visit each segment of the Outreach Area twice per week. The conditions of approval require that "each segment shall be visited more than once per week." In order to clarify our expectations for compliance with this condition, the following three "segments" are identified (see attached map):

1. Both sides of Milpas, from Mason Street to US 101;
2. Both sides of Milpas, from US 101 to the beach, including the triangular area east of Milpas Street;
3. The remaining area from Milpas to Quarantina Street, from Highway 101 to the railroad tracks.

Each of these identified segments shall be visited more than once per week.

In accordance with condition A.10, "Outreach involves contacting businesses and residents to hear what is going on." The new Casa Esperanza protocol, as outlined in your letter, is to have the Step-Up team contact at least 10 businesses and/or residents per week. In order to confirm compliance with this condition, there should be at least three documented contacts within each segment, each week. Additionally, the Step-Up team should have adequate supplies, including flyers, such that they can adequately perform their role with respect to compliance with this condition.

Condition A.10 also requires the name and phone number of a contact person to be distributed to businesses and residents. While the main Casa phone number is included in the Do's and Don'ts Letter, which is distributed to businesses and residents within the Outreach Area, and the phone tree number is given to those within the High Traffic Area, it may be less confusing to have a dedicated complaint line. This would assist with tracking complaint calls, and make it more accessible to neighbors. We strongly encourage Casa to find a way to have a dedicated complaint line with one phone number that is available 24-hours/day.

Condition A.10 requires a log of all complaints, and that it be made publically available. We find that you are currently in compliance with this portion of the condition. This log shall be a monthly or at least quarterly part of the MATF meeting, as a means of regular reporting to ensure continued compliance.

Staff finds that the Do's and Don'ts Letter is an appropriate method of compliance with this condition, and that the monthly canvassing, which includes MATF flyer distribution, is an important part of compliance with this condition and shall be required moving forward.

City staff finds that your daily outreach in the identified High Traffic Area is appropriate for that area and in compliance with the conditions of approval. Continuation of current practices in the Wider Outreach Area, combined with the changes identified below will ensure continued compliance with this condition in the Wider Outreach Area.

Additional requirements for determining continued compliance with A.10:

- Each segment, as defined above, shall be visited more than once per week.
- Casa shall strive to contact at least three business and/or residences within each segment each week.
- The Step-Up Team shall have appropriate supplies (e.g. flyers) to properly perform their job.
- The Complaint Log shall be provided at least quarterly to MATF.
- Monthly canvassing and distribution of MATF flyer shall continue.

Recommendations:

- Establish a single dedicated complaint line.

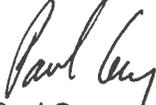
**A.11 Neighborhood Watch/Patrol** – Compliance with this condition is achieved through Casa Esperanza's security patrol and the Step-Up Team. City staff finds that your litter clean up, patrol and observations represent compliance with this condition, and shall continue. In addition, the Daily Log and Check List is a useful tool for recording these patrols and encounters and shall be maintained. As part of Casa's enforcement of the Code of Conduct, you shall regularly report to the MATF on the consequences handed out to clients.

Additional requirements for determining continued compliance with A.11:

- Continue neighborhood watch and patrol as outlined in your letter received August 10, 2012.
- Maintain use of the Daily Log and Check List as outlined in your letter received August 10, 2012.
- Report regularly (at every meeting) to the MATF on the consequences handed out to Casa clients for the prior period.

Thank you for your attention to these matters. If you have any questions, please contact me or Allison De Busk, Project Planner, at 564-5470.

Sincerely,



Paul Casey  
Assistant City Administrator/Community Development Director  
City of Santa Barbara

CC: Milpas Community Association  
James Armstrong, City Administrator  
Steven Wiley, City Attorney  
Cam Sanchez, Chief of Police  
Planning Commission

Questions and Answers about Casa Esperanza  
September 27, 2012

1) Where does Casa Esperanza's funding come from?

Casa Esperanza's total budget is ~\$2.3 Million, which comes from the following sources:

City of Santa Barbara grants .....	13%
Santa Barbara County grants.....	20%
Federal grants .....	7%
Grants from private foundations .....	27%
Donations from individuals .....	31%
<u>Donations from Faith-based Communities</u> .....	<u>2%</u>
Total .....	100%

A chart showing the revenue sources and amounts is attached.

2) What is the City's ongoing, annual contribution to Casa Esperanza?

In FY13 the City is providing \$75,575 in General Funds to help fund the winter shelter, \$40,000 in Human Services funding for the Community Kitchen program and \$48,000 in Community Development Block Grant funds for the Day Center. Casa Esperanza is also the fiscal agent for Bringing Our Community Home and they received a \$12,000 Human Services grant for the Jail Discharge Program.

3) What are the demographics of the people Casa Esperanza serves?

Age:

0-18 .....	4
19-64 .....	1,223*
65+ .....	69

\*for the period 07/2011 – 06/2012, Casa served 116 people in the 19-25 age group

Gender:

Female.....	347
Male.....	949

Disabled:.....573

Race/Ethnicity:

White .....	784
Hispanic.....	277
Black/African American.....	72
Asian.....	8
American Indian or Alaska Native.....	42
Native Hawaiian or Pacific Islander .....	7
American Indian or Alaska Native & White .....	53
Asian & White .....	7
Black/African American & White	31

- 4) How does the city regulate other public and private sites (city parks, Veterans Hall) serving or distributing food as a service?

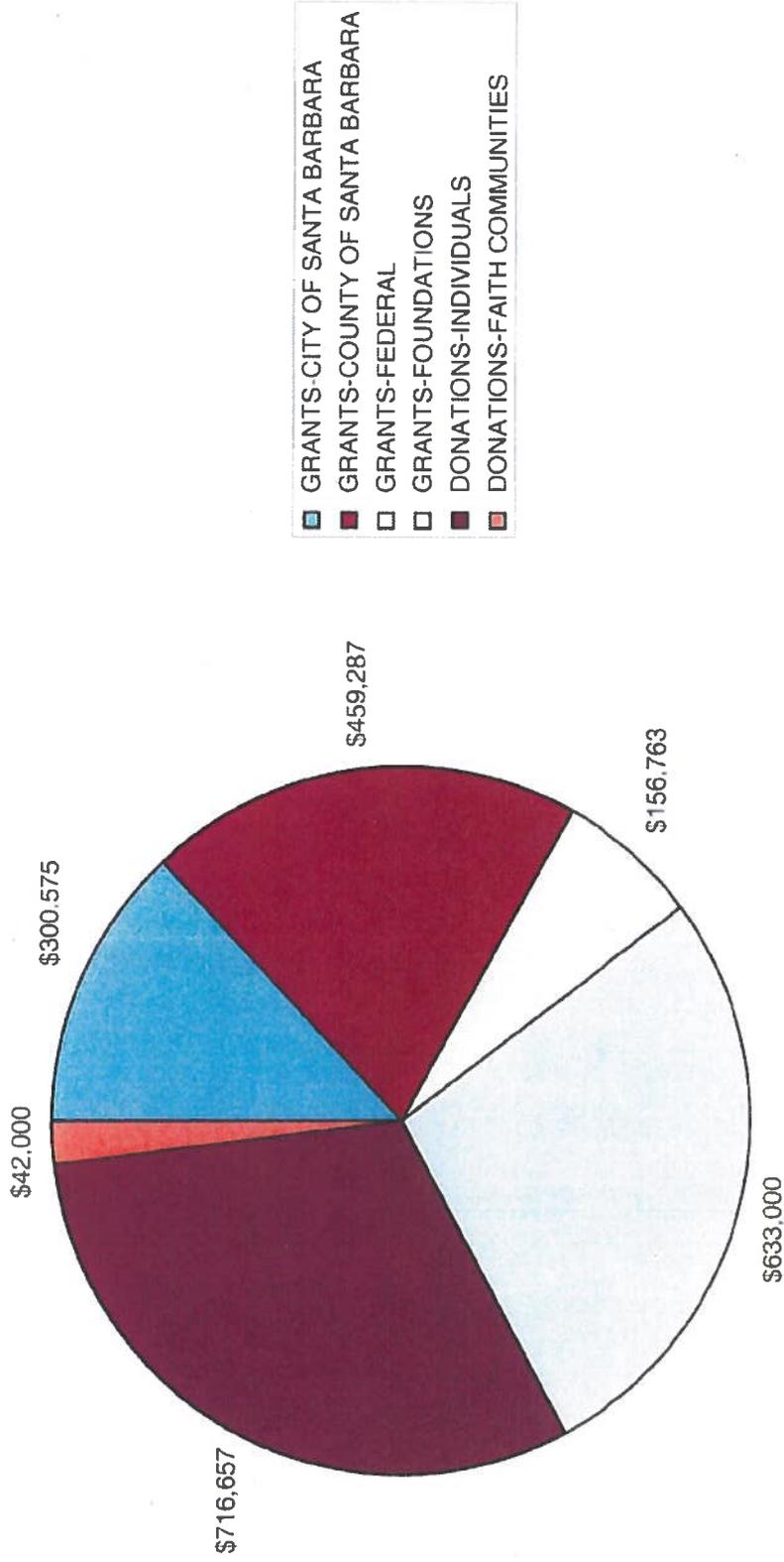
Staff's understanding is that the City doesn't regulate food distribution. The County of Santa Barbara Public Health Department has a permitting process although it's not always enforced (i.e. in the parks). In 2011, the Council Subcommittee on Homelessness addressed the issue of food distribution citywide versus primarily at Casa Esperanza. They ultimately decided that it would be impractical to recommend a change in food distribution at this time due to the costs involved, the potential impact on other neighborhoods and the fact that access to services is also provided at Casa Esperanza.

- 5) What are the Restorative Policing Program and Restorative Court?

These are voluntary programs that help chronic homeless individuals connect with services, housing, and other opportunities. They are jointly run by the Santa Barbara Police Department, the judicial system, Santa Barbara County agencies, and a number of social service organizations. The Restorative Policing Program's Mission Statement is attached. More information can be found at the following links:

- a) <http://www.youtube.com/watch?v=7Yer3RHRt0c&feature=youtu.be> This is a link from the Santa Barbara County District Attorney's Website.
- b) <http://www.youtube.com/user/SBRestorative?feature=watch>
- c) [http://www.sblaw.org/sites/www.sblaw.org/files/sblawyer\\_pdfs/471.pdf](http://www.sblaw.org/sites/www.sblaw.org/files/sblawyer_pdfs/471.pdf) The article starts on page 12.
- d) <http://www.santabarbaraview.com/restorative-police-restorative-court35635/>
- e) <http://www.independent.com/news/2011/jun/09/wrist-slaps-give-way-helping-hands/>
- f) <http://www.keyt.com/news/local/Restorative-Court-Helps-the-Homeless-126222908.html>
- g) <http://www.keyt.com/news/local/An-Inside-Look-at-Restorative-Court-126294468.html>
- h) <http://www.keyt.com/news/local/Restorative-Court-Marks-1st-Anniversary-144740245.html>

**Casa Esperanza  
Projected Revenue  
7/1/12 - 6/30/13**



## Chart Showing Conditional Use Permit Allowances since 1999

CUP	Winter (December 1 through March 31)	Year Round (April 1 through November 30)	Lunch	Detox	Staff	Parking
September 30, 1999 PC Reso 070-99	230	30 respite	200	14	15	39 total: 13 on-site 26 off-site (712 Cacique)
May 17, 2001 PC Reso 023-01	No change	No change	No change	No change	No change	25 total: 13 on-site 12 off-site (110 S. Quarantina)
December 11, 2003 PC Reso 071-03	No change	30 respite 70 transitional	No change	No change	No change	
November 18, 2004 PC Reso 051-04	No change	No change	No change	No change	18	33 total: 13 on site 20 off site (110 S. Quarantina)
March 26, 2009 PC Reso 008-09	No change	30 respite 70 transitional 10 emergency, based on recommendations from Police Dept and Comm. Development 40 temporary for 4/1/09 – 6/30/09	No change	No change	No change	No change

