



**COUNTY OF SAN LUIS OBISPO  
BOARD OF SUPERVISORS  
AGENDA ITEM TRANSMITTAL**

|                                                                                                                                                                                                                                                                                                                                                                                                   |                                             |                                                                                                                                                  |                      |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|
| (1) DEPARTMENT<br>Administrative Office                                                                                                                                                                                                                                                                                                                                                           | (2) MEETING DATE<br>7/16/2024               | (3) CONTACT/PHONE<br>Sarah Hayter, Administrative Analyst<br>(805) 781-1599                                                                      |                      |
| (4) SUBJECT<br>Request to 1) approve responses to the FY 2023-24 Grand Jury report titled "Moving San Luis Obispo County From Homelessness to Hopefulness"; and 2) forward the responses to the Presiding Judge of the Superior Court by August 17, 2024.                                                                                                                                         |                                             |                                                                                                                                                  |                      |
| (5) RECOMMENDED ACTION<br>It is recommended that the Board:<br>1. Adopt the recommended responses from the County Board of Supervisors (Attachment 2) to the FY 2023-24 Grand Jury report titled "Moving San Luis Obispo County From Homelessness to Hopefulness"; and<br>2. Direct the Clerk of the Board to forward the responses to the Presiding Judge and the Grand Jury by August 17, 2024. |                                             |                                                                                                                                                  |                      |
| (6) FUNDING SOURCE(S)<br>N/A                                                                                                                                                                                                                                                                                                                                                                      | (7) CURRENT YEAR FINANCIAL<br>IMPACT<br>\$0 | (8) ANNUAL FINANCIAL<br>IMPACT<br>\$0                                                                                                            | (9) BUDGETED?<br>N/A |
| (10) AGENDA PLACEMENT<br><input checked="" type="checkbox"/> Consent <input type="checkbox"/> Presentation <input type="checkbox"/> Hearing (Time Est. _____) <input type="checkbox"/> Board Business (Time Est. _____)                                                                                                                                                                           |                                             |                                                                                                                                                  |                      |
| (11) EXECUTED DOCUMENTS<br><input type="checkbox"/> Resolutions <input type="checkbox"/> Contracts <input type="checkbox"/> Ordinances <input checked="" type="checkbox"/> N/A                                                                                                                                                                                                                    |                                             |                                                                                                                                                  |                      |
| (12) OUTLINE AGREEMENT REQUISITION NUMBER (OAR)<br>N/A                                                                                                                                                                                                                                                                                                                                            |                                             | (13) BUDGET ADJUSTMENT REQUIRED?<br>BAR ID Number: N/A<br><input type="checkbox"/> 4/5th's Vote Required <input checked="" type="checkbox"/> N/A |                      |
| (14) LOCATION MAP<br>N/A                                                                                                                                                                                                                                                                                                                                                                          | (15) BUSINESS IMPACT STATEMENT?<br>No       | (16) AGENDA ITEM HISTORY<br><input checked="" type="checkbox"/> N/A    Date _____                                                                |                      |
| (17) ADMINISTRATIVE OFFICE REVIEW<br><br>This item was prepared by the Administrative Office.                                                                                                                                                                                                                                                                                                     |                                             |                                                                                                                                                  |                      |
| (18) SUPERVISOR DISTRICT(S)                                                                                                                                                                                                                                                                                                                                                                       |                                             |                                                                                                                                                  |                      |



## COUNTY OF SAN LUIS OBISPO

TO: Board of Supervisors

FROM: Administrative Office / Sarah Hayter, Administrative Analyst  
(805) 781-1599

DATE: 7/16/2024

SUBJECT: Request to 1) approve responses to the FY 2023-24 Grand Jury report titled "Moving San Luis Obispo County From Homelessness to Hopefulness"; and 2) forward the responses to the Presiding Judge of the Superior Court by August 17, 2024.

### **RECOMMENDATION**

It is recommended that the Board:

1. Adopt the recommended responses from the County Board of Supervisors (Attachment 2) to the FY 2023-24 Grand Jury report titled "Moving San Luis Obispo County From Homelessness to Hopefulness"; and
2. Direct the Clerk of the Board to forward the responses to the Presiding Judge and the Grand Jury by August 17, 2024.

### **DISCUSSION**

On June 18, 2024, the San Luis Obispo County Grand Jury (Grand Jury) issued a report titled "Moving San Luis Obispo County From Homelessness to Hopefulness " (Attachment 1). The report investigated the actions taken by the County and Cities to address homelessness as outlined in the "San Luis Obispo Countywide Plan to Address Homelessness 2022-2027."

The Grand Jury report included five findings and three recommendations. Responses were required as follows:

| Department                  | Recommendations |
|-----------------------------|-----------------|
| County Board of Supervisors | R1, R2, R3      |

All responses must conform to the response language and timelines required under Penal Code section 933. Under this section, Board adopted responses must be submitted to the presiding judge of the superior court within 90 days of the date the report is released.

The responses from the County Board of Supervisors are scheduled to be transmitted to the Presiding Judge and the Grand Jury by August 17, 2024. The recommended responses from the County Board of Supervisors are attached.

#### **OTHER AGENCY INVOLVEMENT/IMPACT**

The County Administrative Office drafted the recommended responses to the Grand Jury report.

#### **FINANCIAL CONSIDERATIONS**

Costs for preparing this response are included in current department budgets. There are no significant anticipated financial impacts to the County budget that will result either directly or indirectly from the recommended action. Any future financial impacts associated with the recommended action will be considered as they arise.

#### **RESULTS**

Adoption of the responses will make it possible for the County to meet the legal requirements and time frames for responding to a Grand Jury report with findings and recommendations. The responses from the County Board of Supervisors to the FY 2023-24 Grand Jury report titled "Moving San Luis Obispo County From Homelessness to Hopefulness" will be adopted and transmitted to the Presiding Judge and the Grand Jury as required. This action is consistent with the County's goal to promote a well-governed community.

#### **ATTACHMENTS**

- 1 Attachment 1 - FY 2023-24 Grand Jury Report - Moving San Luis Obispo County From Homelessness to Hopefulness
- 2 Attachment 2 - Agency Response from Board of Supervisors

## RESPONSE TO GRAND JURY REPORT

**Report Title:** “Moving San Luis Obispo County From Homelessness to Hopefulness”

**Report Date:** June 18, 2024

### FINDINGS

1. I (we) agree with the findings numbered: F1
2. I (we) disagree wholly or partially with the findings numbered: F2, F3, F4, F5  
*(Attach a statement specifying any portions of the findings that are disputed; include an explanation of the reasons.)*

### RECOMMENDATIONS

1. Recommendations numbered \_\_\_\_\_ have been implemented.  
*(Attach a summary describing the implementation actions.)*
2. Recommendations numbered \_\_\_\_\_ have not yet been implemented, but will be implemented in the future.  
*(Attach a timeframe for the implementation.)*
3. Recommendations numbered \_\_\_\_\_ require further analysis.  
*(Attach an explanation and the scope and parameters of an analysis or study, and a timeframe for the matter to be prepared for discussion by the officer or director of the agency or department being investigated or reviewed, including the governing body of the public agency when applicable. This timeframe shall not exceed six months from the date of the publication of the Grand Jury report.)*
4. Recommendations numbered R1, R2, R3 will not be implemented because they are not warranted or are not reasonable.  
*(Attach an explanation.)*

Number of pages attached: 3

## FINDINGS

**F1. There is an absence of predictable year-over-year funding for homeless programs. The “San Luis Obispo Countywide Plan to Address Homelessness 2022-2027” relies heavily on partner agencies without providing adequate ongoing funding to those agencies.**

☒ We Agree with this Finding

The County budgets \$10.7 million per year for homelessness (within the Homeless Services Division). Of that, \$5.7 million comes from State and Federal agencies although these funding sources are not guaranteed year over year. Of that \$5.7 million, \$4.6 million act as a pass through to support partner agencies. The remainder of financing sources includes \$4.9 million from the County General Fund, \$1.9 million is allocated to partner agencies with \$1.1 million to support Housing Now and the remainder supporting various projects including \$379,000 to fund homeless programs allocated for service providers based on a competitive application process as part of the County’s Action Plan process.

Despite these funding sources, the lack of consistent, predictable funding poses a significant challenge for sustaining homeless programs effectively over time and may impact the continuity and effectiveness of homeless programs, as well as the ability to plan and implement long-term solutions to address homelessness. The County Board of Supervisors, per the current County adopted State legislative platform, supports legislative and budget proposals to ensure ongoing and stable state funding for homeless programs and services as well as to ensure that supportive services funding is including in the array of homeless solution grants and allocations.

**F2. The County’s staffing turnover and reorganization of its homeless services has caused the overall progress of the implementation of the “San Luis Obispo Countywide Plan to Address Homelessness 2022-2027” to be slower than projected and is at risk of not meeting County goals.**

☒ We Wholly or Partially Disagree with the Finding for the following reasons:

The Homeless Services Division was established within the Department of Social Services on August 9, 2022, following the approval of the San Luis Obispo Countywide Plan to Address Homelessness by the Board of Supervisors. While it's acknowledged that staffing turnover and reorganization within the County's homeless services may have introduced challenges, it's important to note that the extent to which these changes have affected the pace of implementing the 'San Luis Obispo Countywide Plan to Address Homelessness 2022-2027', is de minimis at best. . Despite these transitions, significant progress has been made, showcasing the dedication of individuals involved and their contributions to addressing homelessness. While there may have been a minimal impact on the pace of implementation, the County remains committed to effectively addressing homelessness within the community by recognizing achievements and adapting to changing circumstances.

It should be noted that, in alignment with the County’s plan to end homelessness, much of the work undertaken during 2023 and into 2024 happened behind the scenes. One major example of this was implementation of a the new HMIS, Clarity, which occurred on time despite the challenges presented. The HMIS team worked extensively with system partners to ensure that all system partners were trained, had policies in place and were ready to seamlessly transition into the new HMIS. With phase one of implementation now completed, County staff can now turn their attention to further expanding use of the HMIS which will be leveraged to measure progress toward goal achievement including being able to more readily share data with the broader community. A second example is the work currently underway to examine coordinated entry practices which includes updating tools and creating policies and processes to support a high functioning system. Much groundwork has been paid which will be leveraged over the coming year to improve the coordinated entry system countywide.

**F3. The County’s selection and vetting process for homeless services site selection has not always been successful due to zoning, ordinances, and public perception of the homeless.**

☒ We Wholly or Partially Disagree with the Finding for the following reasons:

Zoning regulations and ordinances often dictate where certain types of facilities, including homeless shelters or service centers, can be located within a community. These regulations may limit the available options for site selection and can sometimes create barriers to establishing new facilities in areas where they are most needed.

Moreover, funding restrictions for certain projects can further constrain the range of viable options, limiting the flexibility in site selection decisions. As a result, navigating both zoning regulations and funding constraints becomes essential in effectively addressing the needs of homeless populations and ensuring the successful establishment of essential facilities and services within communities. While zoning may pose a barrier, the County has assertively pursued all options available to overcome zoning barriers and utilized all available tools. Additionally, when a barrier is identified the County has worked swiftly to address the barrier including advocacy at the appropriate commission, application of appropriate exemptions and outreach and advocacy with the local community to gain support.

**F4. The County has failed to implement a cohesive public awareness plan on homeless issues resulting in insufficient public engagement.**

☒ We Wholly or Partially Disagree with the Finding for the following reasons:

As part of the San Luis Obispo Countywide Plan to Address Homelessness Line of Effort Six focuses on building public engagement through information sharing including engaging and educating the public and other key stakeholders with outreach materials, data dashboards, and improving community partnerships to increase support for addressing the needs of the homeless. As presented to the Board of Supervisors on May 21, 2024 during the Homeless Services Division annual update, the following progress was made:

- Increased community engagement in providing input to a variety of workgroups, forums, and outreach campaigns.
- HSD increased community member responses to the Community Development Needs Assessment by over 2100%. In 2022 we received 14 responses and in 2023 we received 316; primary outreach included use of social media platforms including Instagram, Facebook, and NextDoor, promotion through Cities' partners, press releases, and more.
- Coordinated and hosted multiple community information sessions.
- Increased social media presence to share system wide homeless services information.
- For key initiatives, developed and implemented communications plans, which included press releases, media engagement, social media presence, and distribution of memos and talking points for to stakeholders.
- Improved access to countywide warming center services by developing and coordinating a consistent notification system for service providers, emergency services, and general public.
- There were more than 250+ volunteers for the 2024 PIT Count – the largest public-facing event for HSD to date. Volunteers were recruited county-wide from media outreach, social media, and word of mouth with people participating from the Carizzo Plains to Cambria to Nipomo. Of the 250 volunteers, more than 30% shared that they had no affiliation with a volunteer organization or a homeless services provider, with the PIT Count being their introduction to addressing local homelessness.
- Created centralized resource “Get Involved” webpage to direct interested community members to opportunities to volunteer opportunities.
- Implemented a media relations plan to improve Homeless Services Division accessibility and authoritative credibility.

**F5. The “San Luis Obispo Countywide Plan to Address Homelessness 2022-2027” lacks quantifiable details and specificity to track progress toward meeting their stated goals.**

☒ We Wholly or Partially Disagree with the Finding for the following reasons:

The San Luis Obispo Countywide Plan to Address Homelessness includes the following specific targets:

- (1) Reduce the number of people experiencing homelessness to 50% of the 2022 levels within five years.
- (2) Reduce the number of people experiencing unsheltered homelessness to 50% of the 2022 level within five years.
- (3) Build at least 300 interim housing units, 500 permanent supportive housing units and 1,667 low-income Housing units.

The Five-Year plan laid out six lines of effort as a roadmap to guide data-based decision making and focused efforts that would result in achieving these specific targets and ultimately reducing homelessness. Tracking of these performance measures is made available in the County of San Luis Obispo Budget in accordance with the County's Five-Year Plan to Address Homelessness as well as in annual updates to the Board of Supervisors.

## RECOMMENDATIONS

**R1. The San Luis Obispo County Grand Jury recommends that the County revise its plan to include more specific and quantifiable timelines for implementing the “San Luis Obispo Countywide Plan to Address Homelessness 2022-2027” by December 31, 2024.**

☒ The recommendation will not be implemented because it is not warranted or is not reasonable.

The current Countywide Plan already incorporates detailed timelines and measurable goals for each initiative outlined. These timelines are designed to track progress and ensure that milestones are achieved within specified timeframes. Additionally, the plan includes performance metrics to evaluate our success in reducing homelessness, increasing housing units, and improving community engagement.

- Reduce the number of people experiencing homelessness to 50% of the 2022 levels by the end of 2027.
- Decrease the number of people experiencing unsheltered homelessness to 50% of the 2022 level by the end of 2027.
- Construct at least 300 interim housing units by 2027.
- Build 500 permanent supportive housing units by 2027.
- Develop 1,667 low-income housing units by 2027.

On May 21, 2024 the Board provided direction on future reporting rates for updates on the County’s Five-Year Plan to reduce homelessness, as follows:

- Full homeless services update, and presentation completed every two years to align with the Point in Time Count.
- On opposite years, the Homeless Services Division will provide a brief update with the data currently available.

**R2. The San Luis Obispo County Grand Jury recommends that the County implement effective knowledge transfer management and succession planning practices to minimize the impact of staff turnover on completing the required tasks to ensure performance to the “San Luis Obispo Countywide Plan to Address Homelessness 2022-2027” by December 31, 2024.**

☒ The recommendation will not be implemented because it is not warranted or is not reasonable.

The County already has existing frameworks and resources in place to manage knowledge transfer within our operational departments. These practices are regularly reviewed and updated to meet organizational needs. Given our current fiscal and operational priorities, dedicating additional resources specifically for the purposes outlined in the recommendation would duplicate existing practices and divert attention and resources away from other critical initiatives related to homelessness prevention and intervention. Efforts remain focused on documenting critical information, strategies, and best practices among staff.

**R3. The San Luis Obispo County Grand Jury recommends that the County aggressively implement its plan for a comprehensive public awareness campaign to advise the community on homelessness issues. It is further recommended that the County and Cities work together to provide a cohesive voice. The San Luis Obispo County Grand Jury recommends completion by December 31, 2024.**

☒ The recommendation will not be implemented because it is not warranted or is not reasonable.

As indicated in Finding 4, the County through Line of Effort Six of the San Luis Obispo Countywide Plan to Address Homelessness has actively pursued public engagement. This includes extensive community outreach, engagement through social media platforms, partnerships with local entities, and participation in community forums and workgroups. The County’s current efforts adequately address the need for a comprehensive public awareness campaign with existing resources and strategic frameworks.