



LIBRARY ADVISORY COMMISSION REGULAR MEETING

MONDAY, MARCH 20, 2017

6:30 PM

APTOS BRANCH MEETING ROOM
7695 SOQUEL DRIVE, APTOS, CA 95003

1. CALL TO ORDER/ROLL CALL

Commissioners Sean Campbell, Ellen Campos, Martha Dexter (Chair), Nancy Gerdt, Barbara Gorson, Cindy Jackson, and Deb Tracey-Proulx (Vice Chair)

2. ADOPTION OF THE AGENDA

3. ORAL COMMUNICATIONS

Any member of the audience may address the Board on any matter either on or off the agenda that is within the Board's jurisdiction. Note, however, that the Board is not able to undertake extended discussion or act on non-agendized items. Such items can be referred to staff for appropriate action which may include placement on a future agenda. If you intend to address a subject that is on the Agenda, please hold your comments regarding that item until it is before the Board so that we may properly address all comments on that subject at the same time. In general 3 minutes will be permitted per speaker during Oral Communication; A MAXIMUM of 30 MINUTES is set aside for Oral Communications at this time.

4. REPORT BY LIBRARY DIRECTOR

5. MEMBER REPORTS

6. CONSENT CALENDAR

All items listed in the "Consent Calendar" will be enacted by one motion in the form listed below. There will be no separate discussion on these items prior to the time the Board votes on the action unless members of the public or the Board request specific items to be discussed for separate review. Items pulled for separate discussion will be considered following General Business.

- A. Receive Minutes of February 27, 2017 (P.3-4)
RECOMMENDED ACTION: Approve Minutes

7. GENERAL BUSINESS

General Business items are intended to provide an opportunity for public discussion of each item listed. The following procedure is followed for each Business item: 1) Staff explanation; 2) Board questions; 3) Public comment; 4) Board deliberation; 5) Decision.

- A. Homeless Issues at the Library (P. 5-15)
RECOMMENDED ACTION: None

8. ADJOURNMENT

Adjourned to a Regular Meeting of the Library Advisory Commission to be held on Monday, April 17, 2017 at 6:30 PM at the Downtown Branch Meeting Room located at 224 Church Street, Santa Cruz, CA 95060.

The Santa Cruz City-County Library System does not discriminate against persons with disabilities. Out of consideration for people with chemical sensitivities, we ask that you attend fragrance free. Upon request, the agenda can be provided in a format to accommodate special needs. Additionally, if you wish to attend this public meeting and will require assistance such as an interpreter for American Sign Language, Spanish, or other special equipment, please call the Library Administration Office at 427-7706 at least five days in advance so that we can arrange for such special assistance, or email library_admin@santacruzpl.org.



**LIBRARY ADVISORY COMMISSION
REGULAR MEETING MINUTES**

MONDAY, FEBRUARY 27, 2017

6:30 PM

**DOWNTOWN BRANCH MEETING ROOM
224 CHURCH STREET, SANTA CRUZ, CA 95060**

1. CALL TO ORDER/ROLL CALL

PRESENT: Commissioners Ellen Campos, Martha Dexter, Barbara Gorson, Cindy Jackson, and Deb Tracey-Proulx

ABSENT: Sean Campbell and Nancy Gerdt

STAFF: Library Director Susan Nemitz

2. ADOPTION OF THE AGENDA

RESULT:	APPROVED THE AGENDA OF FEBRUARY 27, 2017
MOVER:	Barbara Gorson
SECONDER:	Ellen Campos
AYES:	Campbell, Dexter, Jackson, Tracey-Proulx
ABSENT:	Sean Campbell, Nancy Gerdt

3. ORAL COMMUNICATIONS

None

4. REPORT BY LIBRARY DIRECTOR

A. Library Director's Report – February

5. MEMBER REPORTS

Barbara Gorson: Last month the City Council approved an 11,700 sqft library at estimated cost of \$13 million. This pushes the Friends to really step up and go for a bigger goal in fundraising. So they have committed to fundraise \$350,000.

6. CONSENT CALENDAR

A. Receive Minutes of January 23, 2017

RECOMMENDED ACTION: Approve Minutes

RESULT:	APPROVED CONSENT ITEM 6.A
MOVER:	Ellen Campos
SECONDER:	Cindy Jackson
AYES:	Dexter, Jackson, Tracey-Proulx
ABSTAIN:	Barbara Gorson
ABSENT:	Sean Campbell, Nancy Gerdt

7. GENERAL BUSINESS

- A. LJPA Financial Workshop Report
RECOMMENDED ACTION: Review Report

- B. Role of the LAC
RECOMMENDED ACTION: None

Discussion of the role, such as continue presenting recommendations to the JPA and help recruit for the new Downtown Advisory Committee.

Martha Dexter: Use the flexibility of the Commission to talk about different topics and explore ideas to provide feedback on new services for the library or help out with problems the library is currently experiencing.

Susan Nemitz suggested to rework Barbara Gorson's 21st Century Library Presentation into a new slideshow.

Member of the public, E Anderson, commented on the role of the LAC.

Deb Tracey-Proulx: Use different venues like Event Santa Cruz to reach a wider demographic and spread more awareness of a 21st Century Library.

Susan Nemtiz: Would like to come to meetings with Strategic Plan based issues. To be coached on these issues where the Commission could inform on who to talk to or how to think about the issue.

8. ADJOURNMENT

Final Adjournment of the Library Advisory Commission (LAC) at 7:30 PM to the next Regular Meeting to be held on Monday, March 20, 2017 at 6:30 PM at the Aptos Branch Meeting Room located at 7695 Soquel Drive, Aptos, CA 95003.

Code of Conduct Policy

JPAB Policy # _____

Adopted: xx/xx/xxxx

Revised: xx/xx/xxxx

Five-year Review Schedule: 20xx

Santa Cruz Public Libraries supports the rights of all individuals to free and equal access to information and use of the library without discrimination, intimidation, threat of harm, or invasion of privacy. We are dedicated to providing friendly, courteous, and respectful service. The role of Santa Cruz Public Libraries is to provide an accessible, welcoming, clean, comfortable, and safe environment for all library users.

To Provide a Comfortable and Welcoming Environment

Santa Cruz Public Libraries provides a comfortable and welcoming environment. Mutual respect makes it possible for everyone to enjoy library materials and services. We ask library users to be respectful of each other and behave in a manner that does not disrupt other library users or interfere with standard operation of the library.

To Make Information Resources and Materials Accessible for All

Santa Cruz Public Libraries makes collections, equipment, and resources accessible for current and future library users. Intentionally damaging, destroying, or stealing any materials, equipment, or property belonging to the library, another patron, or staff member is prohibited.

To Ensure a Safe and Secure Environment

Santa Cruz Public Libraries ensures a safe and secure environment. Committing or attempting to commit any act that is a violation of any federal, state, or local criminal law or ordinance is prohibited on Santa Cruz Public Libraries property.

To Maintain a Healthy and Clean Environment

Santa Cruz Public Libraries maintains a healthy and clean environment for all library users. Considerate consumption of snack food or a covered beverage is allowed in public areas of the library unless otherwise noted.

Enforcement of the Library Code of Conduct

Enforcement of the Library Code of Conduct will be administered in a fair and reasonable manner. Library staff, security, and/or law enforcement will intervene to prevent and/or stop prohibited activities and behaviors. Individuals who fail to observe the Library Code of Conduct may be asked to leave the library building and property, have their library privileges suspended for a designated period of time, be subject to arrest, or be subject to other lawful action.

Code of Conduct Prohibited Behaviors

Adopted: xx/xx/xxxx

Revised: xx/xx/xxxx

Five-year Review Schedule: 20xx

Examples of prohibited activities and/or conduct on Santa Cruz Public Libraries property include but are not limited to:

1. Conduct that interferes with a **Comfortable and Welcoming Environment**

- a. Disruptive behavior, such as creating unreasonable noise or banging on computer keyboards.
- b. Soliciting, panhandling, or gambling on Library property.
- c. Using audible devices without headphones, using headphones set at a volume that disturbs others, or having an audible cell phone ringtone.
- d. Using any communication devices in a manner that disturbs others.
- e. Distributing literature, gathering signatures, soliciting contributions, or conducting surveys inside a Library facility.

2. Conduct that interferes with making **Information Resources and Materials Accessible for All**

- a. Setting up blankets or bedding with the intention to camp anywhere on library property.
- b. Lying down or appearing to be sleeping; having feet on furniture; or blocking aisles, exits, or entrances.
- c. Bringing into the library personal items with total dimensions not to exceed 65 inches (ex.: 20"x20"x25") (with the exception of items necessary for medical or child care reasons).
- d. Blocking aisles or walkways with personal property or leaving personal property unattended.
Note: Unattended items are subject to immediate removal.

3. Conduct that does not **Ensure a Safe and Secure Environment**

- a. Using roller skates, bicycles, skateboards, scooters or similar wheeled devices inside the Library (with the exception of items necessary for medical or mobility purposes, or child care).
- b. Disciplining a child in a manner that injures the child or disrupts other patrons.
- c. Leaving young children/adults with special needs unsupervised (children under nine years must be accompanied by a person 14 years of age or older).
- d. Parents and caregivers are responsible for the behavior of the individuals under their charge. Children/adults with special needs are expected to conduct themselves in a manner that does not violate the Code of Conduct or disrupt other patrons.
- e. Adults loitering in the Children's areas for no legitimate purpose is prohibited (see [State of California PENAL CODE Section 653b](#)). Adults are welcome to access the materials and collections in the Children's areas without a child present.

- f. Inappropriate use of Library property in Library facilities or on Library grounds, including computer hardware, software, network, systems, printers, copiers, phones, and other equipment (see [Library Policies - Internet Access Policy](#)).
 - g. Engaging in activities not reasonably associated with use of a public library.
 - h. Failing to comply with a staff request to cease behavior that interferes with the effective functioning of the Library, or failure to leave the Library during emergencies or at closing time.
 - i. Intimidating, harassing, or threatening staff, volunteers, or other patrons; including stalking, staring, or lurking using profane, obscene, or abusive language including racial, ethnic, or other epithets; verbally, physically, or in writing including all forms of electronic media.
 - j. Being under the influence of alcohol or illegal drugs.
 - k. Trespassing in nonpublic areas, being in the Library without permission of an authorized Library employee before or after Library operating hours, remaining on Library property once suspended.
 - l. Engaging in any other behavior that would constitute a criminal act under applicable law.
4. Conduct that does not **Maintain a Healthy and Clean Environment**
- a. Entering into the Library barefoot or without a shirt, or removing one's footwear or shirt while in the Library, or being otherwise attired so as to be disruptive to the Library environment (with the exception of infants or toddlers).
 - b. Body odor, personal hygiene, or excessive fragrance that interferes with other patrons' ability to use the Library and its facilities, or that poses a health risk.
 - c. Consumption of snack food and/or a covered beverage at computers. Patrons are asked to keep areas in which food consumption is allowed clean and free of residue, spills, crumbs, or wrappings. Consumption of food that causes a disruption to other patrons, harms library resources, leaves a mess, and/or failure to clean up any residue, wrappings, or spills after consuming these items will be a violation of the Library Code of Conduct.
 - d. Bringing pets or animals, other than service animals necessary for disabilities, into the Library, except as allowed during special Library programs.
 - e. Littering.
 - f. Using cigarettes, e-cigarettes, cannabis, chewing tobacco, or other tobacco products.
 - g. Using restrooms for bathing or shampooing, or doing laundry.

Violators of the Santa Cruz Public Libraries Code of Conduct may be asked to leave and/or be photographed to assist in identification.

Suspension Policy

JPAB Policy # _____

Adopted: xx/xx/xxxx

Revised: xx/xx/xxxx

Five-year Review Schedule: 20xx

Violation or repeated violation of the Santa Cruz Public Libraries Code of Conduct may warrant a suspension of library privileges. Suspension of library privileges will result in removal from and denial of access to Santa Cruz Public Libraries services and facilities for a designated period of time. In order to be fair and equitable in the application of the Santa Cruz Public Libraries Code of Conduct Policy, and to provide documentation of the enforcement of this code, authorized library staff shall apply the following suspension guidelines.

In addition to the Code of Conduct Prohibited Behaviors, the following violent behaviors will not be tolerated:

- physical abuse or assault
- fighting or challenging to fight
- making violent or threatening statements

Authorized library staff will instruct anyone displaying these behaviors to leave the library facility immediately for a period up to and including thirty days. Police will be called and additional legal action may occur, as appropriate. In addition, *based on the severity of the situation, a suspension of library privileges for up to one year may be applied.* Library staff will notify Library Administration immediately, where the appropriate suspension period and procedures will be determined by authorized staff.

FIRST VIOLATION: Initial warning and given copy of Code of Conduct

When a patron has violated the Santa Cruz Public Libraries Code of Conduct by displaying behavior that is prohibited but not violent or physically threatening, authorized library staff will:

1. Provide the patron with a copy of the Code of Conduct.
2. Explain to the patron that they are engaging in prohibited behavior, what that behavior is, and the importance of abiding by the Code of Conduct.
3. Advise the patron that further violations of the Code of Conduct will not be tolerated and may result in their being asked to leave the library.

SECOND VIOLATION: Library privileges suspended for the day

If the patron continues prohibited behavior either the same day or another day, authorized library staff will:

1. Reaffirm all previous conversations with the patron regarding the behavior.
2. Instruct the patron to leave the facility for the day.

3. Document the incident with a Library Incident Report submitted to Library Administration.
4. Offer the patron the name and telephone number of the appropriate library staff person so they may communicate their concerns, if they feel the treatment was unfair.

THIRD VIOLATION: Library privileges suspended for up to and including thirty days

Longer than one-day suspensions will be issued if a patron continues to display prohibited behavior after receiving a prior suspension.

If a patron has been issued a one-day suspension for prohibited behavior and if prohibited behavior continues either during the suspension period or afterwards, a patron will then be suspended for up to and including thirty days.

When a decision is made to suspend a patron for more than one day, authorized library staff will:

1. Complete the *Notice of Suspension from Library - One to Thirty Days* document.
3. Provide the patron with a copy of the completed document. In the case of a minor patron (under the age of 18), library staff will also attempt to notify the parent or guardian and provide them with a copy of the completed document.
4. Complete a Library Incident Report and submit the report to Library Administration.
5. Provide the patron with the name and phone number of the appropriate library staff person so they may communicate their concerns by telephone or by submitting an appeal in writing.
The patron will not be offered a formal hearing process for suspensions of up to thirty days.

To submit a written appeal, the patron must complete the *Request for Suspension Appeal Form* and submit it to Library Headquarters within one working day from the date the suspension is issued.

The appeal will be reviewed by the appropriate library staff person(s) within one working day of submittal.

If, by a preponderance of the evidence, the suspension is determined to be unwarranted, the suspension will be withdrawn. The patron may contact Library Administration one day after submitting a written appeal to determine the status of the suspension.

FOURTH OR SIGNIFICANT VIOLATION: Library privileges suspended for 31 days to up to one year

I. 31 DAYS TO ONE YEAR SUSPENSION:

If a patron has been issued a one-to-thirty day suspension for displaying prohibited behavior and prohibited behavior continues either during the suspension period or afterwards, a decision will be made to suspend the patron for 31 days to up to one year.

Authorized library staff will:

1. Complete the *Notice of Suspension from Library - 31 Days to One Year* form. When a decision is made to suspend a patron for longer than thirty days, the suspension notice will be signed by authorized library staff.
2. A copy of the completed document (even if not yet signed) and all accompanying forms shall be provided to the patron.
3. In the case of a minor (under the age of 18), authorized library staff will also attempt to notify the parent or guardian to provide them with the completed document and all accompanying forms.
4. Authorized library staff will complete a Library Incident Report and submit it to Library Administration.

Any patron suspended for 31 days to one year has the right to a hearing with the Suspension Hearing Panel. The Suspension Hearing Panel will comprise authorized library staff, the Library Joint Powers Authority Board jurisdictional designee, and a library security guard if one is available. Library staff or patrons who were witnesses to the event may also be asked to appear.

To receive a hearing, the patron must:

1. Follow the directions on the *Request for Suspension Hearing* and fill out the *Request for Suspension Hearing Form*.
2. Return the completed form to Library Headquarters within seven working days from the date the suspension is issued.

A parent or guardian must accompany a minor (under the age of 18 unless emancipated) to the hearing.

The decision of the Suspension Hearing Panel for all 31 Days to One Year suspensions is final.

COLD SPELL

County preps for cold snap

Temps to drop: Farmers monitor crops

By Michael Todd
mtodd@santacruzsentinel.com
@michaeltodd on Twitter

SANTA CRUZ » With lows possibly dipping into the upper 20s next week, some farmers are bracing for the possibility they may lose crops in the frost.

"If it gets too frosty, there goes the tomatoes," said Catherine Barr, executive director of the Monterey Bay Certified Farmers Markets. "We were lucky to have

tomatoes this late in the season. Once a cold snap gets them, forget it."

National Weather Service meteorologist Anna Schneider said from midweek to Friday, there are chances of upper 20s at higher elevations and low 30s at lower levels of Santa Cruz County. The cool air will sweep in from the north, she said.

Third-generation Aromas farmer Ron Borba said he is

COLD » PAGE 5

WEATHER OUTLOOK

Monday: Chance of rain in the morning with temperatures in the middle 30s to low 50s.

Tuesday: Partly cloudy. Lows temperatures in the middle 30s to low 50s.

Wednesday: Partly cloudy. Temperatures as low as 28 degrees at higher elevations to the middle 30s at lower elevations.

Thursday: Partly cloudy with temperatures in the upper 20s to low 50s.

Source: National Weather Service.

Hot in '16: Year to break temperature mark

By Lisa Krieger
Bay Area News Group

Two days before the presidential inauguration, scientists are expected to announce that 2016 was the hottest year on earth since record-keeping began in 1880 — news that will test national, state and economic leadership on climate change.

Even as Washington D.C. and California bundle up against winter chill, records will show

that extreme heat blanketed large areas of every continent this year, pushing up average temperatures for the third year in a row.

"2016 will break the global temperature record that was set in 2015, which broke the record that was set in 2014," said climate change scientist Noah S. Diffenbaugh, professor of the Department of Earth System Science at Stanford University.

HEAT » PAGE 6

SEEKING SOLUTIONS

LIBRARY SYSTEM FACING ACCESS ISSUES HEAD-ON



DAN COVRO — SANTA CRUZ SENTINEL

Santa Cruz Library Director Susan Nemitz talks with library regular Steve Wheelock outside the downtown branch. Library staff erects a canopy every Thursday for "Coffee Talk," when library staff listen to needs voiced by the homeless who are some of the more frequent library patrons.

Strategic planning meetings identify homelessness as major concern

By Jessica A. York
jjork@santacruzsentinel.com
@ReporterJess on Twitter

SANTA CRUZ » Across from City Hall, the Santa Cruz Public Libraries' Downtown branch has

long served as a concentrated gathering point for the city's homeless, inside during the day, around the building at night.

The downtown branch's visible congregation — as with other branches around the county —

ebbs and flows, depending on the time of the month, the state of the weather, the intensity of police and security crackdown at other locations and other factors, officials said.

Some recent peaks have arisen

during a weekly protest of the city's camping restriction laws and after the Homeless Services Center's June 2015 funding shortfall forced it to shutter access to its campus during the daytime to those who did not have beds inside already.

This summer, in an effort to

HOMELESS » PAGE 8

NEW YEAR'S

Revelers bid adieu to a year of celebrity deaths, conflicts

The Associated Press

As 2016 draws to a close, revelers around the world are bidding a weary adieu to a year filled with political surprises, prolonged conflicts, deadly attacks at gatherings and deaths of legendary celebrities.

Here's a look at how people are ushering in the new year:

Australia

Sydney sent up a dazzling tribute to 2016's fallen icons with a New Year's Eve fireworks display honoring the late singer David Bowie and late actor Gene Wilder, becoming the first major city to bid a bittersweet adieu to a turbulent year.

The glittering display over Sydney's harbor and bridge featured Saturn- and star-shaped fireworks set to "Space Oddity," the classic song by Bowie, among the seemingly endless parade of beloved entertainers who died in 2016.

Wilder was honored as the bridge lit up in a rainbow of colors while a song from his film "Willy Wonka and the Chocolate Factory" played.

Las Vegas

More than 300,000 visitors
NEW YEAR'S » PAGE 5



ANH YOUNG-JOON — THE ASSOCIATED PRESS
A woman prays in front of lanterns to celebrate the new year at Chogye Buddhist temple in Seoul, South Korea, on Saturday.

MIDDLE EAST

Iran's nuclear program

WASHINGTON

U.S. Congress sees mandate

RUSSIA LINK

Cybersecurity scrutiny after an alleged hack

SOCIAL MEDIA

View daily Santa Cruz Sentinel videos on Tout

more than 500 people inside the club at the time, private NTV television reported.

police cordoned off the area about 2 miles (3 kilometers) away from the nightclub and reported multiple am-

out by the Islamic State group or Kurdish rebels, killing more than 180 people.

Homeless

FROM PAGE 1

improve safety and reduce crime, the city Parks and Recreation Department posted signs along its San Lorenzo River levee, eliminating use of off-path areas where homeless people are known to congregate.

As the 10-branch library system develops a large-scale strategic plan with community input and a voter-approved \$67 million library facilities improvement bond, addressing the role of homelessness has remained a key piece of the puzzle, authorities said.

The homelessness issue was high on the list of issues facing the library system during the majority of 10 community strategic planning sessions, including about 1,000 people, said Library Director Susan Nemitz.

"As we went out to the community, too, though, I have to say that our public at large said over and over, we don't want to come downtown anymore," Nemitz said. "Which is really hard to hear, because we need to have a space that's welcoming to everyone."

The new library director, who hails from Minnesota, said she was unprepared for Santa Cruz's level of homelessness when she arrived six months ago. The library does not keep statistics on its number of homeless visitors, library officials said.

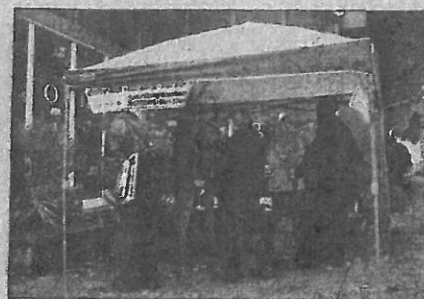
"If you look at our incident reports, we've had some significant incidents," Nemitz said. "It's such a small percentage of the homeless population, and not all of our incidents are homeless people. But I think there are some security issues and concerns."

Nemitz said that homeless library patrons causing problems often are suffering from mental health issues and are "a small portion of the population." Many people who appear to be homeless are using the libraries "well and appropriately, and have always," she said.

Safe but weird

Jenny "Gangster" Evans, who has been homeless on and off for the last eight years, sat on a bench in front of the downtown branch library before it opened Friday. While rearranging her possession next to a sleeping acquaintance, the 46 year old said she has struggled with addiction and comes to the library because "there ain't no other place to go." Evans said that while homeless, people's perception and treatment of her tends to change based on the company she is keeping at the time.

"A lot of these people out here, there's all different walks of life. We're all different inside. But outside, just because of how we dress or how we look doesn't mean



DAN COYRO — SANTA CRUZ SENTINEL

Santa Cruz Library staff erect a canopy every Thursday to offer free coffee and listen to the concerns and needs of local homeless, some of the more frequent visitors to libraries in all communities.

GETTING INVOLVED

What: Santa Cruz Public Libraries seeking volunteers.

Why: Under development homeless programming.

Who: Librarian Maile McGrew-Fredé.

Programs: Community forum, speaker, film series and Coffee Hour/Working Together.

Information: 427-7700, ext. 779, mcgrewfredem@santacruzpl.org.

that we're a bad person or we're a criminal," said Evans, gesturing to a small group around her at the library. "That's how Santa Cruz treats the homeless here — like they're a criminal. It's not right."

Evans said she felt safe in Santa Cruz, but described its take on homelessness as unhelpful and "weird."

Santa Cruz resident Clark Shipley gave voice to a faction of the community's concerns in a letter to the Sentinel during the spring. Shipley said during a visit that he had observed a group of about 25 apparently homeless people outside of the downtown library, "arguing, fighting, cussing, and harassing everyone in the general vicinity."

"This is not a place for kids or people that would like to visit and find something to read or reference," Shipley wrote. "The downtown branch is a daytime hang out for people that don't have anywhere else to go. If that's what the intention of the library is, then go for it 100 percent, but don't continue to masquerade as a public library."

Social inclusion

The debate about how to make the library a safe and welcoming resource for all is one raging beyond Santa Cruz County's borders, said librarian Maile McGrew-Fredé. Looking to turn what some see as a problem into an opportunity, library staff members for the past six months have quietly launched a new informal weekly get together for an hour before the library opens each Thursday, named Coffee Talk.

An often changing group that has grown as large as 35 people area homeless people is invited to forge connections with branch staff and

visiting service providers. Sometimes, seemingly minor issues such as having to keep watch over their possessions a half a block away have kept participants from attending, McGrew-Fredé said.

Although the informal program is primarily an effort to listen to what homeless patrons have to say about their needs, it has borne some fruit, said Nemitz. Library staff launched in October hour-long individual sessions with up to four participants, a program dubbed Working Together. A downtown social worker has begun coming regular to the event, keeping sort of unofficial "office hours" with those who need to find her, McGrew-Fredé said.

"People seek information in different worlds when they feel socially excluded," McGrew-Fredé said. "You and I might have a sense that we can walk up to any service desk and get what we need. Someone who doesn't have means and has run into so many obstacles that they are now on the streets doesn't have the same sense of trust in any system."

Coffee Talk is a step toward building that trust, McGrew-Fredé said. At times, participants highlight significant issues, such as the lack of sufficient 24-hour bathroom access and short-term lockable storage space. Other homeless visitors are people bring lighter topics, such as Steve Wheelock, a musician who wanted to share his story of recently purchasing a new and beloved harmonica.

"I play quite well. Very well. It blew my mind. I bought it yesterday," Wheelock said to Nemitz, who had stopped by a recent Coffee Talk to listen. "It cost me \$40. And it's beautiful."

Taking a note from recent public forums on housing affordability, library officials are in the midst of piecing together an ongoing homelessness forum series. McGrew-Fredé said she is seeking volunteers and ideas to get such an effort off the ground and also to expand the Working Together sessions, which sits down individuals with library staff or a trained volunteer, a laptop, phone access and tailored assistance.

SANTA CRUZ COUNTY

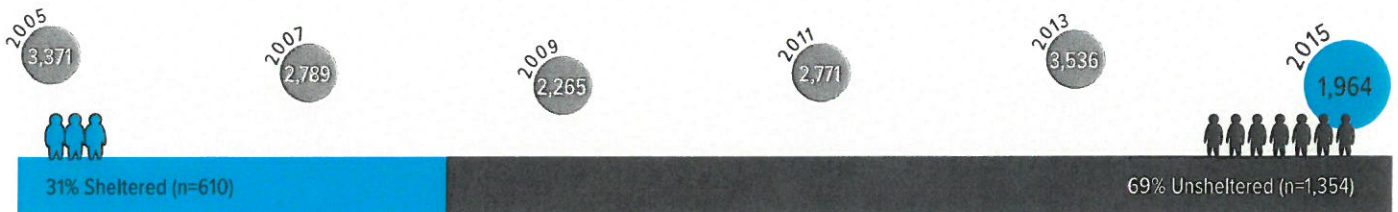
HOMELESS CENSUS & SURVEY

EXECUTIVE SUMMARY 2015

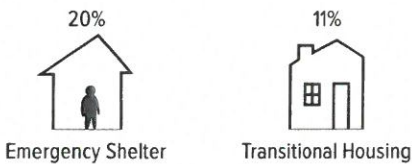
Every two years in January, communities across the country conduct comprehensive counts of their homeless population to gain a better understanding of the individuals and families who are currently experiencing homelessness.

The 2015 Santa Cruz County Point-in-Time Count was a community-wide effort conducted on January 22, 2015. In the weeks following the street count, a survey was administered to 344 unsheltered and sheltered homeless individuals in order to profile their experience and characteristics.

HOMELESS CENSUS ELEVEN-YEAR TREND



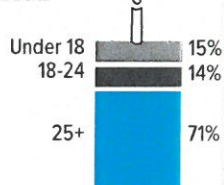
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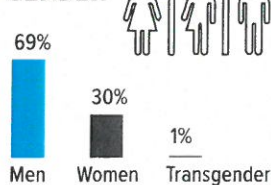
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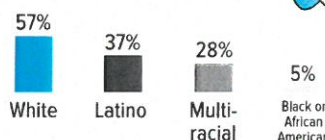
AGE



GENDER



RACE/ETHNICITY (TOP 4 RESPONSES)



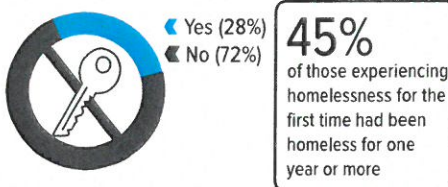
FOSTER CARE (respondents that have ever been in the system)

24%

DOMESTIC VIOLENCE (currently experiencing)

23 individuals

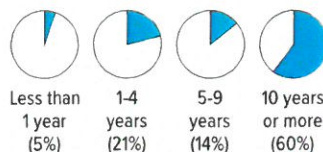
FIRST TIME HOMELESSNESS



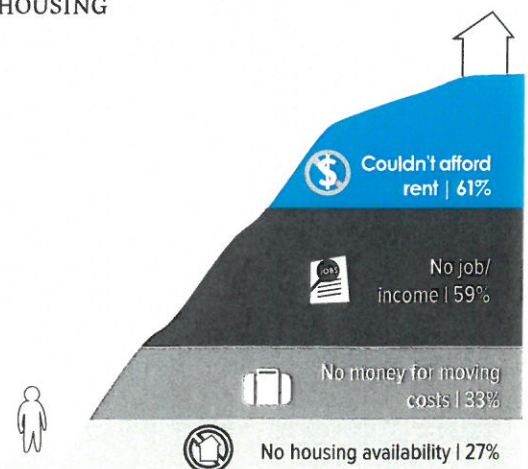
RESIDENCE AT TIME OF HOMELESSNESS



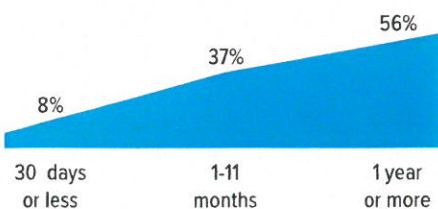
LENGTH OF TIME IN SANTA CRUZ COUNTY (of those living in Santa Cruz County at time of homelessness)



OBSTACLES TO OBTAINING PERMANENT HOUSING



DURATION OF HOMELESSNESS



What is a health condition?

A health condition is defined here as a physical disability, mental illness, chronic depression, alcohol or drug abuse, chronic health problems, HIV/AIDS, Post-traumatic Stress Disorder (PTSD), or a developmental disability.

53%
of survey respondents reported a health condition.

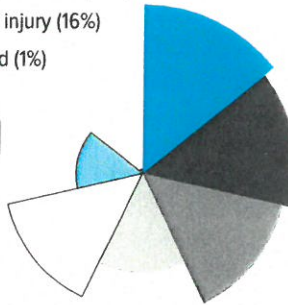


HEALTH CONDITIONS

- Drug or alcohol abuse (41%)
- Psychiatric or emotional conditions (38%)
- Physical disability (35%)
- Post-Traumatic Stress Disorder (PTSD) (24%)
- Chronic health problems (33%)
- Traumatic brain injury (16%)
- AIDS/HIV related (1%)

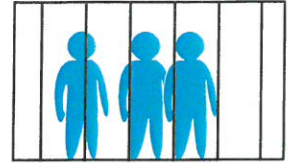


Note: Multiple response question, numbers will not total to 100%.



INCARCERATION

32%
spent at least 1 or more nights in jail or prison in the past 12 months.



INCOME



is the amount that 44% of respondents reported as their total monthly income.

86%
of survey respondents said YES when asked if they would want safe, affordable permanent housing were it available.

YES!

SERVICES AND ASSISTANCE

Government services received
(Top 3 Responses)



Food Stamps



None of them



SSI/SSDI

Reasons for NOT receiving government services
(Top 3 Responses)



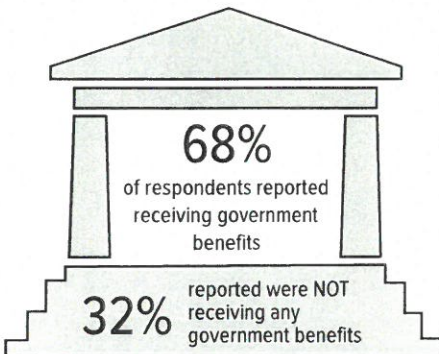
Never applied



Don't think you are eligible



No permanent address



SUBPOPULATION DATA

CHRONICALLY HOMELESS



512 Individuals
27% Sheltered **73%** Unsheltered
40% Sheltered **60%** Unsheltered
 30 Families with 70 members

An adult with a disabling condition or a family with at least one adult member with a disabling condition who:
 » Has been continuously homeless for 1 year or more and/or;
 » Has experienced 4 or more episodes of homelessness within the past 3 years.

VETERANS



155 Individuals
27% Sheltered **73%** Unsheltered

Veterans are persons who have served on active duty in the Armed Forces of the United States. This does not include inactive military reserves or the National Guard unless the person was called up to active duty.

FAMILIES



144 Families with 481 members
65% Sheltered **35%** Unsheltered

A household with at least one adult member (persons 18 or older) and at least one child member (persons under 18).

UNACCOMPANIED CHILDREN



30 Individuals
7% Sheltered **93%** Unsheltered

"Unaccompanied Children" are children under the age of 18 who are homeless and living independent of a parent or legal guardian.

TRANSITION-AGE YOUTH



242 Individuals
0% Sheltered **91%** Unsheltered

Homeless youth are defined as individuals between the ages of 18 and 24 years old.

SUMMARY

These data provide a snapshot of those experiencing homelessness in the Santa Cruz County on January 22, 2015. The report provides a basic estimation of the number and characteristics of those experiencing homelessness on any given night in order to inform future service planning and provisioning efforts.

Source: Applied Survey Research. (2015). Santa Cruz County Homeless Census & Survey. Watsonville, CA. For more detail or to view the comprehensive report, please visit www.appliedsurveyresearch.org.

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SHELTER & HELP

Winter Shelter 4pm daily *pickup past the Tannery* 1220 River St.

Warming Center *when 35° or colder call for more information* 831-234-9848

River Street Shelter 115C Coral St. *call to get on waiting list* 831-459-6644

Second Harvest Food Bank *call for free food and groceries* 831-662-0991

Homeless Persons Health Project *emergency medical* 831-454-2080

Pets of the Homeless.org *free emergency vet care & pet food* 775-841-7463

Suicide Prevention Hotline 877-ONE-LIFE **Crisis Text** 741-741

MEALS

Mon-Fri 12pm **Saint Francis Soup Kitchen** 205 Mora St. *off River St.*

Mon 6pm **Calvary Episcopal Church** 532 Center St. *Red Church downtown*

Tues-Fri 10am **Homeless Garden Project** Delaware/Shaffer *work/lunch*

Wed 7am **Elm Street Mission** 117 Elm St. *arrive before 7:15am*

❖ Wed 3pm **Jesus Food Community** Harvey West Park *Friendship Garden*

Thu 4pm **Santa Cruz Revival** 150A Felker St. *behind Dennys on Ocean St.*

Thu & Fri 7am **Grey Bears** 2710 Chanticleer Ave. *work for groceries & lunch*

Fri, Sat & Sun 4:30pm **Elm Street Mission** 117 Elm St. *arrive before 5:15pm*

Sat 7:30am **Santa Cruz Revival** *NOT 1st Sat/month* San Lorenzo Park

Sat Noon **Manna Ministries** 7600 Soquel Dr. Aptos *Resurrection Church lot*

Sat & Sun 4pm **Food Not Bombs** Downtown PostOffice *Front & Water St.*

Sun 10:30am **Elm Street Mission** 117 Elm St. *arrive before 11:15am*

Sun 12:30pm **New Life Church** San Lorenzo Park *footbridge near Trader Joe's*

SHOWERS & TOILETS

Showers Mon-Fri 10am-1:30pm **Homeless Services Center** 115 Coral St.

Showers Mon-Fri 11am-12:30pm **St. Francis Soup Kitchen** 205 Mora St.

Mon-Thu 10am-7pm, Fri-Sat 5pm, Sun 1-5pm **Library** 224 Church St.

Mon-Sat 9am-9:30pm **Louden Nelson Center** 301 Center St.

6am-10pm **Public Garage** 124 Locust St. *Locust-Cedar*

6am-10pm **Public Garage** *corner Soquel and Front St.*

10pm - 6am **Portapotty** *corner of Lincoln & Cedar St.*

10pm - 6am **Portapotty** *Center & Cedar St. parking lot near Mission St.*

January 24, 2017 *send email to santacruzfreeguide@gmail.com for link to latest updates*