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AUG 31 2017

CITY OF FORT BRAGG
CITY CLERK

FOR CITY USE ONLY:

File # _____

Date Filed: 8.31.17

Received by: Jemos

APPEAL OF PLANNING COMMISSION DECISION

APPELLANT(S): Dawn Ferreira (320 N McPherson St.), Garth Ogle (328 and 328 1/2 N. McPherson St), Cecilia Garcia (223 N McPherson St), Jose and Maria Segura (210 N McPherson St.), Manuel Ornelas (200 N. McPherson St), Tim Powell (320 N. McPherson St.), Michael Brown (219 #C N McPherson St), Rosa and Jaime Nieto (227 N McPherson St.), Rob and Lisa Davenport (110 N McPherson St), Walker Ferreira (320 N McPherson St), Gene Mertle (153 N McPherson St.), Karal & Sarah Comer (134 N. McPherson St.), Josefina Flores & Emilio Hernandez (219 N McPherson St), Ana & Gabriel Jara (220 N. McPherson St), Leopoldo Narez (La Bamba, 124 N. Franklin St.), Walt Lina (Lees Chinese, 154 E Redwood Ave), Dana Kjeldsen (237 E Alder), Megan Caron, (E Redwood Ave), Mark Passeti (Milano's 300 E. Oak St), Charlie Melendrez (460 N Franklin St.), Jennifer Carlson (Wellhouse West 311 N. Franklin St.), Ron Brook (Lucy's Laundromat 124 Main St.), Pat and Cindy Lang (Coast Carpets 110 Elm St.), Fred and Dolly Giusti (260 S.Harrison St), Tina Thompson (B&C 401 E Oak St.), Jeff McGuire, Tom and Helen Ferreira (136 S Whipple St), Carolyn Petersen (669 N Harold St), Anne Marie Cesario, Ted Christiansen (323 E Laurel St), Jean Stubenrauch (Mendo Litho 100 N. Franklin St.), Annette Reynolds (Manager Figuredos Video Franklin St.), Michael and Michelle De La Cruz (Hair Group 249 N Franklin St) Rainee Sunrise, Ashley Johnson, Nancy Bennett (Business owner Main St), Jennifer Gianinni (336 Park St), Mr. & Mrs. Brown (Coast Hardware Main St.) and seven additional business owners who contributed to the fee and prefer their names remain confidential.

MAILING ADDRESS: 320 N. McPherson Street

CITY: Fort Bragg

STATE & ZIP CODE: California, 95437

TELEPHONE #: 707-962-9492

FAX #: n/a

Describe the action being appealed and state the reasons for the appeal.

(You may attach a letter or other exhibits to describe or justify this appeal.) See attached

We are writing to appeal the: August 23, 2017 Planning Commission Public Hearing decision to pass Existing Use Permit 9-03 (USP 9-03) "in regard to the Hospitality House that are TO INCLUDE ADDITIONAL AND REVISED CONDITIONS TO ADDRESS NUISANCE CONDITIONS AND ONGOING VIOLATIONS OF SPECIAL AND STANDARD CONDITIONS OF THE USE PERMIT."

We appeal to the City Council to revoke (make null and void) the decision made by the Planning Commission on August 23, 2017 (see attached copy of decision being appealed). We ask the Council to pass a resolution that requires community input in the modifications; to correct errors in the resolution passed and present additional changes to be incorporated in the permit modifications. These changes will serve to insure public health and safety of the community and improve the quality of services provided to the clients at the Hospitality House. We appeal to the City Council to resolve that decisions regarding modifications to the Hospitality House's non conforming use permit be revised. **We ask that the filing fee for this appeal be refunded. Reasons for Appeal: Attached**

APPELLANT(S) SIGNATURE: Dawn Ferreira
Alma Cesario

DATE: 8.31.2017

DATE: 8-31-2017

FOR CITY USE ONLY:

Fee Paid () \$1,000.00 (#110-0000-3998)

Receipt # _____

Date: _____

Notice of Public Hearing:

Mailed () Date: _____

Published () Date: _____

Posted () Date: _____

CITY COUNCIL ACTION

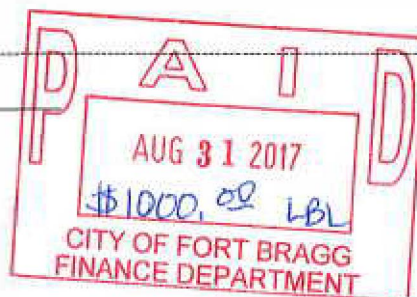
Approve: _____

Deny: _____

Table: _____ Until _____

Receive & File: _____

DATE: _____



Dawn J Ferreira
320 N McPherson St
Fort Bragg, CA 95437-3518
(707) 962-9492

0510

90-7759/3211

8/30/17

Date

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City of Fort Bragg

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PO Box 6004, Santa Rosa, CA 95406-0004
Ph. 707-548-6000 - www.comfincu.org

For April PC RE: HH

Dawn Ferreira MP

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Harland Cross

ULTREX 007100

APPEAL OF PLANNING COMMISSION DECISION P.1 2 11

We are writing to appeal the: August 23, 2017 Planning Commission Public Hearing decision to pass Existing Use Permit 9-03 (USP 9-03) "in regard to the Hospitality House that are TO INCLUDE ADDITIONAL AND REVISED CONDITIONS TO ADDRESS NUISANCE CONDITIONS AND ONGOING VIOLATIONS OF SPECIAL AND STANDARD CONDITIONS OF THE USE PERMIT."

If the City Council is not willing to pass a resolution that includes the changes we are requesting in this packet or simply revokes the permit giving the Hospitality time to relocate, we ask that the City Council resolution revoking the permit modifications cited above include a resolution stating that the following participants be included in revising the Hospitality House use permit modifications:

Hospitality House: 1 Hospitality House Shelter Administrator, 1 Treasurer Hospitality House Board of Directors, 1 Founding Member Hospitality House Board of Directors, 1 Psychiatrist/Mental Health Professional Hospitality House Board of Directors, 1 Fort Bragg Resident Hospitality House Board of Directors, 1 Past Resident/Guest of the Hospitality House.

Appellants to elect: 2 residents/property owners within one block of the Hospitality House, 2 Business Owners operating within 400 feet of the Hospitality House, 2 Human Service/Medical Professionals who reside in city limits.

City Staff: Marie Jones (Administrator); June Lemos (Clerk)

Council Members: Public Health and Safety Committee members (if permitted by the Brown Act).

We ask that the resolution state that no attorneys be allowed in the negotiation meetings.

We ask that the resolution state that legal counsel for the Appellants will be paid for by the City of Fort Bragg if the need arises due to litigation initiated by the Hospitality House/MCHC.

Reasons for appeal:

- the final resolution that the Planning Commission voted on was not prepared for Public and Commission review 72 hours prior to the meeting (compliance with the Brown Act is questionable). Marie Jones 8/24/17 email states: "It was loaded onto the website at 2:00 in the afternoon before the meeting, but some commissioner's may not have seen it until they were at the dais on Wednesday night." (see attached email in exhibits)
- the written complaints submitted and modification requests from the community are not adequately represented in the modifications. The requests made by residents of the neighborhood and business owners within 400 feet of the Hospitality House must be reflected in the modifications approved.
- the residents, property owners and business owners within 400 feet of the Hospitality House were not included in the negotiations for the use permit modification passed.
- city staff was witness to all the identities of business and resident signatures submitted on petitions and these complaints and requests are relevant to this matter and are not reflected in the modifications passed. Identities of signatures would be revealed if the matter is litigated.

- the Attorney representing Hospitality House/MCHC submitted a 44 page document at the hearing which was impossible for anyone to review. **In this document is proof that the Hospitality House has been using more than the 24 beds allowed in their permit to house additional people. This permit violation was not disclosed publicly by city staff or any of the attorneys at the hearing.**
- Commissioners did not have time to review all documents and were pressured into voting on this at the hearing by the attorneys present although it was clear that Planning Commissioners were uncomfortable doing this
- Commissioners and the Public did not have 72 hours to review, research, discuss or develop questions about the proposed modifications. Questionable compliance with the Brown Act.
- the placement of the item at the end of the agenda and going past the 9 pm meeting time limit discouraged input from the public, especially those that work and live in the neighborhood and are directly affected.
- permit modifications passed on August 23, 2017 make progress but are inadequate in regard to addressing the nuisance violations and ongoing violations identified by the city and community as evidenced by the meeting packet and testimony of the neighbors and businesses. In addition the language is vague and there are blatant errors that need to be corrected. It is also apparent that modifications were approved without all the relevant information being considered. See attachments for details regarding errors and information not considered.
- the fact that there **is NO DAY SHELTER** available in Fort Bragg for people to go to during the day was not included in the information presented to the Commission or the Public. The fact that Mendocino Coast Hospitality Center has chosen **not to provide a Day Shelter** as a part of their program is extremely relevant to the nuisance the location of their services is causing in the Central Business District. People have no place but the streets to go during the day due to this void in their services.
- if the City Council chooses to grant modifications to the permit (although there are grounds to revoke the permit and require relocation) due to the nuisance violations and history of noncompliance, additional and revised conditions **MUST** be added to the permit modifications to insure Hospitality House Emergency Shelter Best Practices and compliance with the Municipal Code and Zoning Requirements.

APPEAL OF PLANNING COMMISSION DECISION P.3

Reasons for Appeal Continued:

Personal Reasons:

Jose and Maria Segura (Residents 210 N McPherson St)

People pass out in yard, garbage thrown in yard, bottles cans human and dog waste, constant police and ambulance, unsafe to let children out in yard, harassment, loitering, panhandling.

Leopoldo Narez (Business owner, resident La Bamba 124 N. Franklin St.)

People loitering intoxicated and high, garbage, feces, constantly walking outside to monitor parking lot, people harassing customers, panhandling. This is still happening as of 8/25/2017

Ted Christiansen (Business owner, resident 323 E Laurel St)

Tired of nuisance, wants change for the better for community and homeless.

Walt Lina (Business Owner Lees Chinese 154 E Redwood Ave)

Tired of nuisance, wants change.

Megan Caron (New Business owner E Redwood Ave)

Has sent letters of complaint to city council, talked to new house administrator Lara. Witnessed Lara talking to a disabled client in a unkind, threatening manner.

Charlie Melendrez (Resident 460 N Franklin St.)

Tired of ongoing harassment, panhandling, garbage

Jennifer Carlson (Business Owner/Resident Wellhouse 311 N. Franklin St.)

Nuisance continues re: Garbage, vandalism, loitering, panhandling

Ron Brook Business (Business Owner, Lucy's Laundromat 124 Main St.)

Continued loitering, intoxicated, high, garbage, panhandling

Pat and Cindy Lang (Business owners Coast Carpets 110 Elm St.)

Continued garbage, defecation, loitering, vandalism, had to get security cameras.

Fred and Dolly Giusti Residents/Property Owners 260 S. Harrison St)

Want stricter rules and responsible Board of Directors and staff

Dawn Ferreira (Resident/property owner 320 N McPherson St. landlord- 318, 328 and 328 1/2 N McPherson St)

Sick and tired of watching this go on. It is not only hurting the community but what about the people that are here for help. Making them leave the premise with no place to go. With no safe clean place to be is keeping them in the downward spiral they are in. It is time for HH to step up and start doing what they want everyone to believe they are doing, I have yet to see it. Continue loitering, garbage, panhandling, defecating ,dirty needles, used sanitary napkins, drunk and high. Not a safe neighborhood anymore.

Walker Ferreira (Resident 320 N McPherson St)

Would like to see HH step up and do a better job!

APPEAL OF PLANNING COMMISSION DECISION P.4 88 11

Reasons for Appeal Continued:

Personal Reasons:

Tim Powell (Resident 320 N. McPherson St.)

Would like to see a recovery plan and if they don't want it they can catch the next bus out of town.

Cecilia Garcia (resident/Figs employee 223 N McPherson St)

Lives right next door, sees them drinking and drugging on a daily basis up to 8/28/2017

Brother was in program and as long as he kept working on the HH property they let him drink.

Annette Reynolds (Manager Figiuredos)

On going threats, loitering, defecating, garbage, panhandling, unsafe.

Manuel Ornelas (Property Owner 200 N. McPherson St)

Sick and tired

Michael Brown (Resident 219 #C N McPherson St)

His life was threatened, has been woken up all hours of the night with people yelling and screaming. It is not safe for little girl to play outside.

Rosa and Jaime Nieto (Resident 227 N McPherson St.)

Would like to see stricter rules competent trained staff, tired of loitering, garbage, flicking cigarette butts, beer cans a over fence.

Dana Kjeldsen(Business owner/property owner 237 E Alder)

Moved business from property sick of looking at homeless. Now can't sell the property.

Rob and Lisa Davenport (Resident/property owners 110 N McPherson St)

Want stricter rules

Jennifer Gianinni (Resident 336 Park St)

Problems at work with homeless, employee in the central Business District

Nancy Bennett (Business owner)

Feels unsafe walking to bank to do banking

Michael and Michelle De La Cruz (Business owners Hair Group 249 N Franklin St)

Tired of smoking and loitering outside business

APPEAL OF PLANNING COMMISSION DECISION made August 23, 2017 Re: Hospitality House Use Permit Modifications P.5 of 11

Reason for appeal continued:

Appellants ask that the following changes that are stated in **bold and underlined** be made in the permit modifications to address the nuisance complaints submitted from the neighborhood residents and business owners:

1. The total number of overnight guests at the emergency shelter shall not exceed 24. An increase in the number of overnight guests is not permitted unless a Minor use Permit or Use Permit Amendment is applied for and obtained. If this provision is violated, operator shall pay a code violation fee, as determined by the City's Fee Schedule for each occurrence of violation.

Proposed Change: Please add: The Fire Marshall shall evaluate the maximum occupancy of each room guests are staying in and a maximum occupancy sign be shall be posted outside of each guest room at all times. The Hospitality House shall be inspected by the Fire Marshall once a year and the Hospitality House will comply with all safety requirements of the Fire Marshall.

Reason for proposed change: The Fire Marshall's report (attached) does not comment on maximum occupancy although this was asked for. The Fire Marshall's report (attached) states the following:" Items found to be non compliant: smoke detectors missing or disabled, egress windows blocked by beds in two rooms, fire sprinkler system shall bear current 5 year inspection tag."

At the hearing the only problem that was disclosed was the beds blocking the windows. Have the smoke detectors been fixed and the sprinkler's inspected? These appear to be relevant permit issues that were not addressed publicly. No comment was made about occupancy maximum standards and this question needs to be answered prior to approval of number of guests.

2. The emergency shelter operator shall permit periodic inspections by City staff, which may be conducted without prior notification, to ensure that the limitation on the number of overnight guests is not exceeded.

Proposed change: The Hospitality House Administrator or Managers on duty shall permit periodic inspections by city staff which may be conducted without prior notification, to ensure that the limitation on the number of overnight guests is not exceeded.

Reason for change: Operator is a not a job title, Administrator and Managers exist as job titles. The term "operator" is confusing, inaccurate and vague.

3. Hospitality House shall serve all food on premises. Food shall not be prepared or served "to go" for clients to carry off-site.

APPEAL OF PLANNING COMMISSION DECISION made August 23, 2017 Re:
Hospitality House Use Permit Modifications P.6 of 11

Reason for appeal continued:

4. Hospitality House shall provide at least two 50-gallon trash receptacles on site for clients to dispose of personal trash. Trash cans shall be emptied on a regular basis to ensure sufficient trash capacity.
5. Hospitality House shall provide a restroom facility for non-guest clients starting one hour before the breakfast meal program each day.

Proposed change: HH shall provide restroom facility for non-guest clients between the hours of 6:30 am and 7pm, 7 days a week, 365 days a year. HH shall post public restroom signs on their alley gate along with other signs.

Reason for change: One main reason for the nuisance problem in downtown Fort Bragg is because there is NO DAY SHELTER for homeless people to go to during the day. NO DAY SHELTER gives people no choice but to be on the streets and in public parks or on private property. MCHC has chosen NOT TO PROVIDE A DAY SHELTER even though their budget has increased dramatically. Historically a DAY SHELTER was a service that was always available in Fort Bragg for obvious reasons.

Hospitality House has stand alone restroom facilities that are already open to non-guests between the hours of 7 am and 4 pm, this is only asking for a three and a half hour increase in restroom facility availability. In this way MCHC shall make a concrete contribution to reduce the nuisance caused by defecating and urinating in alleyways and on neighboring properties. In opening this restroom MCHC takes an active role in remediating this problem and giving back to the neighborhood. Something a good neighbor does.

6. Hospitality House shall provide a location on Hospitality House premises for clients to gather and wait for the meal program to open. The gathering area shall be available to clients starting one hour before food service each day. The gathering area shall be monitored by Hospitality House staff.

Proposed change: HH shall allow residents/guests to be on premises during the day. HH shall allow nonresident/guest clients to be on the premises from 6:30 am to 6pm daily. This gathering area shall be monitored by Hospitality House managers.

Reason for change: THERE IS NO DAY SHELTER IN FORT BRAGG. Hospitality House has managers and residents on site 24 hours a day, seven days a week. Currently people are allowed on site for breakfast from 7 to 8 am, from 10:30 to 2:30 to do laundry, use restrooms and shower and from 3-4pm for dinner. Expanding the hours from 6:30 am to 6 pm amounts to only a few additional hours when nonresident/guests can have a place to rest.

APPEAL OF PLANNING COMMISSION DECISION made August 23, 2017 Re: Hospitality House Use Permit Modifications P.7 of 11
Reason for appeal continued:

Since there is No Longer a Day Shelter currently available for nonresident/guest clients this would help the neighborhood. MCHC would be acting as good neighbors and take an active role in reducing the nuisance caused by loitering and vagrancy.

Literature in the field of services now states that has been determined that best practice in running emergency shelters now allows residents to be on site during the day.

Allowing non residents to be on site during the day will also reduce the nuisance caused in the neighborhood because people have no where to go. Hospitality House will develop written policy and procedure that will manage clients being on site appropriately.

7. Hospitality House shall monitor client behavior on and adjacent to the Hospitality House premises and shall report illegal behavior to the Police Department and cooperate with the Police Department to address client behavior that disturbs the peace. "Adjacent to" means the sidewalk directly in front of the Hospitality House property and the alley directly behind the Hospitality House property.

Proposed change: Hospitality House shall pay for and install closed loop security cameras (described in item 8 and can be deleted from item 8). Hospitality House shall hire/provide professional private security to monitor client behavior 24/hrs/day 7 days a week. Hospitality House security officer will report illegal behavior to the Fort Bragg Police Department and serve as the agency liaison to the Police Department.

Reason for change: In order for the facility to continue to operate in line with the agency mission and be a safe haven for women, children, elders and the disabled on site professional security is required.

Private security must be provided by MCHC as they have violent prone individuals present as is evidenced by the numerous police calls documented and testimony of guest residents.

According to Dispatch the city only has two officers (and sometimes 1 Sergeant) on duty from 4pm to 7am. The City of Fort Bragg just can't afford to provide security for Hospitality House financially or sacrifice the safety of the community at large. At night when officers have to go to the Hospitality House if they are needed elsewhere the second call has to wait, the results of this can be disastrous, especially if they are needed at the hospital or for an armed dispute.

Information needed: Full disclosure of MCHC budget and expenses must be made. Per Marie Jones this information has not been given to date. (see attached email)

APPEAL OF PLANNING COMMISSION DECISION made August 23, 2017 Re: Hospitality House Use Permit Modifications P.8 of 11

Reason for appeal continued:

8. Hospitality House shall establish rules of conduct for clients, aimed at curtailing behaviors that are unlawful and/or disturb the peace. Clients who violate the rules of conduct shall be denied service by Hospitality House in accordance with policies approved by the MCHC Board of Directors. The Hospitality House shall establish a "ban list" which identifies individuals who are temporarily and/or permanently banned from the Hospitality House property. The "ban list" shall be shared with the Police Department and the Police Department may recommend the addition of individuals who have been cited and/or arrested for illegal acts occurring in locations other than the Hospitality House premises. The Hospitality House shall abide by the "ban list." Closed loop surveillance cameras shall be installed in the interior and exterior public spaces of the Hospitality House. With regard to sharing video footage with the Police Department, MHCH and Hospitality House will comply with their obligations to their clients under state and federal privacy laws, including but not limited to HIPAA.

Proposed change: Hospitality House will develop policy and procedures that clearly state the rules of conduct and criteria for "banning" clients. The criteria will require written documentation of infractions and consequences. A clear and detailed appeal process that includes appealing directly to the Board of Directors if they are discriminated against or treated unfairly will be included in the written policy.

Hospitality House shall continue to require guests to be clean and sober to qualify for emergency shelter.

Reason for change: Allowing people under the influence of drugs and alcohol increases the risk of violence and compromises the safety of children, elders and the disabled staying in Emergency Shelters. It also adds to the nuisance in the neighborhood. It is not safe for the staff either.

Information needed: HUD generated documentation regarding the criteria for the Housing First, There's No Place Like Home funding. In researching this grant funding no evidence was found that allowing people actively using drugs or alcohol access to Emergency Shelter was a requirement. See attached descriptions of Housing First Program from website referred to by Marie Jones. Hospitality House needs to provide proof that non sobriety must be allowed for funding. See attachments describing programs and emails.

9. The Hospitality House rules of conduct shall prohibit drug use and drinking on Hospitality House property. Clients that violate these rules of conduct shall not be served meals and/or provided with a room for the evening.

The Hospitality House shall post signs on the front and back property entrances that prohibit drug use, drinking, intoxication and loitering. The signs shall also provide a

APPEAL OF PLANNING COMMISSION DECISION made August 23, 2017 Re: Hospitality House Use Permit Modifications P. 9 of 11

Reason for appeal continued:

phone number to reach a member of the Hospitality House staff during Hospitality House operating hours from 4:00 pm to 9:00 am.

Proposed Change- to add the following and change some of the language for the sake of clarity and consistency: The signs shall provide notice of public restrooms from 6:30 am to 7 pm and a telephone number to reach the Hospitality House Administrator or security officer between the hours of 7am and 5pm, Monday through Friday.

Reason for change: Best practice is for the Hospitality House Administrator to be the point person or community liaison. This was stated at the Public Hearing. The Hospitality House Administrator's full time work schedule is from 7 am to 5 pm Monday through Friday. On the weekends people can leave a message, talk to the Manager on duty or call the police or their private security officer.

10. The Extreme Weather Shelter shall not be operated from the Hospitality House.
11. The Hospitality House shall be managed by a competent person who has both the requisite training (at least 20 hours) and experience to successfully manage an emergency shelter.
12. The Hospitality House manager shall be responsible for oversight of all activities on the premises and shall work to minimize the negative impacts of the facility and its clients on the surrounding neighborhood.

Proposed Change: The Hospitality House Administrator shall be responsible for oversight of all activities on the premises and shall work to minimize the negative impacts of the facility and its clients on the surrounding neighborhood. The Hospitality House shall be managed by an Administrator who is a competent professional with formal education that exceeds a high diploma, years of formal training and experience in social work or a related field. The Administrator will be employed full time and present on the property 5 days a week with on call back up on the weekends.

Reason for change: There was an error made in the language used in item 14. This item clearly describes the role of the new position of Hospitality House Administrator that was recently created, described at the hearing and now filled by Lara Anderson. This error must be corrected to avoid confusion and chaos in the future. Lara mistakenly introduced herself in public as the new "manager" which is not her job title and is the job title of the people who sleep over at the house and are often clients as well as employees. Lara Anderson is an educated, trained, experienced Social Worker and there must always be

APPEAL OF PLANNING COMMISSION DECISION made August 23, 2017 Re: Hospitality House Use Permit Modifications P. 10 of 11

Reason for Appeal continued:

someone with this level of professionalism in charge of this Emergency Shelter to insure Best Practice.

13. The Hospitality House shall have a trained person on-site at all times when clients are present.

Proposed change: The Hospitality House shall have a trained Manager on site at all times when clients are present.

Reason for change: Language needs to be consistent in these documents to avoid confusion and the term Manager is the term used in the job description found on line for this position and is what was used in prior item 12 and in item 15. see attached job descriptions found on MCHC website.

14. The Hospitality House Management shall cooperate with the Police Department and Police Officers when they respond to complaints and calls for service at the Hospitality House, or when undertaking investigations at the Hospitality House.
15. The Hospitality House shall not expand the hours of meal service. Meal service shall be limited to 20,000 meals per year (2017 use rate).
16. Other homeless services currently offered at the facility shall not be intensified or expanded, with the exception of showers and laundry.
17. The Hospitality House shall not offer new services that attract additional clients to the facility at other times of day or otherwise intensify the utilization of the facility, including but not limited to: counseling, educational services, mental health services, mail service, computer access, food pantry, etc.

Conditions that were promised at the meeting that need to be added:

19. MCHC Board of Directors meetings shall be open to the public. Meetings that are required to be confidential in regard to clients and personnel shall continue to be closed as required by law.

20. MCHC shall have all employees, including administrators, managers, and security personnel drug tested prior to employment and intermittently while employed at a licensed outside medical facility. Employees will not be responsible for drug testing each other or the clients. Clients who require drug testing will also be required to be tested at a licensed outside medical facility.

APPEAL OF PLANNING COMMISSION DECISION made August 23, 2017 Re:Hospitality House Use Permit Modifications P. 11 of 11
Reason for Appeal continued:

We ask that the following conditions be added:

21. MCHC shall employ a licensed medical professional-RN, FNP, PA or MD- to manage client medications that are surrendered and distributed to residents of the Hospitality House.

22. MCHC shall expand their Board of Directors and add 4 seats, 2 of these seats shall be filled by property owners/residents who live within 400 feet of the Hospitality House or the Hospitality Center and 2 shall be filled by business owners who operate within 400 feet of either the Hospitality House or Hospitality Center. No elected city officials or city employees are eligible to fill these four seats. No employees or board members of 501c.3 nonprofits are eligible to fill these 4 seats.

Reason for change: The majority of MCHC Board of Directors do not live in the City of Fort Bragg and are therefore out of touch with the reality of the impact their services are having on this neighborhood and the community at large. The addition of these seats will help remediate this situation and result in less conflict and better quality services.

23. The Hospitality House will have a written policy and procedure manual available on sight at all times so that it may be reviewed by guest/clients, nonresident guests, personnel, concerned citizens and city staff upon request.

Note:

Reason for changes that increase program expenses : The agency income and services have grown and best practice indicates that these expenses (professional staff and private security) must be prioritized in their budget as they are at the other professional service agencies including the medical clinics, the hospital and social services. We suggest a DAY Shelter be opened as soon as possible, that would help A LOT.

Appellants realize that the City Council may adopt these changes by resolution tonight, or they may revoke the use permit and give the Hospitality House a year to relocate tonight or they may adopt a resolution to have these changes reviewed and negotiated by the participants appellants requested be instituted tonight. Thank you.

EXHIBITS

REGARDING

APPEAL

PLANNING COMMISSION

DECISION 8/23/2017 TO MODIFY USE
PERMIT OF HOSPITALITY HOUSE

part 1 of 2

RESOLUTION NO. PC__-2017

**RESOLUTION OF THE FORT BRAGG PLANNING COMMISSION MAKING FINDINGS
BASED ON THE EVIDENCE PRESENTED TO MODIFY EXISTING USE PERMIT 9-03 (USP
9-03) TO INCLUDE ADDITIONAL AND REVISED CONDITIONS TO ADDRESS NUISANCE
CONDITIONS AND ONGOING VIOLATIONS OF SPECIAL AND STANDARD CONDITIONS
OF THE USE PERMIT.**

WHEREAS, in 2003, the Planning Commission approved Use Permit 9-03 for the Hospitality House to operate an emergency shelter at 237 North McPherson Street and APN 008-155-11; and

WHEREAS, Use Permit 9-03 included two special conditions limiting the Hospitality House to 24 beds as follows:

1. The total number of emergency shelter beds shall not exceed 24. A Use Permit amendment shall be required prior to any increase in the number of beds at the site.
2. Prior to occupancy of the new/renovated alley "family" structure, Community Development Department staff shall conduct an inspection of the entire facility to ensure that no more than 24 beds are at the site.

WHEREAS, the City of Fort Bragg received numerous written and verbal complaints about the operation of the Hospitality House from the fall of 2016 through the present, and these complaints resulted in the City opening a code violation case regarding the Hospitality House (HH); and

WHEREAS, during the course of the code violation investigation, staff visited the Hospitality House on two occasions, with the permission of the Executive Director of MCHC, to observe and understand how Hospitality House operates. During the visits, staff discovered what staff believed to be a violation of the Hospitality House Use Permit (USP 9-03), namely an increase in the number of beds from 24 to 35; and

WHEREAS, On July 20, 2017, the Hospitality House requested that the July 26th public hearing be continued, to allow Hospitality House representatives more time to prepare for the hearing; and

WHEREAS, On July 26th, the Planning Commission voted unanimously to continue the public hearing on the Hospitality House Use Permit modification to 6:00 on August 23rd; and

WHEREAS, On July 27, 2017, representatives of Hospitality House met with City staff and negotiated an agreement on a number of new conditions in the use permit. The only issues that remained in dispute were whether the use permit should limit the number of overnight guests or the number of beds (Special Conditions 1 and 2), the specifics of the City's proposals for a ban list and security cameras at Hospitality House (Special Condition 8), and the language of a proposal to ensure that Hospitality House is properly managed (Special Condition 12).

WHEREAS, During the August 23, 2017 Public Hearing, the Planning Commission heard the evidence presented in the Use Permit and Code Violation case and took testimony from the public and carefully weighed the case; and

WHEREAS, During the Public Hearing Counsel for the Hospitality House acknowledged that the resolution is binding and enforceable against the Hospitality House with regard to the Use Permit modification and all conditions, and that the Hospitality House waived any pupated legal insufficiency of the resolution with regard to findings or otherwise.

NOW, THEREFORE, BE IT FURTHER RESOLVED that the Planning Commission of the City of Fort Bragg does hereby modify Use Permit 9-03, to include the following Special and Standard Conditions based on the above findings, as follows:

The Special Conditions of USP 9-03 shall be deleted and replaced with the following Special Conditions:

1. The total number of overnight guests at the emergency shelter shall not exceed 24. An increase in the number of overnight guests is not permitted unless a Minor use Permit or Use Permit Amendment is applied for and obtained. If this provision is violated, operator shall pay a code violation fee, as determined by the City's Fee Schedule for each occurrence of violation.
2. The emergency shelter operator shall permit periodic inspections by City staff, which may be conducted without prior notification, to ensure that the limitation on the number of overnight guests is not exceeded.
3. Hospitality House shall serve all food on premises. Food shall not be prepared or served "to go" for clients to carry off-site.
4. Hospitality House shall provide at least two 50-gallon trash receptacles on site for clients to dispose of personal trash. Trash cans shall be emptied on a regular basis to ensure sufficient trash capacity.
5. Hospitality House shall provide a restroom facility for non-guest clients starting one hour before the breakfast meal program each day.
6. Hospitality House shall provide a location on Hospitality House premises for clients to gather and wait for the meal program to open. The gathering area shall be available to clients starting one hour before food service each day. The gathering area shall be monitored by Hospitality House staff.
7. Hospitality House shall monitor client behavior on and adjacent to the Hospitality House premises and shall report illegal behavior to the Police Department and cooperate with the Police Department to address client behavior that disturbs the peace. "Adjacent to" means the sidewalk directly in front of the Hospitality House property and the alley directly behind the Hospitality House property.
8. Hospitality House shall establish rules of conduct for clients, aimed at curtailing behaviors that are unlawful and/or disturb the peace. Clients who violate the rules of conduct shall be

denied service by Hospitality House in accordance with policies approved by the MCHC Board of Directors. The Hospitality House shall establish a "ban list" which identifies individuals who are temporarily and/or permanently banned from the Hospitality House property. The "ban list" shall be shared with the Police Department and the Police Department may recommend the addition of individuals who have been cited and/or arrested for illegal acts occurring in locations other than the Hospitality House premises. The Hospitality House shall abide by the "ban list." Closed loop surveillance cameras shall be installed in the interior and exterior public spaces of the Hospitality House. With regard to sharing video footage with the Police Department, MHCH and Hospitality House will comply with their obligations to their clients under state and federal privacy laws, including but not limited to HIPAA.

9. The Hospitality House rules of conduct shall prohibit drug use and drinking on Hospitality House property. Clients that violate these rules of conduct shall not be served meals and/or provided with a room for the evening.
10. The Hospitality House shall post signs on the front and back property entrances that prohibit drug use, drinking, intoxication and loitering. The signs shall also provide a phone number to reach a member of the Hospitality House staff during Hospitality House operating hours from 4:00 pm to 9:00 am.
11. The Extreme Weather Shelter shall not be operated from the Hospitality House.
12. The Hospitality House shall be managed by a competent person who has both the requisite training (at least 20 hours) and experience to successfully manage an emergency shelter.
13. The Hospitality House manager shall be responsible for oversight of all activities on the premises and shall work to minimize the negative impacts of the facility and its clients on the surrounding neighborhood.
14. The Hospitality House shall have a trained person on-site at all times when clients are present.
15. The Hospitality House Management shall cooperate with the Police Department and Police Officers when they respond to complaints and calls for service at the Hospitality House, or when undertaking investigations at the Hospitality House.
16. The Hospitality House shall not expand the hours of meal service. Meal service shall be limited to 20,000 meals per year (2017 use rate).
17. Other homeless services currently offered at the facility shall not be intensified or expanded, with the exception of showers and laundry.
18. The Hospitality House shall not offer new services that attract additional clients to the facility at other times of day or otherwise intensify the utilization of the facility, including but not limited to: counseling, educational services, mental health services, mail service, computer access, food pantry, etc.

STANDARD CONDITIONS

The Standard Conditions of USP 9-03 shall be deleted and replaced with the following Standard Conditions:

1. This action shall become final on the 11th day following the decision unless an appeal to the City Council is filed pursuant to Inland Land Use and Development Code (ILUDC) Chapter 18.92 - Appeals.
2. The use and occupancy of the premises shall be established and maintained in conformance with the requirements of this permit and all applicable provisions of the ILUDC.
3. The application, along with supplemental exhibits and related material, shall be considered elements of this permit, and compliance therewith is mandatory, unless an amendment has been approved by the City.
4. This permit shall be subject to revocation or modification upon a finding of any one or more of the following:
 - (a) That such permit was obtained or extended by fraud.
 - (b) That one or more of the conditions upon which such permit was granted have been violated.
 - (c) That the use for which the permit was granted is so conducted as to be detrimental to the public health, welfare, or safety or as to be a nuisance.
 - (d) A final judgment of a court of competent jurisdiction has declared one or more conditions to be void or ineffective, or has enjoined or otherwise prohibited the enforcement or operation of one or more conditions.

The above and foregoing Resolution was introduced by Planning Commissioner _____, seconded by Planning Commissioner _____, and passed and adopted at a regular meeting of the Planning Commission of the City of Fort Bragg held on the ____ day of ___, 2017, by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

Teresa Rodriguez
CHAIR

ATTEST:

Sarah McCormick
Planning Technician

FORT BRAGG FIRE PROTECTION AUTHORITY

141 N. Main Street
Fort Bragg, California 95437
(707) 961-2831
Fax (707) 961-2821



STEVE ORSI
Fire Chief

Mendocino Coast Hospitality Center
237 N McPherson Street-Fort Bragg
Attn: Lynelle Johnson

Fire Safety Inspection August 07, 2017

Items Inspected Include:

1. Extinguishers: Placement/Current Service Tag
2. Exits/Egress: Number of exits/signage
3. Emergency Illumination: Battery backup lights
4. Occupancy Load: Number of persons per room
5. Fire Sprinkler System: Current certification
6. Alarm System/Smoke detection: Placement, testing
7. General Housekeeping:
8. Electrical: Cover plates/Access to panel, use of extension cords, etc.

Items found to be Non-Compliant:

1. Smoke detectors are missing or disabled in several rooms-All smoke detectors shall be interconnected.
2. Egress windows are blocked by beds in 2 rooms.
3. Fire Sprinkler System shall bear a current 5 year inspection tag.


Steve Wells
Prevention Division

Cc: Mike Oliphant, County of Mendocino
Marie Jones, City of Fort Bragg



HOUSING FIRST

WHAT IS “HOUSING FIRST”?

Housing First is an approach to serving people experiencing homelessness that recognizes a homeless person must first be able to access a decent, safe place to live, that does not limit length of stay (permanent housing), before stabilizing, improving health, reducing harmful behaviors, or increasing income. Under the Housing First approach, anyone experiencing homelessness should be connected to a permanent home as quickly as possible, and programs should remove barriers to accessing the housing, like requirements for sobriety or absence of criminal history. It is based on the “hierarchy of need:” people must access basic necessities—like a safe place to live and food to eat—before being able to achieve quality of life or pursue personal goals. Finally, Housing First values choice not only in where to live, but whether to participate in services. For this reason, tenants are not required to participate in services to access or retain housing.

WHAT TYPE OF HOUSING IS CONSIDERED “HOUSING FIRST”?

Programs using Housing First generally fall into two categories:

- Supportive housing, which is an apartment made affordable through long-term rental assistance, paired with intensive services promoting housing stability.
- Rapid re-housing, which connects a family or individual to an apartment affordable through short- to medium-term rental assistance, along with moderate services designed to allow that household to increase their income sufficiently to be able to afford the apartment over the long-term.

While Housing First recognizes housing is a necessary precursor to treatment, Housing First does not mean “housing only.” On the contrary, Housing First acknowledges social services and care coordination are necessary elements of housing stability and quality of life.

CORE COMPONENTS OF HOUSING FIRST UNDER CALIFORNIA LAW

In 2016, the California Legislature passed Senate Bill 1380 (Mitchell). It required all housing programs to adopt the Housing First model.¹ The Legislation defined Housing First with these “core components”:

- Tenant screening and selection practices promote accepting applicants regardless of their sobriety or use of substances, completion of treatment, or participation in services.
- Applicants are not rejected on the basis of poor credit or financial history, poor or lack of rental history, criminal convictions unrelated to tenancy, or behaviors that indicate a lack of “housing readiness.”

¹ Codified as California Welfare & Institutions Code § 8255.

- Housing providers accept referrals directly from shelters, street outreach, drop-in centers, and other parts of crisis response systems frequented by vulnerable people experiencing homelessness.
- Supportive services emphasize engagement and problem solving over therapeutic goals and service plans that are highly tenant-driven without predetermined goals.
- Participation in services or program compliance is not a condition of housing tenancy.
- Tenants have a lease and all the rights and responsibilities of tenancy.
- The use of alcohol or drugs in and of itself, without other lease violations, is not a reason for eviction.
- Funding promotes tenant selection plans for supportive housing that prioritize eligible tenants based on criteria other than "first-come-first-serve," including, but not limited to, the duration or chronicity of homelessness, vulnerability to early mortality, or high utilization of crisis services.
- Case managers and service coordinators are trained in and actively employ evidence-based practices for engagement, including motivational interviewing and client-centered counseling.
- Services are informed by a harm-reduction philosophy that recognizes drug and alcohol use and addiction as a part of tenants' lives, where tenants are engaged in nonjudgmental communication regarding drug and alcohol use, and where tenants are offered education regarding how to avoid risky behaviors and engage in safer practices, as well as connected to evidence-based treatment if the tenant so chooses.
- The project and specific apartment may include special physical features that accommodate disabilities, reduce harm, and promote health and community and independence among tenants.

EVIDENCE BASIS

The federal and State government recognize Housing First as an evidence-based practice. In fact, a settled and growing body of evidence demonstrates—

- Tenants accessing Housing First programs are able to move into housing faster than programs offering a more traditional approach.²
- Tenants using Housing First programs stay housed longer and more stably than other programs.³
- Over 90% of tenants accessing Housing First programs are able to retain housing stability.⁴
- In general, tenants using Housing First programs access services more often, have a greater sense of choice and autonomy, and are far less costly to public systems than tenants of other programs.⁵

² Gulcur, L., Stefancic, A., Shinn, M., Tsemberis, S., & Fishcer, S. Housing, Hospitalization, and Cost Outcomes for Homeless Individuals with Psychiatric Disabilities Participating in Continuum of Care and Housing First programs. 2003.

³ Tsemberis, S. & Eisenberg, R. Pathways to Housing: Supported Housing for Street-Dwelling Homeless Individuals with Psychiatric Disabilities. 2000.

⁴ Montgomery, A.E., Hill, L., Kane, V., & Culhane, D. Housing Chronically Homeless Veterans: Evaluating the Efficacy of a Housing First Approach to HUD-VASH. 2013.

⁵ Tsemberis, S., Gulcur, L., & Nakae, M. Housing First, Consumer Choice, and Harm Reduction for Homeless Individuals with a Dual Diagnosis. 2004; Perlman, J. & Parvensky, J. Denver Housing First Collaborative: Cost Benefit Analysis and Program Outcomes Report. 2006.

>>

>> Community Development Director

>> City of Fort Bragg

>> 707-961-1807 or

>> 707-961-2827 ext 112

>>

>> -----Original Message-----

>> From: cesario [mailto:cesario@mcn.org]

>> Sent: Thursday, August 24, 2017 11:10 AM

>> To: Jones, Marie

>> Subject: Please

>>

>> Forward the resolution that was passed by the planning commission last night regarding the hospitality house. I could not find it on line. The one in the packet is not what was voted on.

>> Thank you,

>> Anne Marie Cesario

>> <Final PC Resolution re Hospitality House Use Permit Modification.doc>

>

> <Att 22 - Fire Inspection.pdf>

> <MCHC 2017 Food Program at HH May 2017.docx>

> How many hours a week is the new manager, Lara Anderson, working?

> I do not know the answer to this either. Please ask Hospitality House.

> Do you have current financial information about MCHC's budget and expenses?

> I do not. I have a hand out that they put together for me that describes their current programs.

> You can ask them directly for their annual report/budget. They are required to have one as a non-profit.

> Do you have the fire marshals evaluation of the Hospitality House in writing?

> Yes, please see the attached.

> When did the commissioners receive the paperwork for the resolution they voted on?

> It was loaded onto the website at 2:00 in the afternoon before the meeting, but some commissioner's may not have seen it until they were at the dais on Wednesday night.

> Thanks for your questions.

> Marie Jones

> Community Development Director

> City of Fort Bragg

> 707-961-1807 or

> 707-961-2827 ext 112

> -----Original Message-----

> From: cesario [mailto:cesario@mcn.org]

> Sent: Saturday, August 26, 2017 6:43 PM

> To: Jones, Marie

> Subject: Questions

> Good morning

> I hope u had a great weekend, u earned it.

> Do u have the information about the criteria for the housing first grant they referred to?

> Do you have a job description for the new manager and the other house managers?

> How many hours a week is the new manager, Lara Anderson, working?

> Do you have current financial information about MCHC's budget and expenses?

> Do you have the fire marshals evaluation of the Hospitality House in writing?

> When did the commissioners receive the paperwork for the resolution they voted on?

> Please excuse me if any of this was in the agenda packet and I missed it....it was a lot of information.

> Thank you for your time and consideration.

> Best Regards,

> Anne Marie

>> On Aug 24, 2017, at 11:33 AM, Jones, Marie <mjones@fortbragg.com> wrote:

>>

>> Hi Ann Marie,

>>

>> I have attached a copy of the resolution that was voted on last night by the Planning Commission.

>> Please feel free to contact me with any questions.

>>

>> Marie Jones

answers I have in blue text.

Marie Jones

Community Development Director
City of Fort Bragg
707-961-1807 or
707-961-2827 ext 112

-----Original Message-----

From: cesario [<mailto:cesario@mcn.org>]
Sent: Monday, August 28, 2017 11:34 AM
To: Jones, Marie
Subject: Re: Questions....follow up

The link you sent regarding housing first:

It looks like the application process started May 2017, is that accurate?

If this is the case they have not yet received this grant, I'm assuming they have applied, is this accurate?

Or have they applied in a past funding cycle?

✓ Is this a part of the city of fort bragg's grant application? [\[Jones, Marie\]](#) No

Re: job postings:

✓ The manager reports to the Shelter Administrator- who holds that position? [\[Jones, Marie\]](#) [Don't know](#)

It is unclear whether or not the manager sleeps there, do they? [\[Jones, Marie\]](#) They do not. Is there more than one manager? [\[Jones, Marie\]](#) [The night manager sleeps there. The night manager is a client. The new Special Conditions will require that night manager to have at least 20 hours of training.](#)

The position does not have any educational or training requirements listed, did you notice that? It also does not have any weekly hours listed. Did I miss something?

✓ Would you be willing to ask MCHC for their annual report/budget? They have not responded to this request from the public in the past. [\[Jones, Marie\]](#) I will ask.

Thank you for your time and consideration.

Best regards,
Anne Marie

> On Aug 28, 2017, at 8:39 AM, Jones, Marie <mjones@fortbragg.com> wrote:

>

> Hello Ann Marie,

>

> These are all good questions. I will try and answer the ones that I can in order.

>

> Do u have the information about the criteria for the housing first grant they referred to?

> You can find this on line at: <http://www.hcd.ca.gov/grants-funding/active-funding/nplh.shtml>

>

> Do you have a job description for the new manager and the other house managers?

> You can find them at this link: <http://www.mendocinohc.org/current-job-listings/>

> Just scroll down to the end of the page.

>

Sent: Wednesday, August 30, 2017 8:22 AM

To: <mailto:cesario@mcn.org>

Subject: RE: Questions....follow up

Hello Ann Marie,

Thanks for this run down of their current operations. It is very helpful. I have asked for a copy of their Annual report. Once I get it I'll pass it along to you. Please continue to be the City's eyes on the street and let us know when you see problematic behaviors or issues arise at Hospitality House. I have to rely on neighborhood complaints and collaboration with the Police Department to ensure that they abide by the new special conditions on the Use Permit.

Thanks,

Marie Jones

Community Development Director

City of Fort Bragg

707-961-1807 or

707-961-2827 ext 112

From: cesario@mcn.org [<mailto:cesario@mcn.org>]

Sent: Wednesday, August 30, 2017 12:26 AM

To: Jones, Marie

Subject: Re: Questions....follow up

Hi Marie,

I had a chance to talk to Lara Anderson today and found out some info I'd like to pass on to you. Her job title is Hospitality House Administrator. She works full time, Monday thru Friday from 7 am to 5 pm, although she has been working overtime lately. She is an hourly employee and has direct contact with the Board. She states she has not seen any paperwork regarding the Housing First Grant criteria and the information she has has been given to her verbally by Anna Shaw. The house is open to residents 24 hours a day/7days a week. Women, children and disabled people do not have to leave the house during the day. breakfast is served from 7-8am, showers and laundry and restroom available to outside guests between 10:30 and 2:30, dinner at 3-4 so non guests can be on property from 2:30. At 4 they require non guests to leave the property. They have a stand alone building that has laundry shower and restroom facilities. And there is NO DAY SHELTER facility on the coast any more...could be why we have such a big issue with street nuisance issues. People have no place to go. Thanks for the info you provided. You are appreciated.

Best regards,

Anne Marie

From: [Jones, Marie](#)

Sent: Monday, August 28, 2017 11:38 AM

To: [cesario](#)

Subject: RE: Questions....follow up

Hi Ann Marie,

Thanks for your additional questions. I don't have answers to most of your questions below. I have noted the

8/30/2017

Mendo Litho

From: <cesario@mcn.org>
Date: Wednesday, August 30, 2017 2:04 PM
To: "Mendo Litho" <mendolitho@mcn.org>
Subject: Fw: By the way- email st ring to print

Please call me...I want to come in later if that's ok with you two and I need to talk to amy. AM

From: cesario@mcn.org
Sent: Wednesday, August 30, 2017 2:02 PM
To: [Jones, Marie](#)
Subject: Re: By the way

Right, I assumed you had a copy since it is mentioned in the food program handout they gave you. Here is the excerpt:

- Our contract with the county requires MCHC to provide food, showers and laundry to outside guests (contract attached) We averaged 181 outside guest showers/month for past four months and 43 loads of laundry/month (statistics attached). Data on food below

Sorry.

Perhaps you can ask Hospitality House for a copy of that county contract they refer to so we know exactly what they have funding for and how much they are given. Would you be willing? Any word on the budget information yet?

Thanks again, sorry for my assumption

Anne Marie

From: [Jones, Marie](#)
Sent: Wednesday, August 30, 2017 12:27 PM
To: <mailto:cesario@mcn.org>
Subject: RE: By the way

That wasn't me. I don't have any county contracts.

Marie Jones

*Community Development Director
 City of Fort Bragg
 707-961-1807 or
 707-961-2827 ext 112*

From: cesario@mcn.org [<mailto:cesario@mcn.org>]
Sent: Wednesday, August 30, 2017 11:28 AM
To: Jones, Marie
Subject: By the way

By the way you never forwarded the county contract you said you had a copy of....oops. When you have time please and thank you.

Anne Marie

From: [Jones, Marie](#)

May 31, 2017

To: Marie Jones
Fr: MCHC

Re: **Food Program at Hospitality House and steps MCHC has taken to reduce impact to neighborhood**

1. Overview of the food programs on the coast

There are only three major nonprofits that have food programs on the coast... Senior Center, Food Bank and MCHC. Many others have cut back, or have eliminated, their food programs in the past couple of years.

- The Senior Center currently delivers 105 Meals on Wheels per day seven days a week, and serves approximately 50,000 meals per year at the Senior Center at a cost of about \$300K/year. The Federal Government pays about 1/3 of the food costs, the clients pay approximately 1/4 of the costs and the community donates the rest.
- Over the past 11 years, the Fort Bragg Food Bank has provided food to an average of 1,638 people per month (see attached data). They do not provide meals and all food must be eaten off the premises.
- The only other organizations or churches that provide meals on the coast are:
 - Trinity Lutheran Church – a sack lunch Monday 12:00-12:30
 - Our Lady of Good Counsel – Wednesday 12:00-12:30
 - Seventh Day Adventist – a sack lunch Saturday 1:30-2:30 and Thurs 1:00-3:00
 - Mendocino Pres Tues at 2:30 and last Wed of month at 3:00

2. Hospitality House food program:

Hospitality House has been serving breakfast and a hot dinner meal to all our MCHC guests and to "outside guests" every day of the year for the past 30 years.

- Our contract with the county requires MCHC to provide food, showers and laundry to outside guests (contract attached) We averaged 181 outside guest showers/month for past four months and 43 loads of laundry/month (statistics attached). Data on food below
- Just as with the Food Bank and other soup kitchens in the county, the number of meals we served increased during the economic downturn of 2008-2011 (see attached Food Bank data). The number of meals HH has served has gone down since the high of 27,184 meals in 2011.
- Average number of meals served per month for the first four months of this year was 1,666/month
- Average food cost of those meals were \$0.69/meal...thanks to all the food donations we receive from this community
- For the month of May 2017, we served a total of 1,769 meals(breakfast and dinner) ; 1,042 dinners which averages 33.6 dinners served/day (see meal data for May attached)

- Meals are organized in HH so that 17 guests/clients can be served at a time. All meals must be eaten on the property. All guests waiting for a meal must wait in HH fenced courtyard. Once outside guests have had their meal, they leave the property.
- To decrease littering, no more paper products are used at any MCHC facilities. MCHC has purchased dishwasher safe reusable cups, bowls and plates at all their facilities.

5. Steps we plan to take to further reduce HH impacts on the neighborhood

- MCHC believes the most significant impact on HH and the neighborhood has been the Extreme Weather Shelter (EWS) being staged at Hospitality House.

The EWS normally opens around Nov 15th and closes April 15th and is dependent upon inclement weather parameters. Due to the heavy rainy season this past winter, the EWS was opened for 115 nights out of 154 nights (opened 74.6% of the time) with a total of 1,589 bednights. This placed an even heavier burden on HH facilities, staff and certainly had an impact on the surrounding neighborhood.

For the past seven years, HH has provided EWS guests with dinners, showers and laundry; processed the necessary paperwork and monitored these guests for two hours at HH. At 6:00pm, they are transported by HH staff to one of the 7 designated churches that opened their doors for EWS guests. HH staff remains with EWS guests at the church and transports them back to HH for breakfast at 7:00am.

Unfortunately, we believe that the impact on HH and the neighborhood has become to challenging and **MCHC Board has made the decision to not run the Extreme Weather Shelter program at Hospitality House next season.**

However, to remove this program from HH comes with an entirely new set of problems. Costs will increase significantly. Finding a location that is available, cost effective and zoned appropriately to stage the EWS will be challenging at best. The county has been contacted and we await their decision regarding the funding. This community has been incredibly generous in supporting the EWS, but this will be a big challenge for the entire community to run the EWS program in a different location.

- **MCHC staff and Board have made the decision to reorganize the Hospitality House program.** We have already begun that process and the funding is in place. MCHC will be increasing the staffing at HH and will be hiring a senior staff member whose sole duty will be to manage and co-ordinate all the services at HH. This person will be responsible for recruiting, training and scheduling all junior HH staff. Job descriptions are being developed for all positions. We expect to begin advertising for this primary position within the month.

- In 2016 Hospitality House data shows the 42% of our guests were Mendocino residents of which 35% were born and raised in Fort Bragg and 74% had been on the coast for 6 months or longer. The EWS data for 2016 shows that 43% were Mendocino County residents. We are beginning to gather much more detailed data on the people receiving meals at HH, but it's safe to say that over 40% of the people we feed are local residents.

3. Where do we go from here?

- People in our community are struggling economically. Affordable housing is difficult, if not impossible to find; good paying jobs are hard to find. The data shows that many people in this community cannot afford meals and use the services of the Senior Center, Food Bank and MCHC to stay healthy and well.
- Federal funds provide for "Meals on Wheels", for our Hospitality House General Assistance dollars and for the Food Bank operations. What happens if those monies are cut?
- MCHC works continuously all year long to come up with the money and staffing to pay for Hospitality House programs...including the food program. We receive food donations from numerous community members, organizations and businesses that help to keep our food costs low.
- People in this community are compassionate...they have shown by their donations that they do not want "local community members" to go hungry. The question is if MCHC doesn't serve a hot meal daily to those needy in this community, who will, and where will they do it and who will pay for it? Before too many decisions are made, it seems those are the questions that should be answered.

4. Steps taken to reduce impacts of HH operations on neighborhood

- Alley entrance gate locked, signage placed on gate requesting all HH clients and guests to access HH by use of front entry on McPherson Street. This step essentially eliminated the majority of alleyway loitering problems.
- All loitering is discouraged in and around all MCHC facilities. HH guests/clients waiting for services or meals must remain in HH garden courtyard. Picnic tables and benches are provided. Showers, laundry facilities and meals are accessed through this courtyard.
- A "street monitor" is an added HH staffing position. The monitor wears a florescent vest and patrols the streets around HH during and after meal times, discouraging loitering, picking up litter and where comfortable, encourages clients to go to HH for services/meals rather than loitering.
- Changed dinner time for outside guests to 3:00-4:00pm rather than 5:00-6:00pm. This discouraged loitering waiting for a late 5:00pm meal and also encouraged those guests to leave the area and find their location for the evening.

MENDOCINO COAST HOSPITALITY CENTER, 101 NORTH FRANKLIN STREET, FORT BRAGG,
CA,

95437 (707) 961-0172 ADMIN@MENDOCINOCHC.ORG (MAILTO:ADMIN@MENDOCINOCHC.ORG)

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- Maintain client confidentiality.
- Maintain clients' records and data, including inputting of data to the HMIS Client Track database
- Product monthly reports as needed and/or directed.
- Coordinate with other HH/ HC services, such as the resource center "Hospitality Center".

Job Skills and Abilities

- Maintenance and/ or construction experience.
- Ability to exercise good judgment, follow oral and written directions.
- Good clerical skills and attention to detail.
- Ability to communicate effectively both orally and in writing.
- Ability to establish cooperative working relationships with clients and staff and external agencies.
- Understanding of and ability to maintain client confidentiality.
- Satisfactory computer skills including ability to use Office software, databases, and Internet.
- Ability to maintain attitude of fairness and objectivity.

HOUSE
MANAGER

ensure that resident and non-resident guests receive services in accordance with Hospitality House (HH) policies.

Specific Duties

House
Manager

- Oversee the implementation of the daily schedule.
- Assess repairs and upkeep necessary for maintenance of the facility. Make recommendations for capital expenditure or for use of contractors to the Operations Manager. Make provisions for necessary minor repairs.
- Be the lead Food Safety Handler. Oversee health and safety within the kitchen and for food preparation. Make food orders to commercial companies and through the Food Bank.
- Ensure the upkeep of fire safety devices such as smoke detectors and fire extinguishers. Plan the annual visit of the Fire Marshal, in liaison with the Operations Manager.
- Oversee chores by guests, either directly, or through delegation.
- Undertake intake interviews and assessments with clients.
- Complete all intake paperwork, entering clients into the HMIS database. Admit clients to the emergency shelter.
- Give advice and information to homeless people seeking shelter.
- Refer clients to Hospitality Center for supportive services.
- Assist guests to develop move-on plans, using Housing First principles.
- Implement the rules and expectations related to direct client services to ensure a safe and equitable environment (see HH Sanctions Policy).
- Ensuring always that a Release of Information has been signed, to liaise with external agencies such as General Assistance to promote the welfare of clients.
- Compile monthly statistics to report to the Executive Director and Board of Directors.
- Maintain courteous and professional relationships with all external agencies.
- Attend and participate in weekly case conferencing meetings, MCHC staff meetings, and related training as scheduled.

- Produce monthly reports as needed and/or directed.
- Coordinate with other HH/ HC services.

Job Skills and Abilities

- 1 (one) year+ experience in working within a human service organization.
- Experience working with people in need.
- Understanding of basic substance abuse and mental health diagnoses and treatments.
- Ability to exercise good judgment, follow oral and written directions.
- Good clerical skills and attention to detail
- Ability to communicate effectively both orally and in writing.
- Understanding of and ability to maintain client confidentiality.
- Excellent listening skills
- Good computer skills including ability to use Office software, databases, and Internet.
- Ability to maintain attitude of fairness and objectivity.

POSITION DESCRIPTION

Title: Hospitality House Manager

Reports to: Shelter Administrator

Salary Range: \$11 - \$13 per hour

General Responsibilities

Under the supervision of the Programs Manager, the House Manager will provide the daily oversight and supervision of the facility and guests of the Hospitality House.

The House Manager has two main overall responsibilities. One responsibility is to work to ensure the safety and upkeep of the facility, its buildings and grounds. Another responsibility is to

sufficiency.

Specific Duties and Responsibilities

- Plan and provide outreach to eligible clients through personal contact and written information.
- Assess clients for relevant programs by undertaking intakes, ensuring that clients meet eligibility requirements for Coordinated Entry, or Permanent Supportive Housing, for Transitional Housing, for Rapid Rehousing, and or other homelessness programs.
- Utilize HMIS and or local database to enter client data.
- Provide service coordination to the caseload assigned.
- Provide referrals for eligible clients to service agencies.
- Provide information and referrals to those clients eligible for other services available in the greater Fort Bragg area and Mendocino County.
- Develop and implement goals for each eligible client.
- Monitor client progress through one-on-one meetings, group check-ins, informal check-ins, and other means.
- Work with clients to achieve goals, including housing, income and employment or training.
- Refer clients to appropriate service provider or agency.
- Attend and participate in case conferencing meetings, HH/ HC staff meetings, and related training as scheduled.
- Monitor procedures that support program goals and objectives.
- Ensure that the programming operates within our continuum of care.
- Conduct random drug testing of clients
- Provide and coordinate group activities for program participants.
- Work to process and problem solve client grievances.
- Work closely with DSS and Mental Health staff to facilitate determination of clients' eligibility for other appropriate programs.
- Maintain good working relationships with other service providers and agencies.
- Follow HH/ HC protocol for securing "Release of Information" from clients.
- Maintain client confidentiality.
- Maintain program clients' records and data, including inputting of data to the designated database

Mendocino Coast Hospitality
Center
Ref: Applicant
P.O. Box 2168
Fort Bragg, CA 95437

Mendocino Coast Hospitality
Center
101 N Franklin Street
Fort Bragg, CA 95437

Or By Email:

admin@mendocinohc.org (mailto:admin@mendocinohc.org)

CURRENT JOB LISTINGS

POSITION DESCRIPTION

Title: Housing Navigator

Reports to: Programs Manager

Hours: Full Time

Salary Range: \$12 - \$15

General Duties and Responsibilities

Under the supervision of the Programs Manager, the Housing Navigator will provide service coordination through assessments, referrals, and follow-up to clients who homeless or at risk of homelessness. Perform other duties as assigned.

The Housing Navigator will work the caseload assigned – likely to be average of 40 clients at any given time. This position requires working cooperatively with existing services and programs, program partners, and numerous community agencies. The Housing Navigator will develop, monitor, and support a plan with each eligible client to maximize his or her ability to move toward sustainable self-

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 HOSPITALITY CENTER (/CENTER/)
 HOSPITALITY NORTH (/MCTH/)
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 PROJECTS
 GIVING GARDEN (/GARDEN/)
 COMMUNITY CLEAN UP (/CLEANUP/)
 CAFÉ TRAINING PROGRAM (/CAFE/)
 EVENTS
 HOSPITALITY CENTER ACTIVITIES CALENDAR (/ACTIVITIES/)
 SPECIAL EVENTS (/SPECIAL-EVENTS/)
 UPDATES
 NEWS (/NEWS/)
 DONATE (/DONATE/)
 RESOURCES
 FORT BRAGG FOOD BANK ([HTTP://WWW.FORTBRAGGFOODBANK.ORG/HOME/LINKS](http://www.fortbraggfoodbank.org/home/links))
 MENDOCINO COUNTY SOCIAL SERVICES ([HTTP://WWW.CO.MENDOCINO.CA.US/HHSA/](http://www.co.mendocino.ca.us/hhsa/))
 MENDOCINO COUNTY 211 ([HTTP://WWW.211MENDOCINO.ORG/](http://www.211mendocino.org/))
 PROJECT SANCTUARY ([HTTP://WWW.PROJECTSANCTUARY.ORG/](http://www.projectsantuary.org/))
 SAFE PASSAGE ([HTTP://WWW.SAFEPASSAGEFORTBRAGG.ORG/](http://www.safeassagefortbragg.org/))
 MTA ([HTTP://MENDOCINOTRANSIT.ORG/](http://mendocinotransit.org/))
 ACTION NETWORK ([HTTP://WWW.ACTIONNETWORK.INFO/](http://www.actionnetwork.info/))
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APPLYING FOR EMPLOYMENT AT MCHC

If you are interested in seeking employment at the Mendocino Coast Hospitality Center, you may download our employment application here (/s/MCHC_Employment_App.pdf). Your completed application, along with your resumé and cover letter may be returned to:

By Mail:

In Person:

Mendocino Coast Hospitality

Mendocino Coast Hospitality