

Fort Bragg City Council

City of Fort Bragg

416 N. Franklin Street

Fort Bragg, CA 95437

September 27, 2017

Ref: Appeal Related to Potential Violations of Use Permit at the Hospitality House

Members of the Fort Bragg City Council,

I have now been responsible for the operation of the Hospitality House for about three months and during this time I have seen a lot of changes. It feels like we have been and are moving ever forward towards making this a more functional community for everyone. I see the staff, volunteers and guests all working together to make things better and this feels really good. The agreement which was reached with the planning commission has been both a challenge and a guide toward elevating the work we do here. This document has allowed us to open our minds and has challenged us to come up with new ideas and practices.

The new requirements for training for our volunteer interns have been a very positive addition to our program. I am now spending substantial time working with interns on training. This training is empowering them to be more effective and proactive in their roles as interns at the Hospitality House. I have developed solid training in the running of this house and health and safety issues and I will be continuing to develop more training in interpersonal skills and communication as time goes on. Since our volunteer interns are in the process of rebuilding their own lives one on one training and support for their role as an intern is also giving them personal tools for success as we really take the time to address their strengths, barriers and challenges with regards to employment.

Another positive change has been an enhanced relationship and involvement with the Fort Bragg Police Department. Working with them has enabled management at the house to hold individuals accountable in a clear and serious way that is having a very positive impact. I am meeting regularly with Fort Bragg Police Department to exchange information and we are working together to address any issues that arise.

Currently the house is well staffed with professional and proactive individuals who really care. Our team is committed to a high level of accountability to the people we serve and the community at large. The quality of our food service is improving all the time thanks to our dedicated volunteer cooks. The facility is in great shape due to our persistent maintenance person and the hard work of our whole team to promptly recognize and address any maintenance issues. We continue to provide crucial services to homeless individuals in the community who do not reside at the house. Our shower and laundry programs and our meal program are vital to the health and safety of many in our community.

We continue to work in the spirit of cooperation with our neighbors and other concerned members of the public. I have personally met with concerned citizens and neighbors. I have addressed their concerns quickly and to the best of my ability. I continue to be open to the feedback and concerns of everyone involved and I hope that together we can continue to make this place better and better. Our whole community has a stake in providing services to the most needy and vulnerable. I am very excited that our board meetings are now open to the community. I look forward to new ideas being generated and to new energy and support coming from the community toward this house which provides so much to the community. Thank you all for your support.

Sincerely,

A handwritten signature in black ink that reads "Lara Anderson". The signature is fluid and cursive, with the first name "Lara" and last name "Anderson" clearly distinguishable.

Lara Anderson

Hospitality House Administrator

Hospitality House

(707) 961-1150