



CITY OF SEBASTOPOL CITY COUNCIL

AGENDA ITEM REPORT FOR MEETING OF: September 1, 2026

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To: Honorable City Councilmembers
From: City Council Homeless Liaison and Alternate
 Police Chief Sean McDonagh
Department: Police Department
Subject: Presentation from HEART/SOUL (Solving Obstacles for Unsheltered Lives) and West County Community Services (WCCS) on Services Provided for Homeless Services and Consideration of Contracts for Homeless Outreach Services

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RECOMMENDATION(s):

That the City Council receive presentations from Sonoma County Department of Health Services (HEART/SOUL) and West County Community Services (WCCS) regarding homeless outreach services provided within the City of Sebastopol and surrounding areas, and consider the following:

- a. Contract / Memorandum of Understanding with SOUL (formerly named HEART) / Sonoma County Department of Health Services for continued dedicated homeless outreach staffing;
- b. Contract with West County Community Services (WCCS) for Homeless Outreach Services for Fiscal Year 2026–27 in the amount of \$40,000; or
- c. Provide other direction to staff as deemed appropriate.

PROCESS OF AGENDA ITEM:

- Presentation by HEART/SOUL (Sonoma County Department of Health Services) and West County Community Services (WCCS)
- Questions and discussion from Councilmembers
- Public comment
- Council deliberation and action / direction to staff

EXECUTIVE SUMMARY:

This item provides an opportunity for the city council to receive updates on homeless outreach services currently provided within the city of Sebastopol through two complementary partnerships: (1) the Sonoma County Department of Health Services Homeless Encampment Assistance and Resource Team (HEART), also referenced in connection with the Solving Obstacles for Unsheltered Lives (SOUL) program framework, and (2) West County Community Services (WCCS).

The existing Memorandum of Understanding (MOU) with the County of Sonoma for HEART staffing is scheduled to expire on September 16, 2026. The county has agreed to continue providing HEART/SOUL outreach services beyond the September 16 expiration date, without interruption, while the parties finalize a new contract/MOU and complete the respective legal review and approval processes for both the county and the city. This interim continuation has been agreed to specifically to avoid any disruption in homeless outreach services during the transition to the new agreement.

The prior professional services agreement with WCCS expired on June 30, 2026. The city has allocated \$40,000 in the FY 2026-27 Budget for Homeless Outreach Services.

Staff recommends that the city council receive the presentations, review the proposed agreements, and provide direction regarding continuation or modification of these partnerships.

BACKGROUND:

Sebastopol continues to experience impacts associated with homelessness, behavioral health challenges, and related quality-of-life concerns. Many of these matters involve social service, healthcare, housing, or behavioral health needs that extend beyond the traditional role of law enforcement. Coordinated outreach and service navigation remain essential components of the city's response.

Sonoma County HEART / SOUL Partnership

In partnership with the Sonoma County Department of Health Services, the city has participated in a pilot program under which the county provides a Senior Client Support Specialist from the Homeless Encampment Assistance and Resource Team (HEART) to operate within the incorporated and unincorporated areas of Sebastopol. The program emphasizes engagement of individuals experiencing homelessness, navigation to available services, including behavioral health referrals, Coordinated Entry (CE) enrollment, housing navigation and shelter, coordination with the Sebastopol Police Department, West County Community Services, and the West County By-Name-List process, and regular reporting of outcomes.

Under the current MOU structure, the county remains the sole employer of the Client Support Specialist and provides associated labor, vehicle, equipment, and related costs at no direct expense to the city. The Specialist is assigned approximately 20 hours per week (50% FTE) within the Sebastopol region, carries a caseload of up to 10 individuals, and performs general outreach. The term of the most recent MOU framework has been structured as a short-term pilot with extension options by mutual written amendment. The current MOU is scheduled to expire September 16, 2026.

To ensure continuity of services, Sonoma County Department of Health Services has agreed to continue providing HEART/SOUL services after September 16, 2026, while the city and county finalize the terms of a successor contract/MOU. Services will continue during the interim period while the agreement proceeds through the required legal review and approval processes of both agencies. This arrangement will allow outreach services to continue without interruption while the formal agreement is completed.

West County Community Services (WCCS) Partnership

Since 2021, the city has contracted with West County Community Services (WCCS) to provide homeless outreach services within Sebastopol. The most recent agreement provided funding of \$40,000 to support approximately 0.45 FTE (18 hours per week) for an Outreach Coordinator. The prior contract term ran through June 30, 2026.

Key elements of the WCCS scope of work include:

- Client engagement and Coordinated Entry (CE) referrals, with an estimated 25 engagements monthly and maintenance of a caseload of up to 7 individuals;
- Community and interagency representation (up to two relevant meetings per month);
- Ongoing coordination with designated City staff and responsiveness to public safety personnel on non-criminal homelessness-related concerns;
- Housing navigation support and advocacy within the Coordinated Entry system;
- Safe Parking Program referrals;
- Monthly reporting on engagements, CE activity, resource referrals, meetings attended, barriers, and recommendations.

The proposed FY 2026–27 budget from WCCS totals \$40,000, consisting of personnel costs (Program Manager 0.05 FTE, Outreach Worker 0.425 FTE, and benefits), operating expenses (communications, insurance, program supplies, transportation/mileage), and a 15% indirect cost rate. Revenue is solely from the City of Sebastopol allocation.

DISCUSSION:

The HEART/SOUL and WCCS partnerships are complementary. The county-provided HEART Senior Client Support Specialist offers dedicated field outreach capacity, approximately half-time, at no direct personnel cost

to the city, with coordination with the Police Department, By-Name-List processes, and service navigation. WCCS provides additional part-time outreach capacity focused on engagement, Coordinated Entry, housing navigation support, and local coordination, funded by the city's \$40,000 allocation.

Continuation of both relationships supports a multi-layered approach consisting of persistent field engagement, service linkage, data tracking, interagency coordination, and reporting that enables the city to evaluate effectiveness and inform future resource decisions. Both partners have emphasized collaboration with the Sebastopol Police Department and alignment with broader county homelessness system processes.

Although the existing HEART/SOUL MOU expires September 16, 2026, the county has agreed that services will continue beyond that date while the successor contract/MOU is finalized and undergoes the necessary legal review and approval by both the county and the city. This interim arrangement is intended to ensure there is no gap in dedicated outreach services while the formal agreement is completed.

The item this evening allows council to hear directly from both providers regarding services delivered, current conditions, outcomes, and proposed terms for continued or renewed agreements, and to provide any desired direction to staff.

STAFF ANALYSIS:

Maintaining coordinated outreach capacity through both the County HEART/SOUL partnership and the WCCS contract is consistent with the city's goals of improving public safety and quality of life, diverting non-criminal service needs toward appropriate social service responses, and strengthening collaborative partnerships with outside agencies.

The county partnership leverages specialized county resources at limited direct cost to the city. Importantly, the county's agreement to continue HEART/SOUL services beyond the September 16, 2026 expiration of the existing MOU ensures continuity of outreach while the successor agreement is finalized and proceeds through the legal and administrative approval processes of both agencies. As a result, staff does not anticipate an interruption in HEART/SOUL services associated with the expiration of the current MOU.

The WCCS contract, if approved, would utilize the \$40,000 already allocated in the FY 2026-27 Budget. Staff recommends that council receive the presentations, consider approval of the proposed agreements or provide direction regarding desired modifications, and authorize the city manager to execute the necessary documents subject to final legal review.

CITY COUNCIL GOALS/PRIORITIES/ AND OR GENERAL PLAN CONSISTENCY:

This agenda item represents the City Council goals/priorities as follows:

Goal 4: HIGH PERFORMANCE ORGANIZATION

Restore public trust, improve public communications, and strengthen collaborative partnerships with outside agencies and service providers.

Goal 2: PUBLIC SAFETY

Strengthen the public's safety and improve the quality of life. Includes supporting first responders, responding to emergencies, protecting people, property, and businesses, and engaging in coordinated public safety and community outreach efforts.

PUBLIC COMMENT:

As of the preparation of this staff report, no public comments have been received on this item. Any comments received after distribution of the report will be provided to the City Council as supplemental materials. Public comment will also be accepted during the meeting.

COMMUNITY OUTREACH:

This item has been noticed in accordance with the Ralph M. Brown Act and was available for public viewing and review at least 72 hours prior to the scheduled meeting date.

FISCAL IMPACT:

Additional Fiscal Impact: None beyond the \$40,000 already allocated in the FY 2026–27 Budget for Homeless Outreach Services. The county continues to provide HEART personnel and associated program support at no direct personnel cost to the city under the terms of the MOU framework.

RESTATED RECOMMENDATION:

That the city council:

1. Authorize the continued partnership with Sonoma County Department of Health Services (HEART/SOUL) for dedicated homeless outreach services and authorize the city manager to execute a successor MOU/contract upon completion of negotiations and final approval as to form by the city attorney. *HEART/SOUL has agreed to continue providing services following expiration of the current MOU on September 16, 2026, while the successor agreement completes the county and city review and approval processes, thereby avoiding any interruption in services.*
2. Approve a professional services agreement with West County Community Services for FY 2026-27 Homeless Outreach Services in an amount not to exceed \$40,000 and authorize the city manager to execute the agreement subject to final approval as to form by the city attorney.

CITY COUNCIL OPTIONS:

1. Authorize continuation of the HEART/SOUL partnership and/or approve the WCCS agreement, with modifications as directed by council.
2. Provide alternative direction to staff, including revised scopes of work, different term lengths, additional performance metrics, or further negotiation with either provider.
3. Take no action at this time.

ATTACHMENT(S):

1. Draft / Proposed Memorandum of Understanding between County of Sonoma and City of Sebastopol (HEART / Senior Client Support Specialist)
2. Proposed Agreement for Professional Services with West County Community Services (including Memorandum of Understanding / Scope of Work)
3. WCCS June Outreach report
4. WCCS FY24/25 Outreach report
5. WCCS FY 2026–27 Outreach Budget
6. Street Outreach Standards
7. Sonoma County PowerPoint Presentation Slides
8. WCCS FY 2026-27 PSA Resolution

APPROVALS:

Department Head Approval: Approval Date: 8/25/2026

CEQA Determination (Planning): Approval Date: 8/25/2026

The City Council finds that this Ordinance is exempt from the requirements of the California Environmental Quality Act ("CEQA") pursuant to Section 15061(b)(3) of the CEQA Guidelines

General Plan Goal (Planning): Approval Date: 8/25/2026

Administrative Services (Financial) Approval Date: 8/25/2026

Costs authorized in City Approved Budget: ☐ Yes ☐ No ☒ N/A

Account Code (if applicable) _____

City Attorney Approval: Approval Date: 8/25/2026

City Manager Approval: Approval Date: 8/25/2026

Draft / Proposed Memorandum of
Understanding between County of
Sonoma and City of Sebastopol
(HEART / Senior Client Support
Specialist)

DRAFT MEMORANDUM OF UNDERSTANDING

Between County of Sonoma and City of Sebastopol (Version 2025 Aug 11)

This Memorandum of Understanding (hereinafter "MOU"), dated as of _____, 2025 (hereinafter "Effective Date") is by and between the County of Sonoma (hereinafter "County") and City of Sebastopol (hereinafter "City").

The purpose of this MOU is to establish the roles and responsibilities of the parties in the County's providing staff to engage individuals experiencing homelessness within the incorporated and unincorporated areas of City.

County Roles and Responsibilities

- 1.1 Provide one 50% FTE Senior Client Support Specialist (SCSS) from the Solving Obstacles for Unsheltered Lives (SOUL), formerly Homeless Encampment Assistance and Resource Team (HEART), to operate within the incorporated and unincorporated areas of City. Some overlap may occur with regular Joe Rodota Trail outreach activities.
- 1.2 Communicate the days and hours of services to the City and West County Community Services (WCCS) initially when schedule is established and any time changes occur.
- 1.3 The SCSS shall follow the Sonoma County Homeless Coalition Street Outreach Standards.
- 1.4 The SCSS shall engage individuals experiencing homelessness and navigate them to available services. Services include but are not limited to behavioral health referrals, coordinated entry enrollment, housing navigation, shelter, and other social services programs. The SCSS shall carry a caseload of 10 people in the Sebastopol region at any given time and spend 2 hours a week completing "general outreach" which includes engaging new individuals and responding to community concerns about individuals not already on the assigned caseload.
- 1.5 Return calls made by members of the public to the County Solve Homelessness phone line at 707-565-1302 within two business days.
 - 1.5.1 The SCSS shall focus on areas of homeless concern that are deemed problematic and have a higher need for service, as assigned by the West County By-Name-List Manager, including individuals or areas collaboratively identified with the Sebastopol Police Department.
- 1.6 Track calls to the County Solve Homelessness phone line at 707-565-1302, deploy outreach per caseload and general outreach availability, and integrate data from this line into encampment and areas of homeless concern tracking.
- 1.7 Invite City staff, the primary City Council homelessness liaison, and Sebastopol Police staff to biweekly West County By-Name-List meetings to coordinate responses to encampment

and other areas of homeless concern and to provide and receive organizational updates regarding homelessness.

1.7.1

1.7.2 The SCSS shall be fingerprinted and shall complete the NexTest, *Level 1 CLETS* access training prior to accessing non-public areas of the Sebastopol Police Department. The City shall facilitate the completion of these requirements by the SCSS.

1.8 Coordinate service delivery with the West County By-Name-List process as described in the Homeless Coalition Street Outreach Standards, Sebastopol Police Department, West Community County Services (WCCS), and partnering agencies serving the City of Sebastopol and surrounding unincorporated area.

1.9 The Sonoma County Department of Health Services (DHS) shall engage with WCCS to develop an MOU between the two agencies describing the terms of collaboration between their outreach staff. The Senior SCSS shall collaborate and assist with the navigation service delivery and focus areas with West County Community Services (WCCS) and the Sebastopol Police Department on a daily basis.

1.10 Track all client engagements and outcomes.

1.11 Report to the City at least quarterly, with more frequent reporting upon City's request and subject to County availability, the following: number of clients served on caseload; percentage and number of clients served on caseload who enter permanent housing, temporary housing, and percentage of caseload active in Coordinated Entry; number of caseload clients connected to insurance, primary care, Cal-Fresh, General Assistance, Behavioral Health, supported with animal vaccinations, ID, Social Security card; number of clients who are Veterans; total number of people assisted with Coordinated Entry enrollment.

1.12 At the City's request, provide the following encampment or areas of homeless concern data: original reporting source, number, location, number of individuals, general description, attempts made to engage with individuals.

1.12.1 All individuals who receive services have the right to confidentiality and are protected under privacy laws. The County and SCSS shall not be able to provide any details about specific homeless individuals with entities not indicated on the Interdepartmental Multi-Disciplinary Team (IMDT) or HMIS/Coordinated Entry Release of Information (ROI) forms.

City Roles and Responsibilities

2.1 Designate a City employee point-of-contact to coordinate information with the West County By-Name-List process.

2.2 Provide monthly data on homeless individuals with a high number of police calls and/or engagements.

2.3 Provide data received, on a biweekly basis, on areas of homeless concern including locations and general descriptions.

2.4 Provide education to the public about the appropriate number to call for various homelessness concerns:

- 2.4.1 County Solve Homelessness phone line at 707-565-1302 for general, non-urgent homelessness concerns;
- 2.4.2 County Mobile Crisis Response Services phone line at 1-800-746-8181 for urgent behavioral health crises.
- 2.5 Provide a workspace for SCSS staff with access to the internet and adequate office resources.
- 2.6 Provide at least one (1) ride-along and/or tour orienting the SCSS to the City high needs areas and problems of primary concern related to homelessness.

Payment

No payment shall be made to either party. The parties agree that at all times and for all purposes relevant to this MOU, the County shall remain the sole and exclusive employer of the SCSS. County agrees to provide labor and employee costs associated with the SCSS. County also agrees to provide the SCSS with a vehicle, fuel, laptop, cellphone, and other work-related expenses at no expense to City.

Additional needs with associated costs may arise during the term of this MOU at the request of the City. When feasible, the SCSS shall first attempt to utilize existing homeless programs and resources to address these needs. If no existing program or resource is available, the County and City shall jointly evaluate the request, mutually agree to address the need, and share associated costs equally (50:50).

If the County is designated to procure goods or services on behalf of both parties, such procurement shall be conducted in accordance with all applicable County procurement policies and procedures.

Independent Parties

City and County shall at all times be considered independent parties, and neither party, by virtue of this MOU or otherwise, shall be considered or asserted to be an employee, contractor, subcontractor, partner, joint venturer, representative, or agent of the other party.

Communication

All notices and reports shall be made in writing and should be addressed to:

County Contact	City Contact
Chris Inclan Health Program Manager Department of Health Services County of Sonoma 1450 Neotomas Ave, Suite 200 Santa Rosa, CA 95405 Phone: (707) 565-4032 Cell: (707) 914-6447 Email: chris.inclan@sonomacounty.gov	Mary Gourley City Manager City of Sebastopol P.O. Box 1776 Sebastopol, CA 95473 Phone: (707) 823-1153 Email: mgourley@cityofsebastopol.gov

Term of MOU

The term of this MOU shall be from September 17, 2026 through June 30th, 2027. This MOU may be extended up to twelve (12) months based on mutual agreement between County and City via a formal amendment process.

Either party may terminate this MOU for convenience and without cause upon 30 days' advance written notice.

Confidentiality

Both parties agree to maintain the confidentiality of all patient medical records and client information in accordance with all applicable State and Federal laws and regulations.

Dispute Resolution

If any conflicts or disputes arise between the two parties, involved staff shall meet in a timely manner to resolve the conflict or dispute. It is acknowledged by both parties that the purpose of such meeting is to come to a resolution that is in the best interest of both parties and any client or patient involved.

Indemnification

Each party agrees to accept all responsibility for loss or damage to any person or entity, and to defend, indemnify, hold harmless, and release the other party (including its supervisors, officials, officers, agents, and employees) from and against any and all actions, claims, damages, disabilities, or expenses (including costs and attorney fees) that may be asserted by any person or entity, including the indemnifying party, resulting from indemnifying party's acts, errors, omissions, and/or willful misconduct arising out of or in connection with the performance of this MOU. This indemnification obligation is not limited in any way by any limitation on the amount or type of damages or compensation payable to or for indemnifying party or its agents under workers' compensation acts, disability benefit acts, or other employee benefit acts. This indemnification provision survives termination of this MOU with respect to issues arising hereunder.

Extra or Changed Work

Extra or changed work or other changes to the MOU may be authorized only by written amendment to this MOU, signed by both parties. Changes which do not exceed the delegated

signature authority of the Department may be executed by the Department Head in a form approved by County Counsel. The Board of Supervisors or Purchasing Agent must authorize all other extra or changed work which exceeds the delegated signature authority of the Department Head. The parties expressly recognize that, pursuant to Sonoma County Code Section 1-11, County personnel are without authorization to order extra or changed work or waive MOU requirements. Failure of City to secure such written authorization for extra or changed work shall constitute a waiver of any and all right to adjustment in the MOU price or MOU time due to such unauthorized work and thereafter City shall be entitled to no compensation whatsoever for the performance of such work. City further expressly waives any and all right or remedy by way of restitution and quantum meruit for any and all extra work performed without such express and prior written authorization of the County.

Statutory Compliance/Living Wage Ordinance

City agrees to comply, and to ensure compliance by its subconsultants or subcontractors, with all applicable federal, state and local laws, regulations, statutes and policies, including but not limited to the County of Sonoma Living Wage Ordinance, applicable to the services provided under this MOU as they exist now and as they are changed, amended or modified during the term of this MOU. Without limiting the generality of the foregoing, City expressly acknowledges and agrees that this MOU is subject to the provisions of Article XXVI of Chapter 2 of the Sonoma County Code, requiring payment of a living wage to covered employees. Noncompliance during the term of the MOU will be considered a material breach and may result in termination of the MOU or pursuit of other legal or administrative remedies.

Merger

This writing is intended both as the final expression of the MOU between the parties hereto with respect to the included terms and as a complete and exclusive statement of the terms of the MOU. Each party acknowledges that, in entering into this MOU, it has not relied on any representation or undertaking, whether oral or in writing, other than those which are expressly set forth in this MOU. No modification of this MOU shall be effective unless and until such modification is evidenced by a writing signed by both parties.

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IN WITNESS WHEREOF, the parties hereto have executed this MOU as of the Effective Date.

City of Sebastopol:

Mary Gourley, City Manager
City of Sebastopol

Dated

COUNTY OF SONOMA:

Approved; Certificates of Insurance on File with County:

Nolan Sullivan, Director
Department of Health Services

Dated

Approved as to Substance:

Division Director or Designee

Dated

Approved as to Form:

County Counsel

Dated

Approved as to Substance:

Privacy & Security Officer

Dated

Exhibit A. Schedule and Coordinating Services

County Schedule

The Senior Client Support Specialist (SCSS) shall be assigned to work in incorporated and unincorporated areas of the City up to 20 hours a week Monday–Friday during the hours of 9:00 am and 4:00 p.m. The SCSS shall not be available to perform duties during regularly scheduled mandatory meetings, trainings, approved vacation, County holidays, and sick time. When the SCSS is unavailable due to pre-scheduled leave, additional County staff shall not be assigned. The SCSS's schedule is subject to change based on SOUL program needs, along with the needs of the area being supported.

Coordinating Services

County and City shall coordinate services with partnering agencies and the Sebastopol Police Department. Examples of potential duties that County shall support include:

- Meeting with individuals to navigate various services.
- Attending coordination meetings with local service providers, non-profits, faith-based, and local government providers to assist with issues related to homelessness.
- Creating an inventory of local resources, Permanent Supportive Housing sites, food pantries, and other homeless related resources in the city.
- Providing encampment outreach.
- Conducting outreach with law enforcement.
- Transporting clients when needed.
- Assisting with maintaining the sub-regional by names list.
- Making recommendations on programs, gaps, and resources needed to City and County leadership.
- Entering data into the Homeless Management Information System (HMIS).
- Facilitating potential referrals to County homeless or behavioral health programs.
- Meeting with constituents or residents to address homeless related concerns.

Proposed Agreement for Professional Services with West County Community Services

AGREEMENT FOR PROFESSIONAL SERVICES

THIS AGREEMENT, made and entered into on _____ by and between the City of Sebastopol, located in the County of Sonoma, State of California (City), and West County Community Services (WCCS). (Consultant).

RECITALS:

A. City desires to employ Consultant to furnish professional services in connection with the project described as Professional Audit Services.

B. Consultant has represented that Consultant has the necessary expertise, experience, and qualifications to perform the required duties.

NOW, THEREFORE, in consideration of the mutual premises, covenants, and conditions herein contained, the parties agree as follows:

SECTION 1 – BASIC SERVICES

Consultant agrees to perform the services set forth in **Exhibit A, “Memorandum of Understanding”** and made part of this Agreement.

SECTION 2 – ADDITIONAL SERVICES

Consultant shall not be compensated for any services rendered in connection with its performance of this Agreement which are in addition to or outside of those set forth in this Agreement or **Exhibit A, “Memorandum of Understanding”**, unless such additional services and compensation are authorized in advance and in writing by the City Council or City Manager of the City.

SECTION 3 – TIME FOR COMPLETION

The time for completion of services shall be as identified in **Exhibit A, “Memorandum of Understanding”**.

SECTION 4 – COMPENSATION AND METHOD OF PAYMENT

A. Subject to any limitations set forth in this Agreement, City agrees to pay consultant the amount specified in Exhibit A, **“Funding Amount”** attached hereto and made a part hereof. Total compensation shall not exceed a total of \$40,000, unless additional compensation is approved in accordance with Section 2.

B. Consultant shall furnish to City an original invoice for all work performed and expenses incurred during the preceding month. The invoice shall detail charges by the following categories if applicable: labor (by sub-category), travel, materials, equipment, supplies, subconsultant contracts, and miscellaneous expenses. City shall independently review each invoice submitted to determine whether the work performed, and expenses incurred are in compliance with the provisions of this Agreement. If no charges or expenses are disputed, the invoice shall be approved and City will use its best efforts to cause Consultant to be paid within 30 days of receipt of invoice. If any charges or expenses are disputed by City, the original invoice shall be returned by City to Consultant for correction and resubmission. If the City reasonably determines, in its sole judgment, that the invoiced

charges and expenses exceed the value of the services performed to date and that it is probable that the Agreement will not be completed satisfactorily within the contract price, City may retain all or a portion of the invoiced charges and expenses. Within thirty (30) days of satisfactory completion of the project, City shall pay the retained amount, if any, to Consultant.

C. Payment to the Consultant for work performed pursuant to this Agreement shall not be deemed to waive any defects in work performed by Consultant.

SECTION 5 – STANDARD OF PERFORMANCE

Consultant represents and warrants that it has the qualifications, experience and facilities necessary to properly perform the services required under this Agreement in a thorough, competent and professional manner. Consultant shall at all times faithfully, competently and to the best of its ability, experience and talent, perform all services described herein. In meeting its obligations under this Agreement, Consultant shall employ, at a minimum, generally accepted standards and practices utilized by persons engaged in providing services similar to those required of Consultant under this Agreement.

SECTION 6 – INSPECTION AND FINAL ACCEPTANCE

City may inspect and accept or reject any of Consultant's work under this Agreement, either during performance or when completed. City shall reject or finally accept Consultant's work within sixty (60) days after submitted to City, unless the parties mutually agree to extend such deadline. City shall reject work by a timely written explanation, otherwise Consultant's work shall be deemed to have been accepted. City's acceptance shall be conclusive as to such work except with respect to latent defects and fraud. Acceptance of any of Consultant's work by City shall not constitute a waiver of any of the provisions of this Agreement including, but not limited to, the sections pertaining to indemnification and insurance.

SECTION 7 – INSURANCE REQUIRED

Consultant shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the Consultant, its agents, representatives, or employees.

MINIMUM SCOPE AND LIMIT OF INSURANCE

Coverage shall be at least as broad as:

1. Commercial General Liability (CGL): Insurance Services Office Form CG 00 01 covering CGL on an "occurrence" basis, including products and completed operations, property damage, bodily injury, and personal & advertising injury with limits no less than \$2,000,000 per occurrence. If a general aggregate limit applies, either the general aggregate limit shall apply separately to this project/location (ISO CG 25 03 or 25 04) or the general aggregate limit shall be twice the required occurrence limit.
2. Automobile Liability: Insurance Services Office Form Number CA 0001 covering, Code 1 (any auto), or if Consultant has no owned autos, Code 8 (hired) and 9 (non-owned), with limit no less than \$1,000,000 per accident for bodily injury and property damage.
3. Workers' Compensation insurance, as required by the State of California, with Statutory Limits, and Employer's Liability Insurance with limit of no less than \$1,000,000 per accident

for bodily injury or disease.

(Not required if consultant provides written verification that it has no employees)

4. Professional Liability (Errors and Omissions) Insurance appropriate to the Consultant's profession, with limit no less than \$2,000,000 per occurrence or claim, \$2,000,000 aggregate. The Retroactive Date must be shown and must be before the date of the contract or the beginning of contract work. Insurance must be maintained and evidence of insurance must be provided for at least five (5) years after completion of the contract of work. If coverage is canceled or non-renewed, and not replaced with another claims-made policy form with a Retroactive Date prior to the contract effective date, the Consultant must purchase "extended reporting" coverage for a minimum of five (5) years after completion of contract work. A copy of the claims reporting requirements must be submitted to the City of Sebastopol for review.

If the Consultant maintains broader coverage and/or higher limits than the minimums shown above, the City of Sebastopol requires, and shall be entitled to, the broader coverage and/or higher limits maintained by the Consultant. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to the City of Sebastopol.

Other Insurance Provisions

The insurance policies are to contain, or be endorsed to contain, the following provisions:

The City of Sebastopol, its officers, officials, employees, and volunteers are to be covered as additional insureds on the CGL policy with respect to liability arising out of work or operations performed by or on behalf of the Consultant including materials, parts, or equipment furnished in connection with such work or operations.

General liability coverage can be provided in the form of an endorsement to the Consultant's insurance at least as broad as one of the following ISO ongoing operations Forms: CG 20 10 or CG 20 26 or CG 20 33 (not allowed from subcontractors), or CG 20 38; **and** one of the following ISO completed operations Forms: CG 20 37, 2039 (not allowed from subcontractors), or CG 20 40.

Primary Coverage

For any claims related to this contract, the Consultant's insurance coverage shall be primary insurance coverage at least as broad as ISO CG 20 01 04 13 as respects the City of Sebastopol, its officers, officials, employees, and volunteers. Any insurance or self-insurance maintained by the City of Sebastopol, its officers, officials, employees, or volunteers shall be excess of the Consultant's insurance and shall not contribute with it.

Notice of Cancellation

Consultant shall provide immediate written notice if (1) any of the required insurance policies is terminated; (2) the limits of any of the required policies are reduced; (3) or the deductible or self-insured retention is increased. In the event of any cancellation or reduction in coverage or limits of any insurance, Consultant shall forthwith obtain and submit proof of substitute insurance.

Waiver of Subrogation

Consultant hereby grants to the City of Sebastopol a waiver of any right to subrogation which any insurer of said Consultant may acquire against the City of Sebastopol by virtue of the payment of any loss under such insurance. Consultant agrees to obtain any endorsement that may be necessary to affect this waiver of subrogation, but this provision applies regardless of whether or not the City of Sebastopol has received a waiver of subrogation endorsement from the insurer. However, the Workers' Compensation policy shall be endorsed with a waiver of subrogation in favor of the City of Sebastopol for all work performed by the Contractor, its employees, agents, and subcontractors.

Self-Insured Retentions

Self-insured retentions must be declared to and approved by the City of Sebastopol. The City of Sebastopol may require the Consultant to provide proof of ability to pay losses and related investigations, claim administration, and defense expenses within the retention. The policy language shall provide, or be endorsed to provide, that the self-insured retention may be satisfied by either the named insured or the City of Sebastopol.

Acceptability of Insurers

Insurance is to be placed with insurers authorized to conduct business in the state with a current A.M. Best's rating of no less than A:VII, unless otherwise acceptable to the City of Sebastopol.

Verification of Coverage

Consultant shall furnish the City of Sebastopol with original Certificates of Insurance including all required amendatory endorsements (or copies of the applicable policy language effecting coverage required by this clause) and a copy of the Declarations and Endorsement Page of the CGL policy listing all policy endorsements to the City of Sebastopol before work begins. However, failure to obtain the required documents prior to the work beginning shall not waive the Consultant's obligation to provide them. The City of Sebastopol reserves the right to require complete, certified copies of all required insurance policies, including endorsements required by these specifications, at any time.

Subcontractors

Consultant shall require and verify that all subcontractors maintain insurance, meeting all the requirements stated herein, and Contractor shall ensure that the City of Sebastopol is an additional insured on insurance required from subcontractors.

Special Risks or Circumstances

The City of Sebastopol reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstances.

SECTION 8 – INDEMNIFICATION

A. Consultant shall indemnify and hold harmless City, its agents, officers, officials, employees, and volunteers from any and all claims, demands, suits, loss, damages, injury, and/or liability (including any and all costs and expenses in connection therewith), incurred by reason of any negligent or otherwise wrongful act or omission of Consultant, its officers, agents, employees and subcontractors, or any of them, under or in connection with this Agreement; and Consultant agrees at its own cost, expense and risk to defend any and all claims, actions, suits, or other legal proceedings brought or instituted against City, its agents, officers, officials, employees and volunteers, or any of them, arising out of such negligent or otherwise wrongful act or omission, and to pay and satisfy any resulting judgments.

B. When Consultant under this Agreement is duly licensed under California Business and Professions Code as an architect, landscape architect, professional engineer, or land surveyor ("design professional"), the provisions of this section regarding Consultant's duty to defend and indemnify apply only to claims that arise out of or relate to the negligence, recklessness, or willful misconduct of the design professional.

C. If any action or proceeding is brought against Indemnitees by reason of any of the matters against which Consultant has agreed to indemnify Indemnitees as provided above, Consultant, upon notice from City, shall defend Indemnitees at Consultant's expense by counsel acceptable to City, such acceptance not to be unreasonably withheld. Indemnitees need not have first paid for any of the matters to which Indemnitees are entitled to Indemnification in order to be so indemnified. The

insurance required to be maintained by Consultant shall ensure Consultant's obligations under this section, but the limits of such insurance shall not limit the liability of Consultant hereunder. The provisions of this section shall survive the expiration or earlier termination of this Agreement.

D. The provisions of this section do not apply to claims to the extent occurring as a result of the City's sole negligence or willful acts or misconduct.

SECTION 9 – INDEPENDENT CONTRACTOR STATUS

A. Consultant is and shall at all times remain a wholly independent contractor and not an officer, employee, or agent of City. Consultant shall have no authority to bind City in any manner, nor to incur an obligation, debt or liability of any kind on behalf of or against City, whether by contract or otherwise, unless such authority is expressly conferred under this Agreement or is otherwise expressly conferred in writing by City.

B. The personnel performing the services under this Agreement on behalf of Consultant shall at all times be under Consultant's exclusive direction and control. Neither City, nor any elected or appointed boards, officers, officials, employees or agents of City, shall have control over the conduct of Consultant or any of Consultant's officers, employees or agents, except as set forth in this Agreement. Consultant shall not at any time or in any manner represent that Consultant or any of Consultant's officers, employees or agents are in any manner officials, officers, employees or agents of City.

C. Neither Consultant, nor any of Consultant's officers, employees or agents, shall obtain any rights to retirement, health care or any other benefits which may otherwise accrue to City's employees. Consultant expressly waives any claim Consultant may have to any such rights.

SECTION 10 – CONFLICTS OF INTEREST

A. Consultant covenants that neither it, nor any officer or principal of its firm, has or shall acquire any interest, directly or indirectly, which would conflict in any manner with the interests of City or which would in any way hinder Consultant's performance of services under this Agreement. Consultant further covenants that in the performance of this Agreement, no person having any such interest shall be employed by it as an officer, employee, agent, or subcontractor without the express written consent of the City Manager. Consultant agrees to at all times avoid conflicts with the interests of City in the performance of this Agreement.

B. City understands and acknowledges that Consultant is, as of the date of execution of this Agreement, independently involved in the performance of non-related services for other governmental agencies and private parties. Consultant is aware of any stated position of City relative to such projects. Any future position of City on such projects shall not be considered a conflict of interest for purposes of this section.

SECTION 11 – OWNERSHIP OF DOCUMENTS

A. All original maps, models, designs, drawings, photographs, studies, surveys, reports, data, notes, computer files, files and other documents prepared, developed or discovered by Consultant in the course of providing any services pursuant to this Agreement shall become the sole property of City and may be used, reused or otherwise disposed of by City without the permission of the Consultant.

When requested by City, but no later than three years after project completion, Consultant shall deliver to City all such original maps, models, designs, drawings, photographs, studies, surveys, reports, data, notes, computer files, files and other documents.

B. All copyrights, patents, trade secrets, or other intellectual property rights associated with any ideas, concepts, techniques, inventions, processes, improvements, developments, works of authorship, or other products developed or created by Consultant during the course of providing services (collectively the “Work Product”) shall belong exclusively to City. The Work Product shall be considered a “work made for hire” within the meaning of Title 17 of the United States Code. Without reservation, limitation, or condition, Consultant hereby assigns, at the time of creation of the Work Products, without any requirement of further consideration, exclusively and perpetually, any and all right, title, and interest Consultant may have in the Work Product throughout the world, including without limitation any copyrights, patents, trade secrets, or other intellectual property rights, all rights of reproduction, all rights to create derivative works, and the right to secure registrations, renewals, reissues, and extensions thereof.

SECTION 12 – CONFIDENTIAL INFORMATION; RELEASE OF INFORMATION

A. All information gained or work product produced by Consultant in performance of this Agreement shall be considered confidential, unless such information is in the public domain or already known to Consultant. Consultant shall not release or disclose any such information or work product to persons or entities other than City without prior written authorization from the City Manager, except as may be required by law.

B. Consultant, its officers, employees, agents or subcontractors, shall not, without prior written authorization from the City Manager or unless requested by the City Attorney of City, voluntarily provide declarations, letters of support, testimony at depositions, response to interrogatories or other information concerning the work performed under this Agreement. Response to a subpoena or court order shall not be considered “voluntary” provided consultant gives City notice of such court order or subpoena.

C. If Consultant, or any officer, employee, agent, or subcontractor of Consultant, provides any information or work product in violation of this Agreement, then City shall have the right to reimbursement and indemnity from Consultant for any damages, costs and fees, including attorney’s fees, caused by or incurred as a result of Consultant’s conduct.

D. Consultant shall promptly notify City should Consultant, its officers, employees, agents or subcontractors be served with any summons, complaint, subpoena, notice of deposition, request for documents, interrogatories, request for admissions or other discovery request, court order or subpoena from any party regarding this Agreement and the work performed thereunder. City retains the right, but has no obligation, to represent Consultant or be present at any deposition, hearing or similar proceeding. Consultant agrees to cooperate fully with City and to provide City with the opportunity to review any response to discovery requests provided by Consultant. However, this right to review any such response does not imply or mean the right by City to control, direct, or rewrite such response.

SECTION 13 – SUSPENSION OF WORK

City may, at any time, by ten (10) days written notice suspend further performance by Consultant. All suspensions shall extend the time schedule for performance in a mutually satisfactory manner and Consultant shall be paid for services performed and reimbursable expenses incurred prior to the suspension date.

SECTION 14 – COMPLIANCE WITH LAW

Consultant shall keep itself informed of and comply with all applicable federal, state and local laws, statutes, codes, ordinances, regulations and rules in effect during the term of this Agreement. Consultant shall obtain any and all licenses, permits and authorizations necessary to perform the services set forth in this Agreement. Neither City, nor any elected or appointed boards, officers, officials, employees or agents of City, shall be liable, at law or in equity, as a result of any failure of Consultant to comply with this section.

SECTION 15 – COMPLIANCE WITH CIVIL RIGHTS

During the performance of this contract, Consultant agrees as follows:

A. Equal Employment Opportunity. In connection with the execution of this Agreement, Consultant shall not discriminate against any employee or applicant for employment because of race, religion, color, ancestry, age, sexual orientation, physical handicap, medical condition, marital status, sex, or national origin. Such actions shall include, but not be limited to, the following: employment, promotion, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rate of pay or other forms of compensation; and selection for training including apprenticeship.

B. Nondiscrimination Civil Rights Act of 1964. Consultant will comply with all federal regulations relative to nondiscrimination to federally-assisted programs.

C. Solicitations for Subcontractors including Procurement of Materials and Equipment. In all solicitations, either by competitive bidding or negotiations, made by Consultant for work to be performed under a subcontract, including procurement of materials or leases of equipment, each potential subcontractor, supplier, or lessor shall be notified by Consultant of Consultant's obligations under this Agreement and the regulations relative to nondiscrimination.

SECTION 16 – RECORDS

A. Records of Consultant's direct labor costs, payroll costs, and reimbursable expenses pertaining to this project covered by this Agreement will be kept on a generally recognized accounting basis and made available to City if and when required for a period of up to 3 years from the date of Consultant's final invoice.

B. Consultant's records and design calculations will be available for examination and audit if and as required. The cost of any reproductions shall be paid by City.

SECTION 17 – COOPERATION BY CITY

All public information, data, reports, records, and maps as are existing and available to City as public records, and which are necessary for carrying out the work as outlined in the Exhibit A, “Scope of Services”, shall be furnished to Consultant in every reasonable way to facilitate, without undue delay, the work to be performed under this Agreement.

SECTION 18 – NOTICES

All notices required or permitted to be given under this Agreement shall be in writing and shall be personally delivered, or sent by facsimile or first class mail, addressed as follows:

To City: City Manager
7120 Bodega Ave
Sebastopol, California 95472

To Consultant: WCCS
16390 Main St
Guerneville, CA, 95446

Notice shall be deemed effective on the date personally delivered or transmitted by facsimile, or, if mailed, three (3) days after deposit in the custody of the U.S. Postal Service.

SECTION 19 – TERMINATION

A. City may terminate this Agreement, with or without cause, at any time by giving ten (10) days written notice of termination to Consultant. If such notice is given, Consultant shall cease immediately all work in progress.

B. If either Consultant or City fail to perform any material obligation under this Agreement, then, in addition to any other remedies, either Consultant, or City may terminate this Agreement immediately upon written notice.

C. Upon termination of this Agreement by either Consultant or City, all property belonging to City which is in Consultant’s possession shall be delivered to City. Consultant shall furnish to City a final invoice for work performed and expenses incurred by Consultant, prepared as set forth in this Agreement.

SECTION 20 – ATTORNEY FEES

If litigation or other proceeding is required to enforce or interpret any provision of this Agreement, the prevailing party in such litigation or other proceeding shall be entitled to an award of reasonable attorneys’ fees, costs and expenses, in addition to any other relief to which it may be entitled. In addition, any legal fees, costs and expenses incurred to enforce the provisions of this Agreement shall be reimbursed to the prevailing party.

SECTION 21 – ENTIRE AGREEMENT

This Agreement, including the attached Exhibits, is the entire, complete, final and exclusive expression of the parties with respect to the matters addressed therein and supersedes all other agreements or understandings, whether oral or written, or entered into between Consultant and City prior to the execution of this Agreement. No statements, representations or other agreements, whether oral or written, made by any party which are not embodied herein shall be valid and binding unless in writing duly executed by the parties or their authorized representatives.

SECTION 22 – SUCCESSORS AND ASSIGNS

This Agreement shall be binding on the heirs, executors, administrators, successors and assigns of the parties. However, this Agreement shall not be assigned by Consultant without written consent of the City.

SECTION 23 – CONTINUITY OF PERSONNEL

Consultant shall make every reasonable effort to maintain the stability and continuity of Consultant's staff assigned to perform the services required under this Agreement. Consultant shall notify City of any changes in Consultant's staff assigned to perform the services required under this Agreement, prior to any such performance.

SECTION 24 – DEFAULT

In the event that Consultant is in default under the terms of this Agreement, the City shall not have any obligation or duty to continue compensating Consultant for any work performed after the date of default and may terminate this Agreement immediately by written notice to Consultant.

SECTION 25 – WAIVER

Waiver by any party to this Agreement of any term, condition, or covenant of this Agreement shall not constitute a waiver of any other term, condition, or covenant. Waiver by any party of any breach of the provisions of this Agreement shall not constitute a waiver of any other provision, nor a waiver of any subsequent breach or violation of any provision of this Agreement. Acceptance by City of any work or services by Consultant shall not constitute a waiver of any of the provisions of this Agreement.

SECTION 26 – LAW TO GOVERN; VENUE

This Agreement shall be interpreted, construed and governed according to the laws of the State of California. In the event of litigation between the parties, venue in state trial courts shall lie exclusively in the County of Sonoma. In the event of litigation in a U.S. District Court, venue shall lie exclusively in the Northern District of California, in San Francisco.

SECTION 27 – SEVERABILITY

If any term, condition or covenant of this Agreement is declared or determined by any court of competent jurisdiction to be invalid, void or unenforceable, the remaining provisions of this Agreement shall not be affected thereby and the Agreement shall be read and construed without the invalid, void or unenforceable provision(s).

SECTION 28 – SPECIAL PROVISIONS

This Agreement is subject to the following special provisions: none.

IN WITNESS WHEREOF, the parties hereto have accepted, made, and executed this Agreement upon the terms, conditions, and provisions above stated, the day and year first above written.

Consultant:

City:

By: _____

By: _____

Name: Christy Davila

Name: Mary Gourley

Title: WCCS Executive Director

Title: City Manager

Approved as to Form:

By: _____

Name: Alex Mog

Title: City Attorney

Memorandum of Understanding

Introduction:

This Memorandum of Understanding (Agreement) stands as evidence that West County Community Services (WCCS) will work collaboratively with Sebastopol Police Department (SPD) to provide Homeless Outreach services.

Term: 07/01/2026 to 06/30/2027.

Funding Amount: \$40,000 for .45 FTE

Program Description:

Under the general direction of the Homeless Services Manager, the Outreach Coordinator will provide hands-on direct services and referrals to people without homes in Greater Sebastopol. The goal of service is to identify and connect Sebastopol homeless individuals with referrals and services to support their path toward permanent housing.

City of Sebastopol Agrees to Provide:

- Funding for 0.45 FTE (18 hours per week) position and related program costs
- The department designates liaisons to coordinate with outreach provider and participates in multi-agency case conferencing when appropriate.

WCCS Agrees to Provide:

1. Client Engagement & Coordinated Entry (CE) Referrals

- WCCS will identify, engage, and build rapport with individuals experiencing homelessness in Sebastopol. Estimated 25 engagements monthly through outreach.
- WCCS will assess and refer/enter individuals into the Sonoma County Coordinated Entry system when appropriate.
- WCCS will maintain CE active status for homeless individuals engaged on their caseload.
- WCCS will actively maintain a caseload of up to 7 individuals, providing at least monthly contact and service linkage to each engaged client.
- Monthly reports will reflect number of CE referrals, number of clients with active CE status, number of resource referrals provided.

2. Community & Interagency Representation

- WCCS will attend up to 2 relevant meetings per month (e.g., local provider collaboratives, CE case management meetings, city task forces) as a representative of WCCS outreach efforts on issues related to Sebastopol homelessness.
- A brief summary of relevant key updates will be included in the monthly report to the City.

3. Ongoing City Coordination

- WCCS will participate in weekly or bi-weekly check-in meetings (as mutually agreed) with designated City staff to coordinate outreach efforts, troubleshoot issues, and align on community priorities.
- WCCS will remain responsive to City staff and public safety personnel in addressing non-criminal homelessness-related concerns.

4. Housing Navigation Support

- WCCS will advocate for Sebastopol clients for enhanced assessment in CE when appropriate. Supports elevating more vulnerable clients on the CE prioritization list.
- WCCS will coordinate with housing providers, landlords, and partner agencies to support transition into housing for eligible clients.

5. Safe Parking Program Support

- WCCS will refer individuals living in their vehicles in Sebastopol to any safe parking opportunities available in the Greater Sebastopol area.

6. Reporting & Accountability

- WCCS will submit monthly reports to the City summarizing:
 - Number of individuals engaged, referred to CE, and actively case managed
 - Number of resource referrals provided
 - Number of Safe Parking Program engagements/referrals
 - Number of meetings attended and interagency collaboration
 - Barriers encountered and recommendations for improving service delivery

7. Additional Funding

- WCCS and the City of Sebastopol will work collaboratively to identify and apply for additional funding to support Street Outreach Efforts.

Indemnification:

Each party is an independent entity, responsible for its acts and the acts of its officers, agents and employees. Consequently, each party agrees to indemnify, defend and hold harmless the other party, its officers, agents and employees from any and all loss, injury, liability, damages, claims, demands, suits, or judgments arising from the acts or omissions of its officers, agents, and employees in connection with the performance of this agreement.

Confidentiality:

The parties shall maintain the confidentiality of information gathered and all records generated during the period of this agreement pursuant to applicable Federal and State laws. This does not prohibit staff from reporting suspected neglect or abuse of participants to agencies as required by law.

Signatures:

Sean McDonagh, Sebastopol Chief of Police

Date

Christy Davila, WCCS Executive Director

Date

Mary Gourley, City Manager

Date

West County Community Services Sebastopol Street Outreach Time Allocation – 18 Hours per week

Task	Weekly Time	Notes
Client Engagement & CE Referrals	6 hrs	Reasonable for building rapport, outreach walks, CE assessments. Limited time for deep engagement with new individuals weekly.
Caseload Maintenance (7 clients)	3 hrs	Roughly 25 minutes/client/week. This is tight but may work if clients are relatively stable and not in crisis.
Community & Interagency Representation	2 hrs	Covers ~1 meeting/week + coordination time.
City Coordination	2 hrs	Weekly or bi-weekly check-ins + responsive communication. Efficient if meetings are brief.
Housing Navigation Support	2 hrs	Housing coordination can be time-consuming. 2 hrs allows for light support and advocacy.
Safe Parking Program Support	1 hr	Reasonable if it's limited to referrals, not ongoing case management.
Reporting & Accountability	2 hrs	Realistic if using streamlined templates or tools, which we have in place.

Potential Constraints**1. Caseload and Depth of Support:**

Supporting 7 clients well (with service linkage and housing navigation) is *barely* feasible at 3–5 hours/week, assuming light touch. If clients have high needs, this could quickly become unmanageable.

2. Housing Navigation Demands:

Coordinating with housing providers, completing paperwork, and follow-ups often takes much longer than 2 hours/week.

3. Flexibility for Crisis Response:

There is *no buffer* built in for unexpected crises, escalations, or time spent searching for hard-to-find clients.

4. Travel/Logistics Time:

If travel time across Sebastopol or coordination with scattered providers is significant, it could eat into available hours.

Summary

Yes, this model is *feasible* for a limited-scope outreach role with clearly defined boundaries and low-intensity client needs.

*But for *maximum impact*, it assumes:

- A consistent and narrow focus on short-term engagement and referral
- Caseload clients are *not in crisis or highly service-resistant*

WCCS June Outreach report

City of Sebastopol
Homeless Services Outreach Coordinator (HSOC)
Monthly Narrative Report

Reporting Month: June 2026

Submitted: June 29, 2026

Prepared by: Christian Reyes

Overview

Throughout June 2026, the Homeless Services Outreach Coordinator (HSOC) continued providing direct outreach and case management support to individuals experiencing homelessness across the Greater Sebastopol area. Services emphasized relationship building, resource navigation, Coordinated Entry participation, and improving access to healthcare, public benefits, and housing opportunities.

Efforts during the month focused on maintaining regular contact with vulnerable individuals, reducing barriers to services, and strengthening partnerships with agencies and organizations involved in the local homeless response system.

Outreach & Service Data

Number of People Served (Unduplicated): 21

Coordinated Entry

- **Number Entered into Coordinated Entry:** 2
- **Clients Maintaining Active CE Status:** 20

Housing Outcomes

- **Entered Shelter:** 0
- **Moved into Permanent Supportive Housing (PSH) or Permanent Housing:** 0

Service Connections

- **Increased Access to Health & Basic Needs Services:** 21

Safe Parking Program

- **Referrals to Safe Parking Program:** 2

Meetings & System Coordination

Coordination with community partners remained a significant component of outreach activities during the reporting period. Participation in meetings and collaborative efforts supported

information sharing, service planning, and improved coordination for individuals experiencing homelessness.

Collaboration efforts included:

- By-Names List meetings and Coordinated Entry case conferencing
- Homeless response planning and interagency discussions
- Coordination with County Office of Economic Assistance staff regarding benefits and service eligibility
- Outreach collaboration with local public safety partners when appropriate
- Communication with nonprofit organizations and community-based service providers

Total Meetings and Collaborative Engagements: 19

Interagency Collaboration: Community and Faith-Based Support

Relationships with community organizations and faith-based partners continue to enhance outreach efforts by providing meeting locations, resource connections, and additional support opportunities for clients navigating homelessness.

Healthcare Coordination

Partnerships with healthcare providers remained active throughout the month to improve access to medical care, behavioral health services, medication support, and preventative health resources for clients in need.

Community Partnerships

Continued engagement with local agencies, businesses, service providers, and community stakeholders helped strengthen referral pathways and improve access to services throughout the Sebastopol area.

Barriers and Challenges

Limited Housing and Shelter Resources

The availability of emergency shelter and housing placements within the region continues to be limited. Despite ongoing efforts to identify opportunities, no shelter placements or permanent housing exits occurred during this reporting period.

Ongoing Engagement Challenges

Frequent movement between locations, transportation limitations, and inconsistent access to phones or communication devices continue to make follow-up and service coordination difficult. Outreach efforts remain flexible to adapt to these challenges and maintain continuity of care.

Highlights & Accomplishments

Notable outcomes during June included:

- 21 individuals received assistance accessing healthcare services and essential needs resources.
- Two individuals completed enrollment into Coordinated Entry.
- Two referrals were made to the Safe Parking Program.
- Continued support and case management were provided to individuals actively engaged in Coordinated Entry services.
- Collaboration with partner agencies remained strong, supporting a coordinated approach to homelessness response efforts.

Conclusion

June outreach activities remained focused on engagement, resource connection, and reducing barriers to services for individuals experiencing homelessness throughout Greater Sebastopol. Through ongoing collaboration with healthcare providers, county departments, and community organizations, clients continued to receive support tailored to their immediate and long-term needs.

Although housing opportunities remain limited, outreach efforts continue to prioritize sustained engagement, service coordination, and housing navigation in order to improve outcomes and support pathways toward long-term stability.

WCCS FY25-26 Outreach report

WCCS - Sebastopol Homeless Outreach	FY 25/26												Total
DATA POINTS	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Annual Total
# Of People Served (Unduplicated)	40												40
Number of Safe Parking Program referrals	0												0
# Entered into Coordinated Entry (CE)	1												1
# clients maintaining active CE status	25												
# Meetings attended and interagency collaboration	4												4
# Entered into Shelter	11												11
# Moved into Permanent Supportive Housing (PSH) or Permanent Housing	14												14
# Increased access to Health & Basic Needs Services	40												40

WCCS - Sebastopol Homeless Outreach	FY 25/26												Total
DATA POINTS	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Annual Total
# Of People Served (Unduplicated)	40	30											70
Number of Safe Parking Program referrals	0	2											2
# Entered into Coordinated Entry (CE)	1	1											2
# clients maintaining active CE status	25	25											
# Meetings attended and interagency collaboration	4	6											10
# Entered into Shelter	11	10											21
# Moved into Permanent Supportive Housing (PSH) or Permanent Housing	14	12											26
# Increased access to Health & Basic Needs Services	40	30											70

WCCS - Sebastopol Homeless Outreach	FY 25/26												Total
DATA POINTS	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Annual Total
# Of People Served (Unduplicated)	40	30	26										96
Number of Safe Parking Program referrals	0	2	5										7
# Entered into Coordinated Entry (CE)	1	1	1										3
# clients maintaining active CE status	25	25	26										
# Meetings attended and interagency collaboration	4	6	6										16
# Entered into Shelter	11	10	5										26
# Moved into Permanent Supportive Housing (PSH) or Permanent Housing	14	12	10										36
# Increased access to Health & Basic Needs Services	40	30	26										96

WCCS - Sebastopol Homeless Outreach	FY 25/26												Total
DATA POINTS	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Annual Total
# Of People Served (Unduplicated)	40	30	26	19									115
Number of Safe Parking Program referrals	0	2	5	3									10
# Entered into Coordinated Entry (CE)	1	1	1	0									3
# clients maintaining active CE status	25	25	26	26									
# Meetings attended and interagency collaboration	4	6	6	10									26
# Entered into Shelter	11	10	5	3									29
# Moved into Permanent Supportive Housing (PSH) or Permanent Housing	14	12	10	11									47
# Increased access to Health & Basic Needs Services	40	30	26	19									115

WCCS - Sebastopol Homeless Outreach	FY 25/26												Total
DATA POINTS	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Annual Total
# Of People Served (Unduplicated)	40	30	26	19	25								140
Number of Safe Parking Program referrals	0	2	5	3	1								11
# Entered into Coordinated Entry (CE)	1	1	1	0	0								3
# clients maintaining active CE status	25	25	26	26	21								
# Meetings attended and interagency collaboration	4	6	6	10	14								40
# Entered into Shelter	11	10	5	3	0								29
# Moved into Permanent Supportive Housing (PSH) or Permanent Housing	14	12	10	11	5								52
# Increased access to Health & Basic Needs Services	40	30	26	19	10								125

WCCS - Sebastopol Homeless Outreach	FY 25/26												Total
DATA POINTS	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Annual Total
# Of People Served (Unduplicated)	40	30	26	19	25	35							175
Number of Safe Parking Program referrals	0	2	5	3	1	4							15
# Entered into Coordinated Entry (CE)	1	1	1	0	0	2							5
# clients maintaining active CE status	25	25	26	26	21	23							
# Meetings attended and interagency collaboration	4	6	6	10	14	18							58
# Entered into Shelter	11	10	5	3	0	3							32
# Moved into Permanent Supportive Housing (PSH) or Permanent Housing	14	12	10	11	5	10							62
# Increased access to Health & Basic Needs Services	40	30	26	19	10	13							138

WCCS - Sebastopol Homeless Outreach	FY 25/26												Total
DATA POINTS	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Annual Total
# Of People Served (Unduplicated)	40	30	26	19	25	35	30						205
Number of Safe Parking Program referrals	0	2	5	3	1	4	2						17
# Entered into Coordinated Entry (CE)	1	1	1	0	0	2	1						6
# clients maintaining active CE status	25	25	26	26	21	23	22						
# Meetings attended and interagency collaboration	4	6	6	10	14	18	20						78
# Entered into Shelter	11	10	5	3	0	3	0						32
# Moved into Permanent Supportive Housing (PSH) or Permanent Housing	14	12	10	11	5	10	6						68
# Increased access to Health & Basic Needs Services	40	30	26	19	10	13	15						153

WCCS - Sebastopol Homeless Outreach	FY 25/26												Total
DATA POINTS	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Annual Total
# Of People Served (Unduplicated)	40	30	26	19	25	35	30	20					225
Number of Safe Parking Program referrals	0	2	5	3	1	4	2	1					18
# Entered into Coordinated Entry (CE)	1	1	1	0	0	2	1	1					7
# clients maintaining active CE status	25	25	26	26	21	23	22	21					
# Meetings attended and interagency collaboration	4	6	6	10	14	18	20	21					99
# Entered into Shelter	11	10	5	3	0	3	0	0					32
# Moved into Permanent Supportive Housing (PSH) or Permanent Housing	14	12	10	11	5	10	6	2					70
# Increased access to Health & Basic Needs Services	40	30	26	19	10	13	15	20					173

WCCS - Sebastopol Homeless Outreach	FY 25/26												Total
DATA POINTS	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Annual Total
# Of People Served (Unduplicated)	40	30	26	19	25	35	30	20	25				250
Number of Safe Parking Program referrals	0	2	5	3	1	4	2	1	2				20
# Entered into Coordinated Entry (CE)	1	1	1	0	0	2	1	1	1				8
# clients maintaining active CE status	25	25	26	26	21	23	22	21	22				
# Meetings attended and interagency collaboration	4	6	6	10	14	18	20	21	20				119
# Entered into Shelter	11	10	5	3	0	3	0	0	1				33
# Moved into Permanent Supportive Housing (PSH) or Permanent Housing	14	12	10	11	5	10	6	2	4				74
# Increased access to Health & Basic Needs Services	40	30	26	19	10	13	15	20	25				198

WCCS - Sebastopol Homeless Outreach	FY 25/26												Total
DATA POINTS	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Annual Total
# Of People Served (Unduplicated)	40	30	26	19	25	35	30	20	25	10			260
Number of Safe Parking Program referrals	0	2	5	3	1	4	2	1	2	1			21
# Entered into Coordinated Entry (CE)	1	1	1	0	0	2	1	1	1	2			10
# clients maintaining active CE status	25	25	26	26	21	23	22	21	22	19			
# Meetings attended and interagency collaboration	4	6	6	10	14	18	20	21	20	20			139
# Entered into Shelter	11	10	5	3	0	3	0	0	1	0			33
# Moved into Permanent Supportive Housing (PSH) or Permanent Housing	14	12	10	11	5	10	6	2	4	1			75
# Increased access to Health & Basic Needs Services	40	30	26	19	10	13	15	20	25	10			208

WCCS - Sebastopol Homeless Outreach	FY 24/25												Total
DATA POINTS	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Annual Total
# Of People Served (Unduplicated)	40	30	26	19	25	35	30	20	25	10	15		275
Number of Safe Parking Program referrals	0	2	5	3	1	4	2	1	2	1	1		22
# Entered into Coordinated Entry (CE)	1	1	1	0	0	2	1	1	1	2	1		11
# clients maintaining active CE status	25	25	26	26	21	23	22	21	22	19	18		
# Meetings attended and interagency collaboration	4	6	6	10	14	18	20	21	20	20	20		159
# Entered into Shelter	11	10	5	3	0	3	0	0	1	0	0		33
# Moved into Permanent Supportive Housing (PSH) or Perma	14	12	10	11	5	10	6	2	4	1	0		75
# Increased access to Health & Basic Needs Services	40	30	26	19	10	13	15	20	25	10	15		223

WCCS FY 2026–27 Outreach Budget

Outreach	26/27	Descriptions
Revenue		
City of Sebastopol	\$40,000.00	
Total Revenue	\$40,000.00	
Expenses		
Personnel		
Program Manager	\$3,586	.05FTE
Outreach Worker	\$22,100	0.425FTE
Benefits	\$4,880	statutory @ 19%
Total Personnel	\$30,566.34	
Operating		
Communications	\$360	
Insurance	\$1,302	
Program Supply	\$1,554	
Transportation/Mileage	\$1,000	
Indirect	\$5,217	15% ICR
Total	\$40,000	

Street Outreach Standards



**SONOMA COUNTY
HOMELESS
COALITION**

Street Outreach Program Standards

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Mission

The mission of Sonoma County outreach teams is to leverage a spirit of collaboration and coordination to create an equitable, compassionate, individualized, and low-barrier outreach system that rapidly connects or provides individuals experiencing homelessness to resources and lowers barriers to services while treating everyone with respect and without judgment.

Vision

Sonoma County outreach providers envision an outreach system that consistently and rapidly connects individuals experiencing homelessness to services and support to ensure that they can quickly exit homelessness. In the spirit of humanity, outreach providers will meet people where they are physically and emotionally.

Guiding Principles

Housing First

On September 29, 2016, Governor Jerry Brown signed Senate Bill 1380, making California a Housing First state. This requirement applies to any program providing housing or housing-based services to people experiencing homelessness or at risk of experiencing homelessness, whether or not the program was designed to address homelessness.

The Housing First model 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 the 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 housing, like requirements for sobriety or absence of criminal history. It is based on the “hierarchy of need” where people must access basic necessities—like a safe place to live and food to eat—before being able to achieve a quality of life or pursue personal goals.

Trauma-informed care

Sonoma County homeless service providers seek to provide a trauma-informed system of care. Trauma-informed services should include case management; onsite integrated health resources; ACEs-based programs; living skills programs focused on communication skills, grief/loss, and well-being.

Collaboration

In recognition that funding does not cover enough street outreach (SO) to assist every homeless person in Sonoma County, we are aware that we must utilize and share our resources as efficiently and effectively as possible. This approach will be supported by data sharing, however, communications must not reveal

confidential details regarding any particular individual or their supports unless there is consent by the unsheltered person to do so.

We will maintain a system of intensive and relational collaboration between SO workers whether they work for an agency, are volunteers or are paid and supervised by Sonoma County. We pledge to put aside any differences of salary, experience, education, and skill sets in order to get people into shelter and housing as quickly as possible.

Approach to Street Outreach

SO workers in Sonoma County provide housing-focused services to unsheltered individuals. They engage the most vulnerable to develop rapport, explaining and connecting individuals to services. They assist individuals to prepare for housing by providing Coordinated Entry enrollment and assist with document readiness. They also provide goods and services that help unsheltered individuals to reduce the trauma of unsheltered homelessness and to make sure their basic needs are met.

Housing plans will vary depending on an individual's barriers, their level of trust with the system and their desire for housing. If an individual is expected to be referred to housing or expresses a desire to be document ready, services will focus on getting the client ready for a housing opportunity. If individuals are not ready to engage in these services, housing plans will focus on developing rapport, explaining the service system, and meeting basic needs.

Grassroots SO teams play an integral role in providing outreach services to unsheltered individuals. Subregions will coordinate with grassroots teams in their subregions to help meet individuals' immediate needs and to coordinate services.

Applicability

These standards apply to any SO program that receives funding from the Sonoma County Homeless Coalition (SCHC). These standards apply regardless of the type of funding. SO organizations who are not funded through the SCHC are encouraged, but not required, to adopt these standards.

Definitions

Sonoma County Homeless Coalition (SCHC)-funded outreach/SCHC partnering: Outreach funded by the SCHC or outreach teams that have adopted these standards. These standards apply to programs funded by the SCHC. SCHC-funded outreach operates in specific subregions of the county.

Grassroots outreach: Volunteer-led outreach programs. SCHC-funded outreach providers work with these agencies in their subregion to coordinate services.

Population specific outreach: Outreach services that serve specific populations (veterans, TAY) throughout the county. These providers work across subregions to coordinate care.

Non-traditional partners: Agencies/individuals that provide information and connection to individuals experiencing homelessness. Examples include, law enforcement, park rangers, schools, members of a church or any other individual or entity that is interacting with individuals experiencing homelessness.

DHS Outreach Teams: Teams of County employees who provide outreach services to encampments such as the Homeless Encampment Access and Resource Team (HEART) who provide services to encampments mainly in unincorporated Sonoma County.

Regulatory guidance/Eligible activities

Eligible activities/costs for SO can be found at [24 CFR 576.101](#). Activities can include the following:

- **Engagement** (§ 576.101(a)(1)): Activities to locate, identify and build relationships with individuals or families living in unsheltered settings for the purpose of providing immediate support, intervention, and connections with homeless assistance programs or mainstream social services and housing programs.
- **Case Management** (§ 576.101(a)(2)): Assessing housing and service needs, and arranging, coordinating, and monitoring the delivery of individualized services.
- **Emergency Health Services** (§ 576.101(a)(3)): Outpatient treatment of urgent medical conditions by licensed medical professionals in community-based settings (e.g., streets, parks, and campgrounds). These services are eligible only to the extent that other appropriate health services are inaccessible or unavailable within the area.
- **Emergency Mental Health Services** (§ 576.101(a)(4)): Outpatient treatment of urgent mental health conditions by licensed professionals in community-based settings (e.g., streets, parks, and campgrounds). These services are eligible only to the extent that other appropriate mental health services are inaccessible or unavailable within the area.
- **Transportation** (§ 576.101(a)(5)): Travel by outreach workers, social workers, medical professionals, or other service providers during the provision of eligible SO services. Also includes the costs of transporting unsheltered people to emergency shelters or other service facilities.
- **Services for Special Populations** (§ 576.101(a)(6)): Otherwise, eligible Essential Services that have been tailored to address the special needs of homeless youth, victims of domestic violence and related crimes or threats, and people living with HIV/AIDS who are literally homeless.

Ensuring geographic Coverage

The Sonoma County Homeless Coalition (SCHC) strives to cover 100% of Sonoma County with SO services. To ensure full geographic coverage, SCHC-funded SO teams must serve a specific geographic region.

Outreach teams that serve a specific population like, TAY or veterans shall coordinate with BNL managers to avoid duplication of efforts and to understand where the clients are in the housing process.

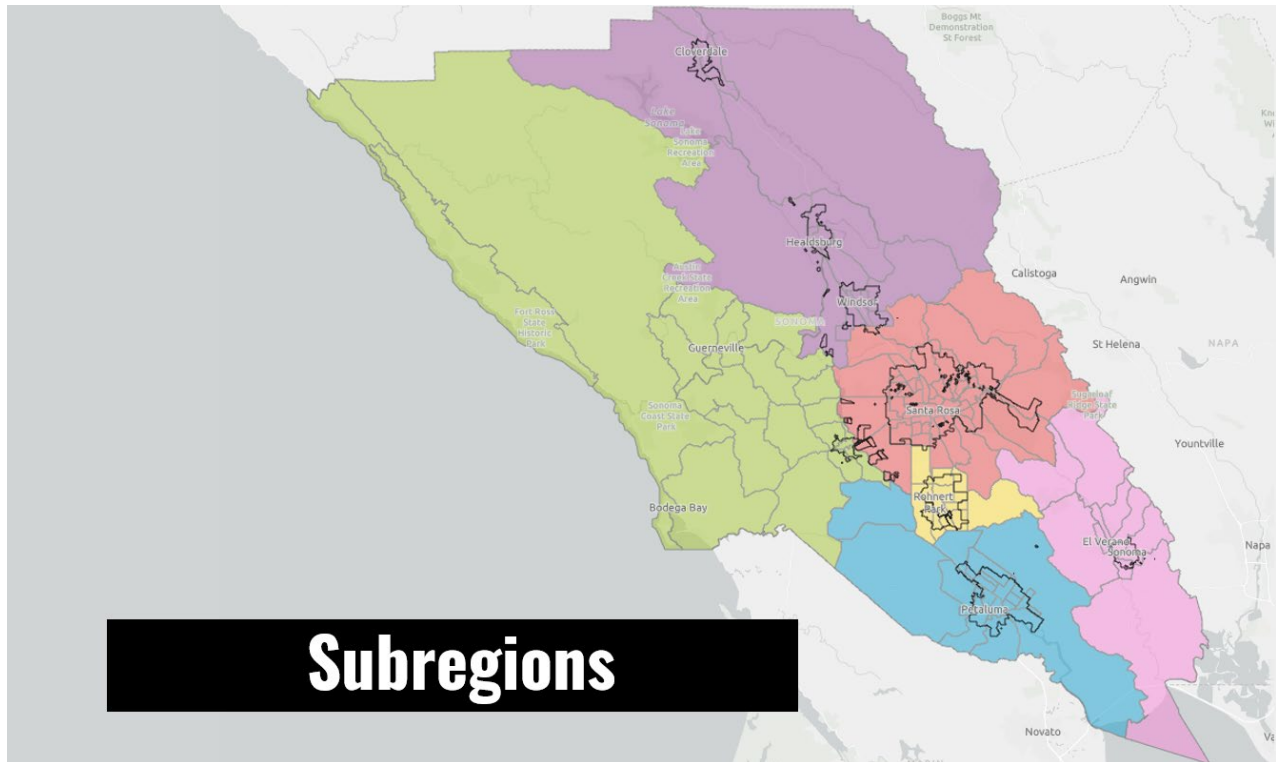
If there is more than one outreach team in a subregion, these teams, including DHS Outreach Teams must coordinate their services in specific geographic areas of their subregion to avoid duplication. This will be coordinated through the subregional BNL case conferencing meetings.

If there are remote geographic areas in a subregion, SO teams and the subregional BNL managers will develop relationships with non-traditional partners to ensure that individuals experiencing homelessness in these areas can be identified and engaged by outreach teams.

Subregions

To improve the coordination among outreach teams and maximize outreach capacity, the Sonoma County Homeless Coalition (SCHC) board adopted a subregional approach to outreach at its March 22, 2023, meeting. The map below is meant to illustrate generally how the subregions are split up, not meant to

determine hard lines between subregions that would impact policy or operational procedures. Subregions should coordinate when clients cross subregions.



Coordination of services within a subregion

Outreach teams, including DHS Outreach Teams, will work with their subregion's By Names List (BNL) manager to coordinate among providers in a subregion. Each subregion's BNL manager will develop relationships with non-traditional partners and SCHC-funded outreach teams. Outreach teams are expected to have consistent presence at the sub-region's BNL meeting to ensure they avoid duplication of services, full geographic coverage and to ensure all individuals experiencing homelessness are accounted for.

Outreach deployment

In acknowledgement of the fact that not all individuals experiencing unsheltered homelessness can be placed on a caseload, SO teams will provide at least 2 hours of general outreach, per outreach worker FTE, per week in their geographic region. This outreach will be conducted in areas where SO workers are most likely to encounter individuals experiencing unsheltered homelessness. Individuals not on a caseload will be provided with light-touch services including, connection to shelters, assistance with CE enrollment and resource connection.

Deployment of SO teams for general outreach will be coordinated by subregional BNL managers. Outreach teams will be deployed at locations and times that they are most likely to engage with unsheltered individuals. Outreach teams will establish specific geographic areas within their subregion to ensure that they are not duplicating services. Outreach teams will also coordinate with population-specific outreach teams to ensure

individuals who qualify for these outreach services are connected with those outreach teams. DHS Outreach Teams will inform subregional BNL managers and by extension outreach teams when they plan on operating in a subregion. Following outreach, the DHS Outreach Team will provide relevant updates to the BNL manager.

Case load rationing

SCHC-funded outreach providers will maintain caseloads of 15-25 unsheltered individuals per outreach worker. Caseload sizes will vary depending on the complexity of the individuals they are serving but teams will strive to serve as many individuals as possible in an authentic and meaningful way.

Approximately 60% of a team's caseload will be persons actively working on activities or goals that directly assist the person in progressing toward housing. Individuals who are on Coordinated Entry's priority list will be prioritized for housing preparedness and document readiness services. Approximately 40% of a team's caseload will be individuals whose cases are complex and require significant staff time to overcome barriers to permanent or interim housing.

A client declining services does not mean they will be removed from a caseload rather the nature of the services will be modified. Services for these individuals will focus on rapport building, explaining services, providing goods to lessen the burden of unsheltered homelessness and to be available when the client is ready to engage.

Individuals will remain on a caseload until they are placed in shelter or housing. SO providers can keep individuals on their caseload for 2 weeks after housing or shelter to ensure a warm handoff to shelter staff or the housing provider.

Individuals may be transferred to another team's caseload if that individual has moved to another subregion or moves between subregions. These transfers will be facilitated by subregional BNL managers. (See "moving between subregions" and "movement to other subregions" policies below) Subregional BNL managers may provide direction to outreach teams on who should be placed on a caseload.

Case Conferencing

Each subregion will manage a By-Names-List (BNL). This list will be regularly updated through timely entries in the Homeless Management Information System (HMIS) by providers and BNL case conferencing meetings (BNL meetings). SCHC-funded outreach teams will ensure that at least 1 representative from the outreach team is present at each BNL meeting. This representative will be able to provide in depth, client-level information about all clients they are serving. BNL meetings will also be used to coordinate services, caseloads and deployment of outreach teams.

Coordinated Entry Participation

SCHC-funded outreach providers must act as a Coordinated Entry External Access Point (Access Point), offering full access and assessment to the Coordinated Entry System (CES). Grassroots SO programs are encouraged to be Access Points or Access Partners. SO teams shall, to the greatest extent possible, enroll all

individuals requesting or needing access to the CES. If due to staffing shortages or full caseloads the SO team does not have the capacity to enroll an individual presenting for service, the SO team will screen the participant for CE enrollment and refer them to an external access point.

The definition of an External Access Point is an Emergency Shelter or SO project offering Coordinated Entry assessments to ALL participants who present seeking or requiring CES assistance. Assessment interviews and data entry into the CES shall occur regardless of where the individual spends most of their time, enrollment status in any project, provider-client relationship, or population type. An access point will screen each program participant for enrollment in CE when engaging with a client, if the client is not enrolled, the access point will offer assessment and enrollment. If the client is already enrolled in CE, the outreach provider will make a case note to ensure the program participant is active in CE. The access point will also upload a release of information (ROI) to the client's CE dashboard in HMIS.

Documentation

Gathering documentation is beneficial to collaborative case management, housing providers and most importantly, clients. SO workers will assist willing participants in acquiring documents for housing readiness. These documents shall be uploaded to the client's Coordinated Entry dashboard to aid in housing referrals. These documents should include;

- 1) Photo Identification
- 2) Social security card
- 3) Award letters
- 4) Birth Certificate (if needed)
- 5) Verification of disability
- 6) DD-214 form (if applicable)
- 7) Service Animal/emotional support animal documentation (if applicable)
- 8) Medical card
- 9) CalFresh Card
- 10) Copy of housing voucher (if applicable)

SO workers will also make case notes of significant interactions with clients that describe their housing/shelter status in an agency's internal program or in the client's CE dashboard if they have consented to HMIS enrollment. Ideally, case notes would incorporate the following

- 1) Description of client location
- 2) Description of the conditions where the individual is currently living
- 3) Description of services
- 4) Contact information
- 5) Referrals to services (if applicable)

SO workers are essential to documenting chronic homelessness status. When a client is referred to a permanent housing intervention, the SO case worker shall coordinate with the housing provider to assist in documenting chronicity.

While SO workers play an important role in gathering of documentation, housing providers have the ultimate responsibility for gathering documentation. Chronic homelessness documentation should never be a barrier to housing.

Encampment Closure

An encampment is defined as a group (as defined by the local jurisdiction) of unsheltered persons occupying space on public or private property in a tent, tarp or other handmade structure, or a group occupying a building on public property for the purpose of habitation.

The closure of encampments is a process that is largely driven by city and county officials in coordination with other stakeholders. If an encampment is identified for closure, SO workers will work with their subregion's BNL case conferencing team to gather information about those in the encampment and to coordinate services. More frequent outreach will be provided to individuals in advance of the closure, as defined by contractual obligations and caseload capacity.

Encampments in unincorporated areas are generally addressed by DHS Outreach Teams. DHS Outreach Teams will communicate planned encampment actions to subregional BNL managers and SO teams in advance of encampment action. The purpose of this coordination is to understand what resources and services have or can be offered to an encampment before closure. After an encampment is closed, DHS Outreach Teams will communicate the resolution of the closure and insights to BNL managers.

Warm Hand off

A warm handoff is defined as a process where a person or organization helps transition an individual or family from one service provider or agency to another in a caring and supportive manner with the consent of the client. A warm hand off occurs with the client present unless the client declines or is otherwise unable to attend. The information that is shared is intended to ensure that the receiving supportive service provider is aware of the needs and desires of a client. Warm hand-offs work best when the client is present to clarify or correct the information that is shared. If the client is not present during the warm handoff, the receiving case manager will verify the information with the client to ensure completeness and accuracy.

Movement between subregions

When a client moves between subregions, both subregional BNL managers will be notified. The client will determine their primary subregion and subregional outreach team. A client will NOT be moved to a new case manager/subregional BNL if they are in CE's priority group (likely housing placement within 30 days) or have a non-CE related imminent housing placement.

If a client is on a caseload and elects to move to another subregion, SO workers will discuss the possibility of not being able to receive immediate case management in the new subregion. If immediate case management is available in the new subregion, SO workers will facilitate a warm hand off. These handoffs will be coordinated through BNL managers.

Movement to other subregions

When a client moves from one subregion to another and is not imminently moving into housing, both subregional BNL managers will be notified. SO workers will facilitate a warm hand off. These handoffs will be coordinated through BNL managers. If the receiving subregion's SO provider does not have capacity to provide immediate case management, the receiving SO provider will provide light-touch services including connection to shelters, assistance with CE enrollment and resource connection. Warm hand offs will also occur when an individual is accepted into an interim or permanent housing program. SO providers may keep individuals on a caseload for up to 2 weeks after permanent housing placement to ensure a warm handoff with the housing provider.

Communication of available services

SO workers are responsible for being knowledgeable about the services that are available in their subregion and more broadly throughout the county. SO providers will provide accurate information to unsheltered individuals when it is requested. Information will be provided verbally or in writing, if requested. If a service changes in a subregion, SO teams will inform subregional BNL managers of these changes. This can be done in the subregional BNL meeting or through email. BNL managers will also communicate changes to services and service availability to their subregion's SO team(s). Providers are encouraged to update their information with 211 current. Providers can contact the lead agency for assistance with contacting 211.

Provision of goods

The provision of goods encompasses the distribution of essential items to individuals experiencing homelessness. This can include items such as food, clothing, hygiene products, blankets, sleeping bags, and tents. The provision of goods is not the main focus of SCHC-funded SO providers; however, providing material assistance to individuals experiencing homelessness is an important way to meet individuals' immediate basic needs while helping to develop rapport. Provision of essential items will never be conditioned upon acceptance of a service. When funding is available, SO providers will strive to provide essential items. To avoid duplication of services, the provision of essential items will be within the SO provider's established geographic area of the subregion unless otherwise coordinated with the subregional BNL manager and other SO providers. SCHC-funded SO teams are encouraged to coordinate the provision of goods with other SO teams whenever appropriate.

Inclement weather/ warming/cooling centers

In the event of inclement weather, SO providers will work with the jurisdictions in their subregion to develop lines of communication and outreach strategies if/when a warming/cooling center will be opened so that individuals experiencing homelessness are informed about the availability of the centers. BNL managers will inform participants of their subregional BNL meeting if a warming/cooling center is open. SO providers will prioritize informing highly vulnerable unsheltered clients of these services when they become aware of them, and for those who choose not to access warming/cooling centers or cannot access them, SO will work with those individuals on safety techniques during the inclement weather.

Non-traditional partners

SO workers will develop relationships with non-traditional partners in their subregion. These partnerships are intended to allow SO teams to have in-depth information about individuals experiencing homelessness. Non-traditional partners should be able to connect individuals experiencing homelessness with an outreach team. Confidential information should not be shared with non-traditional partners unless they are on the HMIS/CE release of information.

Data Collection

HUD HMIS data standards that apply to SO can be found here:

https://www.hudexchange.info/programs/hmis/hmis-data-standards/standards/HMIS_Data_Entry.htm

SCHC-funded SO projects must comply with these standards. SO projects are required to complete HUD entry and exit assessments as well as record contacts with clients and engagements. SO projects are also required to report data quality.

Data collection for SO is designed to assist in sub-regional and county-wide case conferencing. The Sonoma County BNL manual describes BNL data standards. SO teams will complete HUD entry and exit assessments when a client is added to their caseload. SO projects are not expected to have responded to all data elements at initial engagement. SO providers will participate in subregional case conferencing to add additional information about a client's case.

DHS Outreach Teams will enroll clients into a HMIS program when they are working with a client but will not complete HUD assessments. When a client is no longer on the DHS Outreach Team's caseload, they will be dismissed from the project.

Denial of Services

If an unsheltered individual has engaged in behavior that presents a credible threat to SO staff, their property, or other clients, SO providers may deny services. Service denials must be documented and communicated to the individual as soon as it is safe to do so. Service denials may be communicated verbally.

Service denial cannot be permanent. SO providers will develop policies and procedures for documenting and communicating service denial including how to appeal the initial decision as well as how to review the decision based on changing circumstances. Individuals who are denied services must be able to appeal the service denial or request a review at any time. If the credible threat is resolved based on changed circumstances, services must be continued.

Information relating to service denial must be communicated to subregional BNL managers. BNL managers will work with other agencies within their subregion to attempt to identify alternate services/providers willing to offer services.

Engagement on public and private property

SO providers shall provide services to unsheltered individuals in public areas in the geographic region they serve. SO services may also be provided inside public spaces like libraries with the consent of the staff within those public buildings.

SO may also be provided in quasi-public areas like parking lots unless the property owner requests that they not do so.

SO services can be provided on private land with the expressed consent of the property owner or the jurisdiction and in alignment with the agency's policies and procedures.

Consent

Many homeless people are mistrustful of the Sonoma County and Federal bureaucracy. Many don't trust local homeless service providers either. This mistrust is not unreasonable.

A homeless individual may have been disappointed by a former case worker, been placed in a facility that exacerbated their mental health or other problems or been mistreated by an unrelated Federal program. Some have faced the injustice of the criminal justice system. Some grew up with the injustice of abuse and trauma in their family. Some have simply given up due to the complexity and difficulty of improving their situation through our complicated system of care. Many have become cynical, apathetic and/or hopeless and believe that they will never get the help they need.

Although it may take years, SO workers can sometimes build the trust necessary to break through these barriers. We understand that SO workers also change jobs or disappear from their client's lives for other reasons. For this reason, SO workers should not make promises unless they are personally certain they can keep those promises.

SO providers are encouraged to listen carefully and sympathetically to explanations as to why a homeless person doesn't want to give information or sign Release of Information documents. They are encouraged to validate the strength, courage and stamina that allows a human to live without a home. And they are asked to encourage every homeless person to find hope and allow their SO worker to help as much as possible.

Outreach services are not contingent on a client's consent to be enrolled in HMIS. Regardless of formal consent of services, SO will continue to try to engage with individuals to gain consent. SO providers shall explain the benefits of consent and the service limitations that refusing to consent to enrollment may cause. SO providers shall collect explicit consent from clients before entering identifying information into HMIS. Consent shall be obtained by completing the Sonoma County Coordinated Entry (CE)/HMIS release of information and uploading it to the client's CE dashboard. Clients can request to be enrolled in CE in a deidentified manner.

The IMDT release of information, and any other release of information, can also be signed with the client but only the Sonoma County Coordinated Entry/HMIS release provides consent for enrollment in HMIS. Any other ROIs that are collected shall be uploaded to the client's CE dashboard.

Safety/ individuals in crisis

SO teams may encounter or witness the inherent risks that are involved with SO. If a situation is deemed by SO staff to be too high risk, they may refuse to have direct contact with the individual until that risk has been mitigated. SO providers will communicate these situations to their supervisors, the subregional BNL managers and other outreach teams to ensure all are aware of the risks.

SO staff may encounter individuals experiencing a mental health crisis. In these circumstances, SO staff will contact crisis response teams or other emergency services, where available, if they deem the client to be a danger to themselves and others or are gravely disabled.

Other dangers they face are exposure to contaminated sharps, accidental exposure to fentanyl and other substances, unrestrained aggressive animals, domestic violence disputes, escalating incidents, etc. The outreach team must prioritize their safety above all other considerations. Regular training and an active safety plan are essential for handling unsafe situations. The following are a few key elements:

- 1) Never go to an unknown location, location out of public view, or engage with unknown individuals alone. Teams of 2 are minimal for these situations
- 2) Carry a charged phone
- 3) Have Narcan with you at all times, know its location and how to use it.
- 4) Establish code words among teams, known to signal threats to safety
- 5) Communicate with someone outside the team about where you plan to outreach
- 6) Wear uniforms or name tags to be easily identified as SO
- 7) Have phone numbers accessible such as police and/or crisis response on hand
- 8) Be trauma informed and practice de-escalation
- 9) Use harm reduction principles
- 10) Document and communicate.

SO staff and their employer are responsible for promoting personal safety of SO staff and taking the necessary measures to decrease risks as is reasonable in the context of SO.

Street Outreach Interaction with Law Enforcement

Except when required to do so through Mandated Reporting, SO staff shall never be the entity responsible for communicating or leading enforcement activities.

Whenever possible, SO staff shall be available to assist unsheltered homeless individuals in the event law enforcement engages in activities that dislodge the individual(s) from where they are staying, when notified by law enforcement in advance of enforcement activities. Efforts shall be made by SO staff, while balancing existing caseloads, to make referrals and help the individual connect to resources in the event of enforcement

activities. SO staff are present to assist the homeless individual only and are not engaged in any enforcement activities themselves.

When there is planned closure of an encampment, or outreach becomes aware of high frequency of law enforcement activity with particular individual(s), SO shall provide advanced targeted outreach efforts, and provide information on their efforts when consents are in place to do so, without providing personal identifying information to law enforcement.

In some cases local law enforcement has embedded teams that are focused on trauma-informed response to homelessness or related special populations. When these teams undertake outreach and engagement activities, they may request SO staff participate in those activities with them. SO staff may participate when operationally available, and they assess based on local conditions that their participation will not jeopardize the relationship between the SO staff and the unsheltered community. SO staff will actively seek input from the unsheltered community targeted for engagement to aid in this assessment.

In some circumstances, SO staff may witness behavior or actions on the part of an unsheltered person that triggers a legal mandate to report the incident to law enforcement (e.g. human trafficking). SO staff will do so promptly and thoroughly in these instances, in accordance with training on Mandated Reporting.

Confidentiality

SO workers shall maintain the confidentiality of clients' information. Clients will be encouraged to sign the HMIS/CE release of information to facilitate service coordination. If the client has not signed a ROI, SO workers shall communicate the name of the client, efforts to work with the client to sign the ROI and the location of the client to a BNL manager but shall not share any additional information. SO workers will obtain separate written consent for ANY disclosure of individual services status or PHI to entities outside of the HMIS/CE release of information outside of Mandated Reporting requirements. SO workers will follow the Privacy Compliance policy of the County of Sonoma HMIS Policies and Procedures, including the "Resistance to Outside Disclosures" policy at all times. SO workers must keep paperwork stored in a secure and locked location.

Record Keeping

Record keeping and reporting requirements can be found at [24 CFR § 576.500](#). All SO providers must have policies and procedures in place to ensure they can meet these requirements. All required documents must be maintained in participant files.

Grievances

SO providers will develop their own policies and procedures for participant grievances. Grievances include: appeals of decisions that impact SO participants and grievances regarding SO policies or perceived unfair/inequitable treatment by agency staff. Participants should inform clients about their grievance policy upon intake. Copies of the grievance policy should be provided to participants upon intake into the SO program. SO staff will make grievance forms available to clients upon request. Clients should be informed of how their grievance will be handled and given a timeframe for completion of each step of the process.

Reasonable Accommodations

Individuals can make requests for reasonable accommodations to any project staff member, in any form, at any time. Project staff should be available to assist individuals with requests for reasonable accommodations. Individuals making requests for reasonable accommodations must participate in assessment and an interactive process with staff for requested accommodations to be considered.

A reasonable accommodation is a change, exception or adjustment to a program, service, building or dwelling unit that will allow a qualified person with a disability to

- Participate fully in a program;
- Take advantage of a service;
- Live in a dwelling

To show that a requested accommodation may be necessary, there must be an identifiable relationship, or nexus, between the requested accommodation and the individual's disability. When a client requires an accessible feature(s), policy modification, or other reasonable accommodation, the project must provide the requested accommodation unless doing so would result in a fundamental alteration in the nature of the program or an undue financial and administrative burden. A fundamental alteration is a modification that is so significant that it alters the essential nature of the program. In such a case, if possible, the program will offer an alternative solution that would not result in fundamental alteration of the program or a financial or administrative burden.

Non-Discrimination

All projects must comply with the non-discrimination and equal opportunity provisions of Federal civil rights law as specified at 24 CFR 5.105 (a) and 24 CFR 5.2005, including but not limited to.

- Fair Housing Act
- Section 504 of the Rehabilitation Act
- Title VI of the Civil Rights Act
- Title II of the Americans with Disabilities Act
- HUD's Equal Access Rule
- Violence Against Women Act (VAWA) Protections
- Local and state non-discrimination laws

Services are provided to program participants are offered in a nondiscriminatory basis with respect to race; color; national origin or citizenship status; age; disability (physical or mental); religion; sex; sexual orientation or identity; genetic information; HIV or AIDS; medical conditions; political activities or affiliations; military or veteran status; status as a victim of domestic violence, assault or stalking; or any other federal, state or locally protected group.

Equal Access Final Rule and Gender Identity Final Rule

Providers of the Sonoma County Homeless Coalition (SCHC) are required to adhere to HUD's Equal Access Final Rule and HUD's Gender Identity Final Rule. Through the final rules, HUD ensures equal access to individuals in accordance with their gender identity in programs administered by HUD's Office of

Community Planning and Development (CPD). SCHC's shelter programs are open to all eligible individuals and families regardless of sexual orientation, gender identity, or marital status.

Sonoma County PowerPoint Presentation Slides

Sebastopol Coordinated Street Outreach

Presented by West County Community Services and Sonoma
County Department of Health Services

WCCS Sebastopol Outreach History

2021: Dedicated, relationship-based outreach launched

- City Council authorized a one-year, \$72,000 contract for a full-time WCCS Outreach Coordinator.
- WCCS, the City and CDC leveraged funds to rehabilitate two apartments and add two RV/trailer spaces near Morris Street.
- For the Laguna/Morris Street/Joe Rodota Trail transition, WCCS coordinated supplies, transportation and moving support—helping people reach shelter, family or hotels.

Sebastopol Police credited WCCS as integral to an effort that housed several people without enforcement action.

- 2022–2026: Consistent presence and deeper service
- The City renewed outreach annually at \$40,000 through June 30, 2026.
- Outreach grew into case management, housing navigation and coordinated connections to health care, benefits and basic needs.

WCCS Sebastopol Outreach Stats FY's 23-26

Reporting period	Reach and engagement	Housing-system connections	Housing and stabilization
FY 2021–22	175 connections made	23 vehicle registrations renewed; repairs; 51 community coordination meetings	42 people housed or sheltered
FY 2022–23	146 connections made	35 Coordinated Entry enrollments; 191 health and basic-needs connections	98 housing referrals
FY 2023–24	85 connections made	34 Coordinated Entry enrollments; 118 health and basic-needs connections	22 housing placements and 101 shelter placements
FY 2024–25	196 connections made	39 Coordinated Entry enrollments; 80 health and basic-needs connections; 24 safe parking referrals	22 housing placements and 101 shelter placements
FY 2025–26	296 connections made	13 Coordinated Entry enrollments; 244 health and basic-needs connections	75 housing placements and 33 shelter placements

WCCS Sebastopol Outreach Success Story

A Path From Crisis to Home

- During the 2021 encampment transition, WCCS supported an older couple with disabilities and two large dogs, moving several truckloads of belongings and leveraging funds for a temporary Sebastopol hotel stay.
- That immediate stability created room for urgently needed medical care and helped one partner continue working. WCCS stayed connected after the visible event was over.
- Today, the couple lives at George's Place in Guerneville, permanent supportive housing where WCCS continues to provide services.
- Their story shows what sustained outreach makes possible: trust, continuity and a path from crisis to home.

Sebastopol Outreach Pilot: Initial Intent

A focused partnership between Sebastopol Police Department and Sonoma County DHS to bring additional outreach into the community.

Meet people where they are

Provide proactive, relationship-based outreach to people experiencing homelessness in Sebastopol, including individuals who may not be connected to traditional services.

Pair outreach with response

Give SPD a direct outreach partner who can respond when appropriate and provide a service-focused pathway alongside or in-lieu of law enforcement contact.

Create pathways to services

Build trust over time and connect people to housing, shelter, Coordinated Entry, benefits, health care, behavioral health, and other community resources.

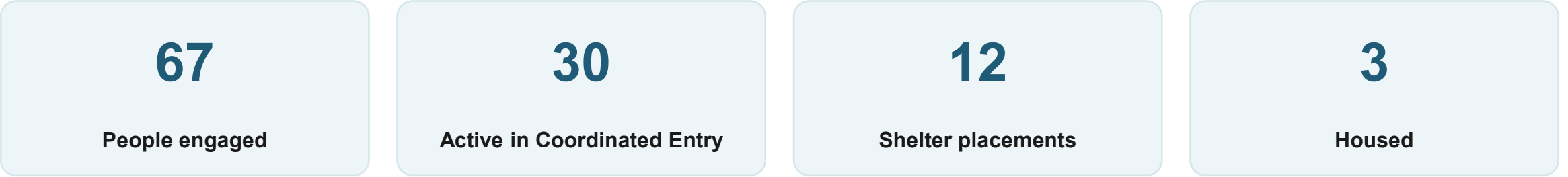
PILOT APPROACH

Persistent engagement • Local coordination • Service connections • Relationship building

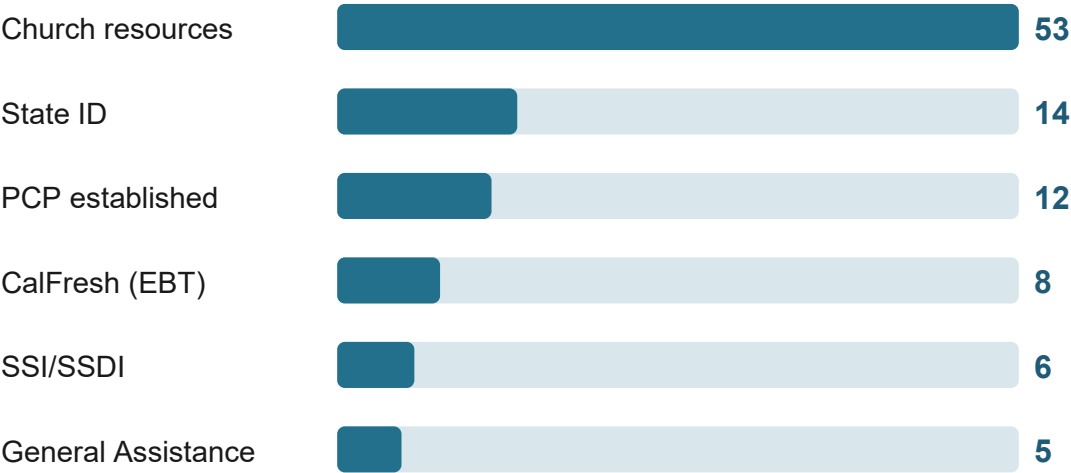
Goal: improve coordination around homelessness in Sebastopol while helping individuals move from contact to meaningful service connection.

Sebastopol Outreach Pilot: Progress to Date

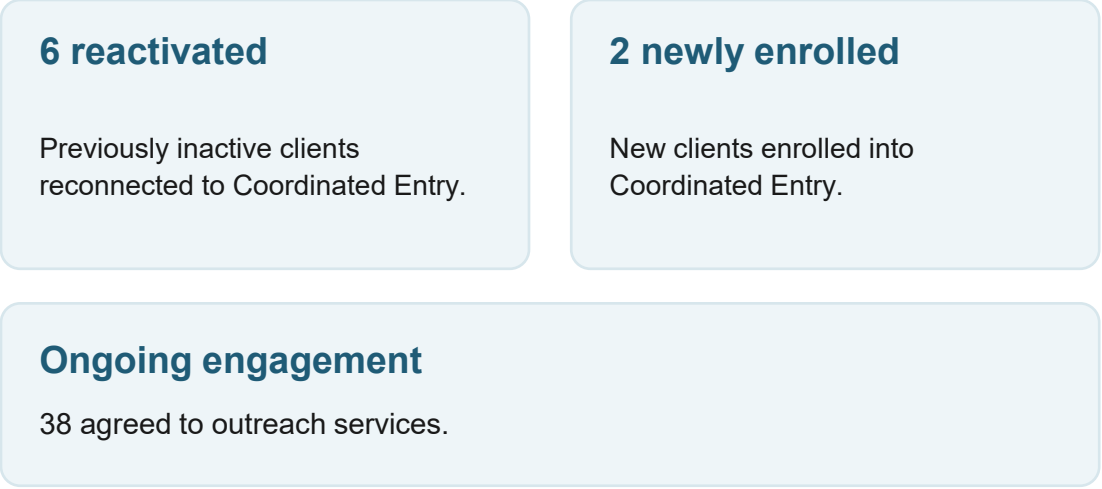
SCBH outreach data through August 1, 2026



Service connections



Additional progress



Note: Service connection counts are not mutually exclusive; one person may be connected to multiple services.

Coordinated Outreach Going Forward

WCCS and DHS MOU to guide cooperation across West County

- DHS and WCCS staff check in every morning to coordinate the day
- Co-outreach in instances of safety risk

Sebastopol will be fully integrated into Subregional Structure and following Homeless Coalition Street Outreach Standards

DHS will take on role of By-Name-List Manager for West County in September

- Caseloads assigned by By-Name-List Manager
- Day-to-day calls for service routed through By-Name-List Manager and assigned for response



**SONOMA COUNTY
HOMELESS
COALITION**

Street Outreach Program Standards

What Is the Subregional Structure?

A coordinated, regional project management structure for the front end of the homelessness system.

1

Six subregions

Sonoma County is split into 6 subregions: Santa Rosa, Rohnert Park, South County, North County, Sonoma Valley, and West County.

2

By-Name-List Managers

Each subregion has a Project Manager for day-to-day homelessness issues, called a “By-Name-List Manager.”

3

A shared coordination tool

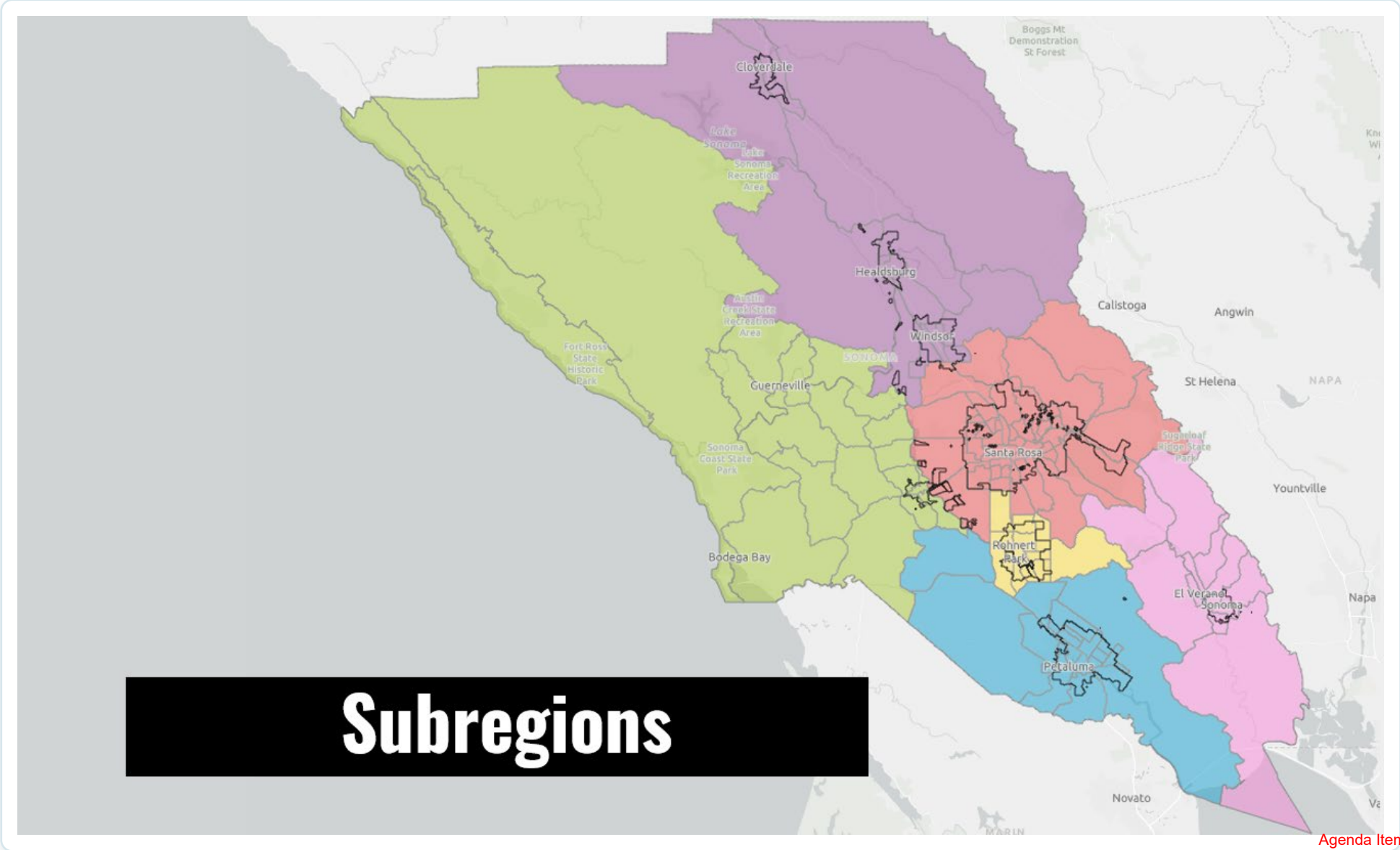
Each subregion uses a tool called a “By-Name-List” to coordinate all services in the area.

4

Countywide strategy

DHS acts as the project manager of this effort countywide — focusing on overall strategy and data, not day-to-day issues.

Sonoma County Subregions





What Is the By-Name-List?

- 1 A list of everyone experiencing homelessness in a given region
- 2 Updated as close to live as possible
- 3 Data comes from every source possible
- 4 Includes people who aren't engaging in services
- 5 Used to coordinate services between multiple partners on a by-name basis

Subregional By-Name-List

Example working view used to coordinate case conferencing within a subregion.

HMIS BNL		Learning Loop			
Participant ID #	Name	Housing Plan	Monthly Income	Last Action Step	Next Action Step
100968		Likely to house through CE	\$1,050		
		Likely to house through CE	\$900		
99097		Likely to house through CE	none reported	Gather housing docs. Find location to	Ranked choice.
		Likely to house through CE in RRH range	none reported		Scoring in RRH range. Get housing d
99017		Likely to house through CE.	none reported		Inactive. Appears to need to be remi
99077		Link to services/build rapport. Needs skills prior t	none reported	On HF Caseload, rapport building, sign	Continues to need trust building. Lir
98707		Linking to health and SU if willing. Reassess, heal	\$1,132	SS applied for and award letter. Uploa	Soon to be inactive. Add touchpoint
		LRI	\$3,564.54		
98735		LRI and IHSS -Explore EA?	\$1,179	Coordinate communication to BNL par	Carissa to follow up with Sanitation.
101106		LRI Pending referral.	making less money currently		Wendy to connect with Bianca regai
101300		LRI to assist with deposit signing lease early Aug, Late July			
100975		LRI-Shared	none reported		Drives red outback. Coordinate Outr
100146		LRI-Shared?	\$1,900		Consider for LRI/Once Located/ Conl
99134		LRI-Shared?	\$0		
		Mid Pen PSH referral 4/16/24			New to Petaluma. In navigation
		Redo VI-SPDAT/Enhanced Assessment (incl. mitig	none reported		Inactive but informed that back in c
99023		Redo VI-SPDAT/Enhanced Assessment (incl. mitig	not accurate in CE as of 2/27	Has income changed? (via information	Soon to be inactive. Add touchpoint
98729		Redo VI-SPDAT/Enhanced Assessment (incl. mitig	none reported		Is she still in Petaluma? Yes.
99860		Referred for Midpen 414 on 5/3/2024. SCBH elig	\$750		Upload SS card once received.
99083		Referred to COTS RRH	none reported	Upload SS and ID to HMIS	Inactive. Add touchpoint
98692		Rental by client, no subsidy - shared housing	\$995		Soon to be inactive. Needs touchpoi
		Rental by client, no subsidy - shared housing	none reported		Inactive in CE but appears to be eng
99142		Rental by client, no subsidy - shared housing/ Af	\$1,153	Provided gift card and touchpoint com	Soon to be inactive. Needs touchpoi

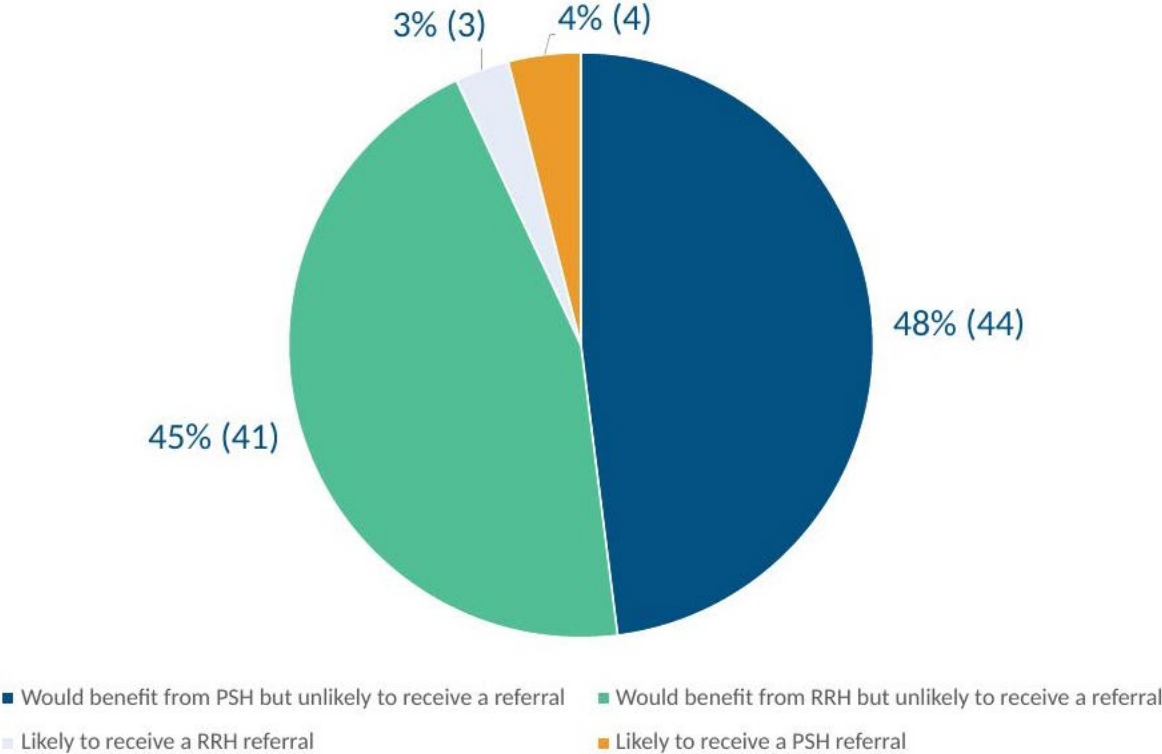
Outreach Site Tracking Log

Weekly outreach notes by site, used to prioritize and follow up on unsheltered locations.

Name of area	Outreach Date	Reported By	Estimated population	Notes
Above the cemetery - PRIORITY				
https://url.example.com/s/PlaceholderLink123	5/7/2026	City of Fairha		4 Gates are being cut daily. Outreach needs property owner consent to access the property. Working with Chief Delgado to identify owner and make contact
	5/14/2026			
	5/21/2026			
	5/28/2026	CORE		0 5-31-25 No people, no property. Did thorough inspection.
Cedar Grove Park				
	5/7/2026			
	5/14/2026	CORE/HEAR		4 Four tents in different spots, very scattered. 3 people already connected with Outreach. 1 person declined services. Jordan may h...
	5/20/2026	PD	3-Jan	TREE LINE Northwest OF CEDAR GROVE PARK. TREE LINE West Side of Creek. ACCESS OFF RIDGELINE DRIVE. MAY BE PRIVATE PRO...
	5/28/2026	CORE		3 Nothing new to report
The Hollow 14522 Birchwood Road				
	Re-added	PathWays		Re-adding this to areas of need. Previously considered unsafe for outreach with only one or two. With HEART now attending outr... believe it would be good to start outreaching at this site again
	5/7/2026			
	5/14/2026	CORE		2 One already connected to Outreach. Other declined service. Lots of property and trash.
	5/21/2026			
	5/28/2026	CORE		3 two connected to outreach, One declined service
Willow Creek Bridge - Near St. Marks				
	5/7/2026	PathWays & CORE		Two people present, known to Outreach (Reyes Case load) Significant trash. Needs Clean up
	5/14/2026	CORE/HEAR		2 Two people present, known to Outreach (PathWays Case load) Significant trash. Needs Clean up
	5/21/2026	PathWays		0 No individuals spotted during the time of outreach, a dog was in a kennel, lots of belongings
	5/28/2026	CORE		2 two - well known to outreach, lots of property, some trash is bagged
Harbor Square/Post Office				

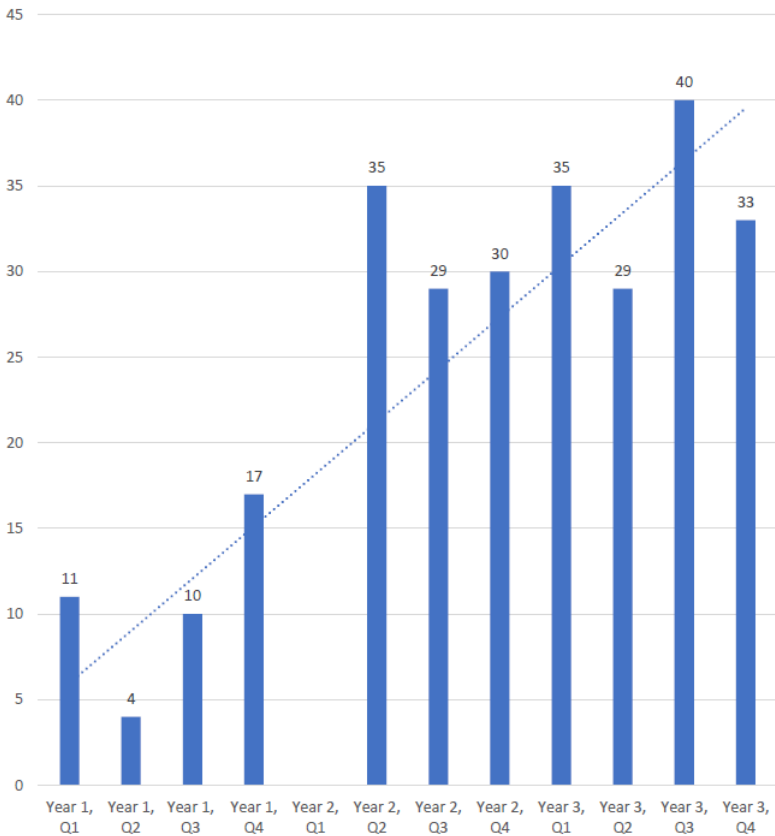
Example of Data From This Process – Sonoma Valley

Projected Housing Needs



Example of Outcomes From This Process - Petaluma

South County Housing Exits Over Time



Data Insights:

- No BNL Coordinator Year 2, Q1.
- Several housing focused programs began year two including HomeFirst Outreach, and LRI. HomeFirst resumed BNL Coordination for the subregion During year 2, Q2. Additional supports started year three including expansion of COTS beds and associated case management and the introduction of special population coordination.
- We have seen a steady increase in housing exits in South County since year 1.

Year and Quarter	Months
Year 1, Q1	July 2022-September 2022
Year 1, Q2	October 2022-December 2022
Year 1, Q3	January 2023-March 2023
Year 1, Q4	April 2023-June 2023
Year 2, Q1	July 2023-September 2023
Year 2, Q2	October 2023-December 2023
Year 2, Q3	January 2024-March 2024
Year 2, Q4	April 2024-June 2024
Year 3, Q1	July 2024-September 2024
Year 3, Q2	October 2024-December 2024
Year 3, Q3	January 2025-March 2025
Year 3, Q4	April 2025-June 2025

Who to Call When

FOR URGENT BEHAVIORAL HEALTH CRISIS

County Mobile Crisis Services Hotline

1-800-746-8181

FOR NON-URGENT HOMELESS SERVICES

**County Solve Homelessness Line – will be
routed to either WCCS or DHS outreach**

707-565-1302

Next Steps

- 1 Finalize all three MOUs: WCCS – City of Sebastopol (today); DHS – City of Sebastopol (Sept 15th); WCCS – DHS (no City involvement)
- 2 Continue to align on data reporting
- 3 Train both WCCS and DHS staff in new processes
- 4 Start West County By-Name-List meetings and process (September)

SONOMA COUNTY DEPARTMENT OF HEALTH SERVICES – Behavioral Health Division

Homeless and Housing Supports Section

POLICY & PLANNING LEADERSHIP

Ending Homelessness Team

Countywide system design, funding, and partner coordination for homelessness response.

DIRECT SERVICES

Whole Person Care · SOUL

Frontline programs working directly with people experiencing homelessness.

How We Serve Sonoma County's Homeless Population



HHS SECTION NORTH STAR

Stability and Recovery in Housing

Stability in Housing

The Ending Homelessness team and SOUL work to help all people experiencing or at risk of homelessness move towards the permanent housing environment that best allows them to achieve stability.

WHO'S INVOLVED

- **Ending Homelessness Team**
- **SOUL**

Together, they guide people toward the permanent housing environment best suited to their long-term stability.

Recovery in Housing

~85%

of people placed into supportive permanent housing are still stably housed after 2 years

15%

don't retain housing — Behavioral Health functional challenges are often tied to housing instability

WHO'S INVOLVED

- **Whole Person Care** (inc. County shelters) focuses on helping this population achieve housing while starting on the path to recovery.

This is where the merge into Behavioral Health is most important — addressing the functional challenges that keep people from retaining housing, or from navigating the supportive housing system at all.

Ending Homelessness Team

6 staff · 1 manager



Michael Gause

overseeing:

- Collaborative Applicant and Coordinated Entry Lead Agency
- Staffs the Homeless Coalition Board and Committees
- Contract management — 50 contracts currently
- Funding inventory and alignment
- Policy leadership
- Grant-seeking and management — ~7 funding sources (state, federal, local)
- Homelessness system design, evaluation, performance oversight
- Point in Time Count
- HMIS contract management
- External funding partner coordination

SOUL – Solving Obstacles for Unsheltered Lives

Agenda Item Number 10

5 staff · 1 manager



Chris Inclan

overseeing:

- 1 staff in West County, embedded with partner street outreach team
- Chris will also serve as the West County By-Name-List Manager, overseeing all day-to-day homelessness operations in West County
- 1 staff in Sonoma Valley, embedded with partner street outreach team
- 2 staff in Santa Rosa focusing on Joe Rodota Trail and surrounding area

SOUL is the County's contribution to the Countywide Street Outreach System in gap or unincorporated areas.

Chris also oversees operational contracts for Eliza's Village, Mickey Zane and soon Arrowood.

Whole Person Care

22 staff · 2 managers



Desiree Ohlstrom

overseeing:

- Jail program
- Outpatient – Specialty Mental Health Care (BH services)
- “Community” caseloads
- Permanent Supportive Housing transition team



Nohemi Castaneda Martinez

overseeing:

- Eliza's Village Case Management
- Mickey Zane Case Management
- Housing Navigation for all Whole Person Care

**WPC intake coordinator TBD*

Whole Person Care Eligibility



Medi-Cal eligible



Literally homeless or fleeing domestic violence



Willing to accept Enhanced Care Management and/or Community Supports services from the Department of Health Services

Whole Person Care Prioritization

1ST PRIORITY

~50 people

Recently (to be defined) returned to homelessness from Permanent Supportive Housing

Source: HMIS Data

2ND PRIORITY

~20 people

In the Coordinated Entry priority group for Permanent Supportive Housing

Source: CE operator

3RD PRIORITY — Highest number of the following indicators *(source: community referrals)*

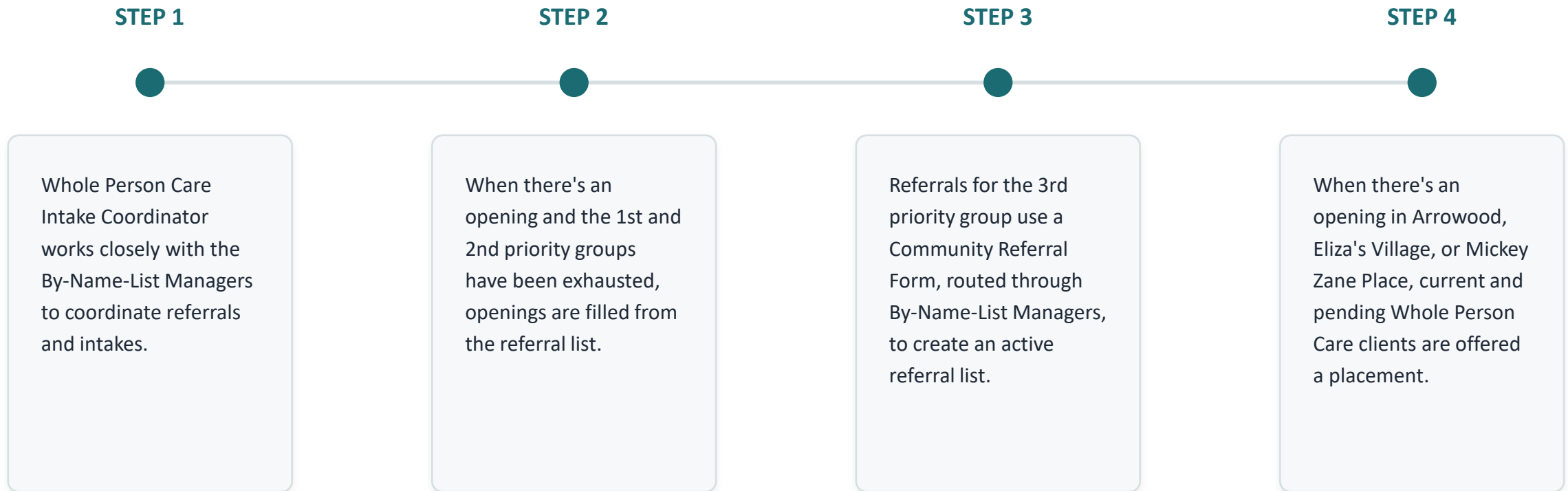
HISTORY OF:

- Victimization
- Trauma
- Self-harm / Grave Disability
- High utilizer of law enforcement and ER resources
- Jail, prison and inpatient hospitalization
- Psychiatric inpatient in last 3 months

CURRENT:

- No/low income and lack of outside financial supports
- Substance use
- Medical needs
- Acute behavioral health functional impairments
- Involvement in CARE Court

Whole Person Care Referral Process – “The Funnel”



Whole Person Care Shelters — Population Focus

ELIZA'S VILLAGE

76 beds

POPULATION FOCUS

Everyone

RESERVED CAPACITY

- 20 beds set aside for Sonoma Valley referrals, following the same prioritization structure
- 15 beds set aside for ongoing encampment resolution efforts

MICKEY ZANE PLACE

41 beds

POPULATION FOCUS

People in the CE priority group for Permanent Supportive Housing (2nd Whole Person Care prioritization group)

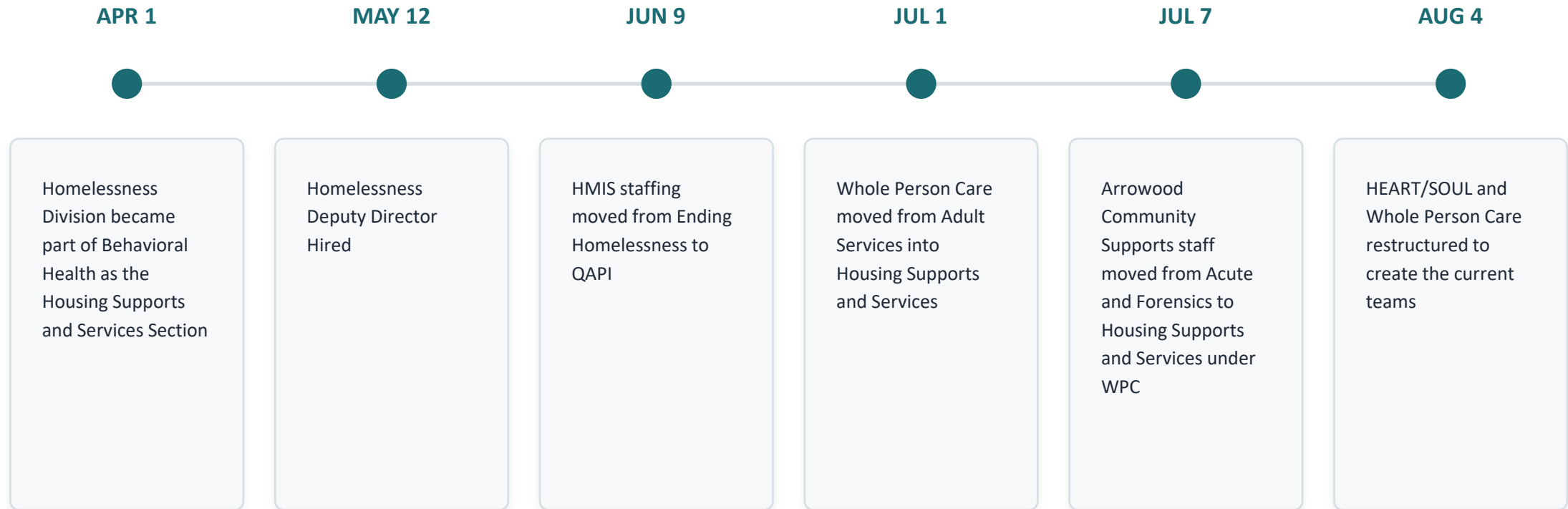
ARROWOOD

60 beds

POPULATION FOCUS

People who are already connected to Sonoma County Behavioral Health

What's Changed So Far?



"Funnel" Implementation Timeline



CITY OF SEBASTOPOL

RESOLUTION NUMBER: XXXX-2026

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF SEBASTOPOL APPROVING A
PROFESSIONAL SERVICES AGREEMENT WITH WEST COUNTY COMMUNITY SERVICES FOR
HOMELESS OUTREACH SERVICES FOR FISCAL YEAR 2026-27 IN AN AMOUNT NOT TO EXCEED
\$40,000 AND AUTHORIZING THE CITY MANAGER TO EXECUTE THE AGREEMENT**

WHEREAS, the City of Sebastopol continues to experience impacts associated with homelessness, behavioral health challenges, and related quality-of-life concerns, many of which involve social service, healthcare, housing, or behavioral health needs that extend beyond the traditional role of law enforcement; and

WHEREAS, coordinated outreach and service navigation remain essential components of the City's response to homelessness; and

WHEREAS, since 2021 the City has contracted with West County Community Services ("WCCS") to provide homeless outreach services within Sebastopol, with the most recent agreement providing funding of \$40,000 to support approximately 0.45 FTE (18 hours per week) for an Outreach Coordinator, which agreement expired on June 30, 2026; and

WHEREAS, the City has allocated Forty Thousand Dollars (\$40,000) in the Fiscal Year 2026-27 Budget for Homeless Outreach Services; and

WHEREAS, WCCS has submitted a proposed scope of work for Fiscal Year 2026-27 that includes client engagement and Coordinated Entry referrals (estimated 25 engagements monthly and a caseload of up to 7 individuals), community and interagency representation, ongoing coordination with City staff and public safety personnel, housing navigation support, Safe Parking Program referrals, and monthly reporting on engagements, referrals, barriers, and recommendations; and

WHEREAS, the proposed FY 2026-27 budget from WCCS totals \$40,000, consisting of personnel costs, operating expenses, and a 15% indirect cost rate, with revenue solely from the City of Sebastopol allocation; and

WHEREAS, continuation of the WCCS partnership supports a multi-layered approach of persistent field engagement, service linkage, data tracking, interagency coordination, and reporting that enables the City to evaluate effectiveness and inform future resource decisions; and

WHEREAS, maintaining coordinated outreach capacity through the WCCS contract is consistent with City Council Goal 2 (Public Safety) and Goal 4 (High Performance Organization), including strengthening collaborative partnerships with outside agencies and service providers.

NOW, THEREFORE, BE IT RESOLVED that the City Council of the City of Sebastopol:

1. The City Council hereby approves the Professional Services Agreement with West County Community Services for Homeless Outreach Services for Fiscal Year 2026-27, for a term commencing July 1, 2026 and ending June 30, 2027, in an amount not to exceed Forty Thousand Dollars (\$40,000), in substantially the form presented to the City Council and on file with the City Clerk (Agenda Item No. 10, Attachment 2).
2. The City Manager is hereby authorized and directed to execute the Professional Services Agreement on behalf of the City of Sebastopol, subject to final approval as to form by the City Attorney, and to

take any and all actions necessary to implement the Agreement.

The above and foregoing Resolution was duly passed, approved, and adopted at a meeting by the City Council on the 1st day of September, 2026.

I, the undersigned, hereby certify that the foregoing Resolution was duly adopted by the City of Sebastopol City Council by the following vote:

VOTE:

AYES:

NOES:

ABSENT:

ABSTAIN:

APPROVED: _____
Mayor, Jill McLewis

ATTEST: _____
Mary Gourley, City Manager

APPROVED AS TO FORM: _____
Alex Mog, City Attorney