

4/12/2021

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PO Box 4900
Santa Rosa CA 95402
707.528.8712

Project Description

The Homeless Services Center (HSC) is a Catholic Charities program that serves individuals experiencing homelessness to access quality of life services. We provide showers, laundry, toiletries, food and drink, and clothing (when available), and a temporary mailing address.

HSC is also a central location point for participants who are seeking engagement with the Homeless Outreach Services Team (HOST), who provide a number of services including reunification, shelter and housing referrals, and rental assistance. HSC serves on average about 1700 people per year.

We have two HSC employees and eight HOST team members. The HOST team members serve the entire county while doing outreach to the unsheltered population in order to assist people in accessing these and other critical services.

Hours of Operation:

Mon-Fri:	6:00am-11:00am
Mon-Wed & Fri:	1:00pm-5:30pm
Thu & Sat:	1:00pm-5:30pm (MAIL ONLY)

Temporarily operating at the St. Vincent de Paul building would allow us to continue to maintain these services during the construction of Caritas Center, our future and permanent home at the Caritas Village development. No overnight accommodations will be provided or offered at this facility.

Although the neighborhood is accustomed to serving the unsheltered at this facility and vicinity, we have secured offsite parking for our organization vehicles and are working to ensure a minimal impact on neighbors.

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Project Description continued...

The operations will include an exterior tent area as a waiting and staging area for clients before being consulted with inside of the building and while queuing up for shower and laundry services. This area is most critical during adverse weather conditions and to observe COVID-19 precautions.

The interior facility area will be used for staff workstations and for storing and organizing prepared food for distribution, comparable to the use at the current HSC facility. There will be no food preparation. Per our current operations and restrictions, we are allowed to microwave a client's premade meal on their behalf, if requested.

While no cooking or food preparation will take place, surfaces will be sanitized no less frequently than daily and more often as required for COVID precautions. Currently, we sanitize every two hours.

Existing electrical service will be utilized. No generators to be used on site. No additional outdoor lighting will be installed.

Generally, there will be 6 staff members onsite at a time. Occasionally, the number will increase to 14, however, most staff are in the field and check in only occasionally onsite. At minimum, two staff members will be onsite at any given time during hours of operation.

Due to the temporary nature of this relocation, there is language in the lease agreement between current building owner and Catholic Charities that when the premises are vacated, the facility will be left in current condition or better. HSC operations must be relocated by June 2021 and construction of Caritas Center is due to be completed in May 2022.

Thank you,

Stephanie Merrida-Grant
Assistant Director of Outreach & Engagement