



**CITY OF OAKLAND  
COMMUNITY POLICING ADVISORY BOARD**

**SPECIAL MEETING**

**Agenda**

**Wednesday, September 14, 2022**

**6:00 PM**

**Via Teleconference**

**Board Membership:**

Chair, Creighton Davis (Mayoral), Vice Chair, Daniel Ettlinger (Mayoral)  
Vacant (Dist. 2), Vacant (Dist. 1), Carol Wyatt (Dist. 3), Jenny Zilliac (Dist. 4),  
Jorge Lerma (Dist. 5), Donald Dalke (Dist. 6), Vacant (Dist. 7),  
Art Douglas Blacksher (At Large), Colleen Brown (NW),  
Geraldine Wong (NW), Van Cedric Williams (OUSD), Ericka Parker (OHA),  
Vacant (Mayoral)

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**Pursuant to California Government Code section 54953(e), Community Policing Advisory Board Members/Commissioners, as well as City staff, will participate via phone/video conference, and no physical teleconference locations are required.**

**PUBLIC PARTICIPATION**

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**OBSERVE:**

- To observe the meeting by video conference, please click on this link:

Please click the link below to join the webinar:

<https://us02web.zoom.us/j/81709207794>

Or One tap mobile :

US: +16694449171, 81709207794# or +16699009128, 81709207794#

Or Telephone:

Dial 1 (for higher quality, dial a number based on your current location):

US: +1 669 444 9171 or +1 669 900 9128

Webinar ID: 817 0920 7794

**PROVIDE PUBLIC COMMENT:** There are three ways to make public comment within the time allotted for public comment on an eligible Agenda item.

- Comment in advance. To send your comment directly to staff BEFORE the meeting starts, please send your comment, along with your full name and agenda item number you are commenting on, to Felicia Verdin @ [fverdin@oakland.ca.gov](mailto:fverdin@oakland.ca.gov).

Please note that eComment submissions close one (1) hour before posted meeting time. All submitted public comment will be provided to the Board prior to the meeting.



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• By Video Conference. To comment by Zoom video conference, click the “Raise Your Hand” button to request to speak when Public Comment is being taken on an eligible agenda item at the beginning of the meeting. You will then be unmuted, during your turn, and allowed to participate in public comment. After the allotted time, you will then be re-muted. Instructions on how to “Raise Your Hand” are available at: <https://support.zoom.us/hc/en-us/articles/205566129>, which is a webpage entitled “Raise Hand In Webinar.”

• By Phone. To comment by phone, please call on one of the above listed phone numbers. You will be prompted to “Raise Your Hand” by pressing STAR-NINE (“\*9”) to request to speak when Public Comment is being taken on an eligible agenda item at the beginning of the meeting. Once it is your turn, you will be unmuted and allowed to make your comment. After the allotted time, you will be re-muted. Instructions of how to raise your hand by phone are available at: <https://support.zoom.us/hc/en-us/articles/201362663>, which is a webpage entitled “Joining a Meeting by Phone.”

Do you need an ASL, Cantonese, Mandarin or Spanish interpreter or other assistance to participate? Please email [fverdin@oaklandca.gov](mailto:fverdin@oaklandca.gov) or call (510) 238-3128 or (510) 238-2007 for TDD/TTY five days in advance.

¿Necesita un intérprete en español, cantonés o mandarín, u otra ayuda para participar? Por favor envíe un correo electrónico a [fverdin@oaklandca.gov](mailto:fverdin@oaklandca.gov) o llame al (510) 238-3128 o al (510) 238-2007 para TDD/TTY por lo menos cinco días antes de la reunión. Gracias.

你需要手語, 西班牙語, 粵語或國語翻譯服務嗎? 請在會議前五個工作天電郵 [fverdin@oaklandca.gov](mailto:fverdin@oaklandca.gov) 或 致電 (510) 238-7587 或 (510) 238-2007 TDD/TTY

If you have any questions about these protocols,  
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***Each person wishing to speak on items must raise their hands via ZOOM  
Persons addressing the Community Policing Advisory Board shall state their names  
and the organization they are representing, if any.***

1. **Resolution to Continue Teleconferencing Meetings (Attachment 1)**  
The Community Policing Advisory Board (CPAB) will consider re-adoption of a resolution determining that conducting in-person meetings of the CPAB and its committees would present imminent risks to attendees' health, and electing to continue conducting meetings using teleconferencing in accordance with California Government Code Section 54953(e) as amended by California Assembly Bill No. AB-361
2. **Town Hall: Understanding the City and County Resources Available to Address and Support Unhoused Residents and Those with Mental Health Challenges**  
(6:05 pm - 7:45 pm) (Attachments 2 – 4)

Guest speakers include:

- Daniel Cooper, City of Oakland, Homeless Administrator
- Lucy Kasdin, Director, Health Care for the Homeless, Alameda County
- Doris Freeman, Mobile Outreach Program Manager, Operation Dignity
- Elliott Jones, Program Manager, Mobile Assistance Community Response Oakland (MACRO)
- James Beere, Deputy Chief, Bureau of Field Operations 1, Oakland Police Department

Topics each speaker will address:

- Introductions and Description of Department / Organization's Role, Scope and Authority as it Relates to the Unhoused Residents and Residents Dealing with Mental Health Challenges (8 minutes, each presenter)
    - Description of the Resources Available and the Existing Constraints for each Department / Organization
  - Department's Current Plan and Strategy (4 minutes per person)
  - Future Plans or Strategies including any Aspirational Strategies that Might Benefit from Community Engagement or Support (2 minutes)
  - Open Forum/Q&A
3. Board Member Discussion (7:45 pm - 8:10 pm)
  4. Resuming the Redraft of Resolution 79235 (8:10 pm - 8:20 pm)
  5. Open Forum (8:20 pm – 8:30 pm)

# **OAKLAND COMMUNITY POLICING ADVISORY BOARD**

## **RESOLUTION NO. 9-14-22**

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**ADOPT A RESOLUTION DETERMINING THAT CONDUCTING IN-PERSON MEETINGS OF THE COMMUNITY POLICING ADVISORY BOARD AND ITS COMMITTEES WOULD PRESENT IMMINENT RISKS TO ATTENDEES' HEALTH AND ELECTING TO CONTINUE CONDUCTING MEETINGS USING TELECONFERENCING IN ACCORDANCE WITH CALIFORNIA GOVERNMENT CODE SECTION 54953(e), A PROVISION OF AB-361.**

**WHEREAS**, on March 4, 2020, Governor Gavin Newsom declared a state of emergency related to COVID-19, pursuant to Government Code Section 8625, and such declaration has not been lifted or rescinded. See <https://www.gov.ca.gov/wp-content/uploads/2020/03/3.4.20-Coronavirus-SOE-Proclamation.pdf>

**WHEREAS**, on March 9, 2020, the City Administrator in their capacity as the Director of the Emergency Operations Center (EOC), issued a proclamation of local emergency due to the spread of COVID-19 in Oakland, and on March 12, 2020, the City Council passed Resolution No. 88075 C.M.S. ratifying the proclamation of local emergency pursuant to Oakland Municipal Code (O.M.C.) section 8.50.050(C); and

**WHEREAS**, City Council Resolution No. 88075 remains in full force and effect to date; and

**WHEREAS**, the Centers for Disease Control (CDC) recommends physical distancing of at least six (6) feet whenever possible, avoiding crowds, and avoiding spaces that do not offer fresh air from the outdoors, particularly for people who are not fully vaccinated or who are at higher risk of getting very sick from COVID-19. See <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>;

**WHEREAS**, the CDC recommends that people who live with unvaccinated people avoid activities that make physical distancing hard. See <https://www.cdc.gov/coronavirus/2019-ncov/your-health/about-covid-19/caring-for-children/families.html>;

**WHEREAS**, the CDC recommends that older adults limit in-person interactions as much as possible, particularly when indoors. See <https://www.cdc.gov/aging/covid19/covid19-older-adults.html>;

**WHEREAS**, the CDC, the California Department of Public Health, and the Alameda County Public Health Department all recommend that people experiencing COVID-19

symptoms stay home. See <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>;

**WHEREAS**, persons without symptoms may be able to spread the COVID-19 virus. See <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>;

**WHEREAS**, fully vaccinated persons who become infected with the COVID-19 Delta variant can spread the virus to others. See <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/fully-vaccinated.html>;

**WHEREAS**, the City's public-meeting facilities are indoor facilities that do not designed to ensure circulation of fresh / outdoor air, particularly during periods of cold and/or rainy weather, and were not designed to ensure that attendees can remain six (6) feet apart; now therefore be it:

**WHEREAS**, holding in-person meetings would encourage community members to come to City facilities to participate in local government, and some of them would be at high risk of getting very sick from COVID-19 and/or would live with someone who is at high risk; and

**WHEREAS**, in-person meetings would tempt community members who are experiencing COVID-19 symptoms to leave their homes in order to come to City facilities and participate in local government; and

**WHEREAS**, attendees would use ride-share services and/or public transit to travel to in-person meetings, thereby putting them in close and prolonged contact with additional people outside of their households; now therefore be it:

**RESOLVED:** that the Community Policing Advisory Board finds and determines that the foregoing recitals are true and correct and hereby adopts and incorporates them into this Resolution; and be it

**FURTHER RESOLVED:** that, based on these determinations and consistent with federal, state and local health guidance, the Community Policing Advisory Board determines that conducting in-person meetings would pose imminent risks to the health of attendees; and be it

**FURTHER RESOLVED:** that the Community Policing Advisory Board firmly believes that the community's health and safety seriously and the community's right to participate in local government, are both critically important, and is committed to balancing the two by continuing to use teleconferencing to conduct public meetings, in accordance with California Government Code Section 54953(e), a provision of AB-361; and be it

**FURTHER RESOLVED:** that the Community Policing Advisory Board will renew these (or similar) findings at least every thirty (30) days in accordance with California Government Code section 54953(e) until the state of emergency related to COVID-19 has been lifted, or the Community Policing Advisory Board finds that in-person meetings no longer pose imminent risks to the health of attendees, whichever is occurs first.

Approved as to Form and Legality

2020 OCT 29 AM 10:26



City Attorney's Office

**REVISED AT 10/20/2020 CITY COUNCIL MEETING****OAKLAND CITY COUNCIL****RESOLUTION NO. 88341 C.M.S.**

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**A RESOLUTION ADOPTING THE 2020 ENCAMPMENT MANAGEMENT POLICY, TO BE IMPLEMENTED BY THE ADMINISTRATION UPON ADOPTION**

**WHEREAS**, the City of Oakland has experienced a 47 percent increase in its homeless population between 2017 and 2019, the majority of whom live in tents, make-shift structures, vehicles, and places not meant for human habitation; and

**WHEREAS**, the number of tent and vehicle encampments tracked in Oakland currently exceeds 140, with over half of these encampments considered of significant size; and

**WHEREAS**, the adverse impacts of tent and vehicle encampments in Oakland continue to increase significantly, including a rise in service calls for fire, assault, robbery, drug trafficking, right-of-way obstructions, storage of combustible materials, and illegal electrical wiring, all of which jeopardizes housed and unhoused residents safety and health; and

**WHEREAS**, similar increases have been reported throughout the State of California, prompting the creation of statewide homelessness task force by Governor Gavin Newsom; and

**WHEREAS**, the City of Oakland voters passed the 2020 Oakland Parks and Recreation Preservation, Litter Reduction, and Homelessness Support Act (Measure Q) in March 2020 to support the maintenance of parks, water quality, and homelessness services; and

**WHEREAS**, this encampment management policy is related to the second prong of the City's three-prong approach to addressing our homelessness crisis, which includes: (1) prevention incorporating our Keep Oakland House programs, (2) crisis management and response, and (3) long-term housing for our unhoused residents; and

**WHEREAS**, the City recognizes the need for varied interventions to address the need of unsheltered residents or those at risk of homelessness, including but not limited to shelter services, emergency beds, safe parking sites, hygiene services, prevention services, and employment services;

**WHEREAS**, at the request of the City Council, the City Administrator undertook the development of a new encampment management policy in coordination with multiple City departments; and

**WHEREAS**, a draft policy was presented to the Life Enrichment Committee on September 21, 2020, and feedback from the committee members and the public was received and considered; and

**WHEREAS**, the City Administrator has set forth in its entirety the policy that was developed in coordination with multiple City departments as the "2020 Encampment Management Policy" in Exhibit A to this resolution; and

**WHEREAS**, it is understood that staff will implement the 2020 Encampment Management Policy as written, and shall not deviate from the principles set forth therein without returning to Council, except that it is understood that during the current COVID-19 emergency, increased risk of exposure to the virus shall be a vital consideration as part of implementation of this Policy; now, therefore, be it

**RESOLVED:** That the City Council adopts the proposed 2020 Encampment Management Policy (EMP), set forth in its entirety in Exhibit A to this resolution (document #2987429v1), which outlines a comprehensive process to mitigate the adverse impacts of tent and vehicle encampments on housed and unhoused residents, focusing encampment interventions on the mitigation of negative outcomes related to public safety and public health hazards; and be it

**FURTHER RESOLVED:** That the City Administrator or their designee shall provide an implementation update to the Council's Life Enrichment Committee within four month of Council adoption followed by semi-annual updates to the City Council and the public by issuing informational memoranda that reports EMP outcomes and analyses; and be it

**FURTHER RESOLVED:** That the Homeless Advisory Commission shall review the policy and implementation plan, and provide recommendations to the Life Enrichment Committee within four months after Council adoption and annually thereafter; and be it

**FURTHER RESOLVED:** That, in accordance with the City Charter, the City Administrator or their designee, shall be responsible for overall implementation of this policy and for directing coordination among city departments, and shall engage the new Homeless Advisory Commission for input and advice on implementation of this policy; and be it

**FURTHER RESOLVED:** That the Homeless Audit findings shall be incorporated into the informational report to the Life Enrichment Committee four months after Council adoption of the policy; and be it

**FURTHER RESOLVED:** That any recommendations from the Reimagining Public Safety Task Force regarding police response or involvement in homeless issues and police alternatives related to homeless issues shall be considered for incorporation into the policy and for adoption in the FY 2021 - 2023 budget process; and be it

**FURTHER RESOLVED:** The City Administration shall immediately work to establish part of the currently unused acreage of the Army Base Site as a place to be for homeless residents living in high sensitivity areas of District 3. This should accommodate both RVs and people living in tents on an emergency basis until negotiations with future tenants are completed; and be it

**FURTHER RESOLVED:** The City Administration shall work to identify comparable areas across all seven council districts to host encampments. Where public spaces are not available, the City may work with private organizations, such as churches to use their site for camping; and be it

**FURTHER RESOLVED:** The City Administration shall prioritize the encampment on Martin Luther King Jr. Way heading north from Grand Avenue for immediate services, disallowing camping along the west side of that stretch of Martin Luther King Jr. Way and in the bike lane on both sides of the street, and be it

**FURTHER RESOLVED:** That the City Administrator is hereby authorized to negotiate, submit and execute all documents, including, but not limited to, applications, contracts, grant agreements, amendments, payment requests, reports, and to take all related actions necessary to carry out the implementation of the EMP; and be it,

**FURTHER RESOLVED:** That any corresponding agreements shall be reviewed and approved by the Office of the City Attorney for form and legality prior to execution and executed copies placed on file in the Office of the City Clerk.

IN COUNCIL, OAKLAND, CALIFORNIA,

**OCT 20 2020**

PASSED BY THE FOLLOWING VOTE:

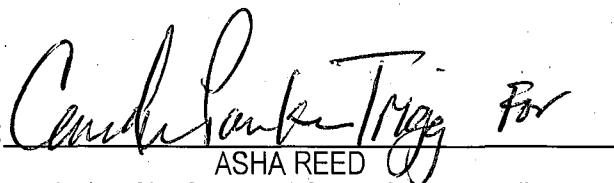
AYES - FORTUNATO BAS, GALLO, GIBSON MCELHANEY, KALB, REID, TAYLOR, THAO AND  
PRESIDENT KAPLAN - 8

NOES - 0

ABSENT - 0

ABSTENTION - 0

ATTEST:

  
ASHA REED

Acting City Clerk and Clerk of the Council  
of the City of Oakland, California



**Exhibit A:**  
**2020 Encampment Management Policy**  
**City of Oakland**  
**REVISED AT 10/20/2020 CITY COUNCIL MEETING**

**I. INTRODUCTION**

In December 2019, the Oakland City Council adopted the Permanent Access to Housing (PATH) Framework, which among other things, recommended strategies and interventions to address the growing homelessness crisis in Oakland.

The PATH Framework groups response strategies into three major categories:

1. **Prevention:** to protect vulnerable tenants from losing the housing they have and stabilizing those most at risk of becoming homeless;
2. **Emergency Response:** to shelter and rehouse households and improve health and safety on the street.
3. **Housing Development:** to expand the number of Extremely Low Income (ELI) and Permanent Supportive Housing (PSH) units prioritized for individuals and families experiencing homelessness.

Prevention strategies and affordable housing development strategies are not addressed in this particular policy; however, it is important to acknowledge that the emergency response strategies outlined in this policy fall within a broader framework to ultimately exit unhoused individuals and families from the homelessness system to permanent housing.

The PATH Framework specifically called for the development of an Encampment Management Policy to address the adverse health and safety impacts of unsheltered homelessness, with compassion and care to not criminalize poverty. Additionally, the PATH Framework highlights the importance of developing an encampment policy through a race and equity lens, given the disproportionate impact of homelessness on African Americans in Oakland, as well as disproportionate health and safety impacts from encampments on low income communities of color.

**A. Equity Considerations**

African Americans are disproportionately impacted by unsheltered homelessness. In Oakland, 70 percent of the homeless population are African American and the vast majority of known encampments at this time are located within communities of concern. For these reasons, this policy was developed with an intentional focus on the following equity outcomes:

- Health and safety standards are achieved and maintained for encampment residents who are disproportionately Black, Indigenous, and Persons of Color (BIPOC)
- BIPOC neighborhoods and businesses are not disproportionately impacted by vehicle and street encampments
- Service provisions close disparities in BIPOC groups' representation in homelessness

An equity impact analysis will be conducted in coordination with the City's Department of Race and Equity after the adoption and implementation of this policy to ensure the stated outcomes above are achieved and maintained.

It is important to note that an equity impact analysis is a comprehensive process that begins during the policy development stage and extends well into the implementation and evaluation stage of the policy process.

**Exhibit A:**  
**2020 Encampment Management Policy**  
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To this end, this policy will undergo a semi-annual equity review to determine its effectiveness in relation to the equity indicators and outcomes consistent with the guidance and best practices promoted by the City's Department of Race and Equity.

**B. Public Safety Considerations**

It is important to distinguish between public safety "emergencies" and public safety "factors" to determine the appropriate encampment intervention. **Public safety emergencies requiring a fire, medical, and/or police response should be immediately reported to 911, and those departments shall respond according to the ordinances, codes, statutes, and/or regulations under which they operate and are authorized to enforce (e.g. Health & Safety Code, Fire Code, Penal Code, etc.). The status of being unsheltered does not create immunity from generally enforced state codes and local ordinances.** For example, the investigation of crimes committed at encampments, especially violent crimes, arson, and narcotics trafficking, shall be conducted consistent with the laws and policies that currently govern all other criminal investigations, irrespective of location or whether the suspect is sheltered or unsheltered. Although the City does not enforce ordinances or policies that criminalize the "status" of being homeless (e.g. citing or arresting for sitting, lying, or sleeping outdoors), the City will enforce ordinances and policies aimed at punishing criminal conduct unrelated to the status of being homeless (e.g. drug and sex trafficking, arson, assault, vandalism, etc.). The City shall enforce against all criminal activities in encampments regardless of housing status.

Regarding public safety factors that are not necessarily public safety emergencies (e.g. accumulation of trash/debris, right-of-way obstructions, distancing of tents/vehicles/structures, etc.), the Encampment Management Team shall determine the level of intervention depending on specific findings, which are presented later in this policy.

**C. Encampment Management Team**

The Encampment Management Team (EMT) is an interdepartmental working group tasked with implementing and administering this policy, consisting of representatives from Oakland's Public Works Department ("OPW"), Human Services Department ("HSD"), Oakland Police Department ("OPD"), Oakland Fire Department ("OFD"), the City Administrator's Office ("CAO"), and other consulted departments as necessary (e.g., the Mayor's Office, the City Attorney's Office, Parks and Recreation). The EMT is facilitated by the CAO via the Homelessness Administrator.

The division of responsibilities between each member department of the EMT may be adjusted as necessary depending on available resources, capacity, and emergency responsiveness. Each department may, from time to time, promulgate additional specific procedures necessary to effectuate the roles and duties described in this policy under department specific Standard Operating Procedures (SOPs). The CAO may also promulgate guidance to all EMT member departments that further defines each department's roles and responsibilities.

**Exhibit A:**  
**2020 Encampment Management Policy**  
**City of Oakland**

**REVISED AT 10/20/2020 CITY COUNCIL MEETING**

Each stakeholder department:

- Provides regular input on issues governed by this policy, based in their departmental expertise;
- Participates in collective decision-making for any intervention proposed under this policy;
- Performs any aspect(s) of an intervention delegated to their department once the intervention is approved by the EMT under this policy; and
- Participates as needed in developing procedure(s) to effectuate this policy.

The purpose of this policy is to protect and serve all Oaklanders, sheltered and unsheltered, and to manage the adverse impacts of homeless encampments by balancing the interests of all residents (i.e. unhoused, housed, business community), focusing encampment actions on mitigating negative outcomes as they pertain to public safety, public health, and equity outcomes. This policy aims to:

1. Designate high-sensitivity areas, where unmanaged encampments are presumed to cause unreasonably high levels of health and safety impacts due to the nature of the location;
2. Designate low-sensitivity areas, where enforcement will not be prioritized.
3. Determine findings that will prompt EMT intervention;
4. Provide guidance on addressing unreasonable health and safety risks, promoting voluntary compliance, and strategies to address non-compliance.

## **II. DESIGNATION OF ENCAMPMENT SENSITIVITY AREAS**

This policy designates two distinct areas – high and low sensitivity - with respect to presumed health and safety concerns related to vehicle and street encampments.

### **A. High-Sensitivity Areas**

High-Sensitivity Areas are formally designated by the City Council and can include parks, particularly those with playground structures or tot lots, protected waterways, and other public lands. High-sensitivity areas are locations where the health and safety impacts of homeless encampments are heightened due to the potential degradation of critical infrastructure, restriction of public amenities or services, or significant obstructions to residences, businesses, emergency routes and rights-of-way. In these locations, the City would prioritize maintaining the areas free of encampments. Parks with playground structures or tot lots, or that host City-sponsored programs or classes for children shall be the City's highest priority high-sensitivity areas. The City Council reserves the right to allow smaller encampments in high-sensitivity areas, however, it is recommended that the operation and management of encampments in these areas be in collaboration with a managing agency. The managing agency would work in collaboration with encampment residents and the City to mitigate safety and health hazards. The managing agency can be a nonprofit organization, advocacy group, faith-based organization, another public agency, or a grassroots collective. The managing agency must meet the City's insurance requirements (or obtain a fiscal sponsor that is able to meet the City's insurance requirements). Guidance on the implementation of this model can be found in Appendix A.

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Adoption of this policy would establish the following public property locations as high-sensitivity areas:

- All vehicular traffic lanes, bike lanes, and sidewalks (at least on one side of the street) must comply with American Disabilities Act (ADA) sidewalk and street requirements and must allow for passage of emergency vehicles.
- Locations designated as High Fire Severity Zones (HFSZ) by the Oakland Fire Department and/or CalFIRE.
- Within 150 feet of an elementary, middle, pre-school or child care center, and 100 feet from a high school.
- Within 50 feet of a protected waterway as established by any governing body.
- Within 50 feet of a residence.
- Within 50 feet of a retail business, and 50 feet from the main entrance and any emergency exits from all other businesses, including places of worship.
- Within 50 feet of a city park or other public land that has a children's playground, play structure, tot lot, or recreation center in which children participate in city-sponsored programs/classes\*  
(\*Other public parks that contain ball fields, basketball courts or tennis courts shall be discouraged as encampments, but not initially considered high-sensitivity locations.)
- ~~Within 50 feet of a public park, soccer field, baseball field, basketball court, tennis court, and/or golf course.~~
- Areas directly adjacent (within 25 feet) to emergency shelter interventions.

**B. Low-Sensitivity Areas**

Low-Sensitivity Areas are all other areas not included above, and the following standards are to apply to all encampments in these locations:

- Shall be limited to one side of the street.
- Shall not impede vehicle, bike, or pedestrian traffic (on at least one side of the street).
- Shall not impede ADA access points, consistent with goal of limiting encampments to one side of the street.
- Shall not impede emergency ingress/egress routes.
- Compliance with applicable and generally enforced state codes and local ordinances.
- Encampment footprint shall not exceed 12 x 12 sq. ft per person.
- Area directly adjacent to a vehicle dwelling must remain clear at all times.
- No gray or black water dumping.
- No illegal electrical or water taps.
- No storage of tires, gasoline, generators, or propane tanks, or unsafe storage of combustible materials or accumulation of combustible waste.
- Structures, tents, and vehicle dwellings shall maintain not less than six (6) feet distance between one another.

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Encampments in low-sensitivity areas are monitored and managed by the EMT (barring emergency situations that require a fire, medical, police, or other emergency response). In the case of a medical or public safety emergency, 911 should be called.

Encampments that do not comply with the standards outlined above as well as with applicable and generally enforced state codes and local ordinances are subject to EMT intervention, and inquiries and complaints should be forwarded to 311 and/or [homelessness@oakalindca.gov](mailto:homelessness@oakalindca.gov) for action.

### **III. EMT INTERVENTION**

#### **A. Findings Prompting EMT Intervention**

Encampments located in high-sensitivity areas are always subject to EMT intervention (except for exceptions approved by the City Council) given the potential degradation of critical infrastructure, restriction of public amenities or services, or significant obstructions to residences, businesses, emergency routes and rights-of-way.

For encampments located in low-priority areas that do not meet the standards outlined above, the EMT will consider the following findings in deciding what level of intervention is appropriate.

***Public health findings:***

- Confirmed case(s) of infectious disease(s) (e.g., Bubonic plague, Tuberculosis, Zika, COVID-19);
- Confirmed exposure(s) to case(s) of infectious disease(s) (e.g., Bubonic plague, Tuberculosis, Zika, COVID-19);
- Excessive animal or vermin vector hazards (e.g., rats, other vector vermin);
- Presence of biological vector hazards (e.g., blood, fecal matter);
- Notice of public health emergency at an encampment site declared by a county, state, or federal public health entity;
- Need for encampment decompression as identified by public health officials; and/or
- Location of encampment in a public recreational area, or shared facility for recreational activity should such facility require repurposing, pursuant to the Order of the Alameda County Health Officer to Shelter in Place No. 20-04 or other similar subsequent orders.

***Public safety findings:***

- Location of encampment impedes the right-of-way, lane of traffic, bike lane, or ADA access;
- Location of encampment such that First Responders (including, but not limited to, Fire, Police, and any health care workers), are impeded in performing their essential government functions;
- Pervasive criminal activity;
- Damage to essential infrastructure (e.g., reservoirs, bridges, public utilities, drainage and sewer systems);
- Excessive amounts of waste/garbage/debris as determined by OPW.
- Proximity of encampment to objective dangers (e.g., edge of a steep slope, on an in-use train track, in a vehicular lane of traffic).

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- Excessive fire hazards and/or calls for service as determined by OFD.
- Unpermitted outside fires burning less than 30 feet away from any structure, tent, or vehicle.
- Presence of open electrical splices or illegal wiring.
- Roadway does not have 20' unobstructed width for Fire Apparatus Access
- Fire hydrant obstructions with less than three (3) feet radial clearance around hydrants.
- Storage of tires, gasoline, or propane tanks, and unsafe storage of combustible materials or accumulation of combustible waste.

**The City will not cite or arrest any individual solely for camping, or otherwise for the status of being homeless, and will make reasonable efforts to allow and, where feasible, assist the encamped individual with gaining compliance with the encampment standards outlined in this policy.**

**B. Types of EMT Interventions**

It is the goal of the City to provide regular and adequate trash collection from encampments, to ensure that porta-potties and hand-washing stations are serviced regularly as needed, and that encampments receive regular deep cleanings to ensure that our unhoused residents not living in conditions that threaten health and/or safety.

- **Health & Hygiene Intervention.** This intervention may include placing handwashing stations, portable toilets, mobile shower facilities, providing routine waste collection services, and/or outreach services at an encampment. This intervention may be used at as many encampments as the City can reasonably serve given its resources. When possible, this intervention will be coordinated with partner public agencies. The EMT will use the 2018 Minimum Health and Safety Standards to determine which encampments are eligible for this intervention.
- **Deep Cleaning.** This intervention may require individuals encamped at a site to temporarily relocate to mitigate public safety and/or public health risks, allowing individuals to return to the site after the intervention is complete. This intervention may be used when one or more of the public safety and/or public health findings identified above are present and, due to its presence, the EMT decides that performing this intervention is necessary to protect the public. In performing this intervention, the City will make reasonable efforts to mitigate any individual or group property loss, as outlined in OPW's SOPs, but may determine that some property must be removed to protect the public. When possible, this intervention will be coordinated with relevant public agencies.
- **Partial closure.** This intervention may include partially moving and/or closing an encampment due to construction, to provide access to a work zone, or to abate ongoing public safety and/or health hazards. Affected encamped individuals will be offered shelter and/or alternative housing (or, if located in a high-sensitivity area, an opportunity to voluntarily relocate to a low-sensitivity area). This intervention may be used when the City is alerted to an impending construction or work project, and/or one or more of the public safety and/or public health findings identified above are present and, due to its presence, the EMT decides that performing this intervention is necessary to protect the public (including, but not limited to, the health and/or safety of the individuals living in the encampment). In performing this intervention, the City will make reasonable efforts to

**Exhibit A:  
2020 Encampment Management Policy  
City of Oakland**

**REVISED AT 10/20/2020 CITY COUNCIL MEETING**

mitigate any individual or group property loss, as outlined in OPW's SOPs, but may determine that some property must be removed to protect the public. Additionally, the City, on its own or in conjunction with another public agency, will make offers to all affected encamped individuals of shelter and/or alternative housing.

- **Closure.** This intervention may include fully closing an encampment due to construction, to provide access to a work zone, or to abate ongoing public safety and/or health hazards. Affected encamped individuals will be offered shelter and/or alternative housing (or, if located in a high sensitivity zone, an opportunity to voluntarily relocate to a low sensitivity zone). This intervention may be used when the City is alerted to an impending construction or work project, and/or one or more of the public health and/or public safety findings identified above are present and, due to its presence, the EMT decides that performing this intervention is necessary to protect the public (including, but not limited to, the health and/or safety of the individuals living in the encampment). In performing this intervention, the City will make reasonable efforts to mitigate any individual or group property loss, as outlined by OPW's SOPs, but may determine that some property must be removed to protect the public and/or to complete the process of closing the encampment. Additionally, the City, on its own or in conjunction with another public agency, will make offers to all affected encamped individuals of shelter and/or alternative housing.

### **C. Public Noticing of EMT Interventions**

To the extent feasible, the City will follow the procedures stated below to provide notice prior to any encampment intervention.

#### *Non-emergency Actions*

For any non-urgent intervention, the City will provide adequate notice. For Health & Hygiene interventions, the City will work with those encamped to ensure the effectiveness of the intervention. For all Deep Cleaning, Partial Closure, and Closure interventions, the City will provide at least a 72-hour notice unless there is an emergency that prevents such notice from being provided, as described in the section below. The 72-hour notice will be provided in writing, posted around the site in multiple languages, and, as feasible, verbally to those encamped.

#### *Emergency Actions Due To Catastrophic Events, Natural Disasters, or other Urgent Health and Safety Concerns*

For any emergency Deep Cleaning, Partial Closure, or Closure, the City will make reasonable efforts to provide those encamped with some form of notice, such as outreach workers visiting the site and sharing information verbally or in writing, if such notice is feasible. For certain public health or public safety interventions, like fires, the City may be unable to provide prior notice due to the nature of the emergency.

### **D. Storage of Individuals' Property**

In performing any intervention, the City will respect and protect individuals' rights to their property while also following applicable local, state, and federal laws.

**Exhibit A:  
2020 Encampment Management Policy  
City of Oakland**

**REVISED AT 10/20/2020 CITY COUNCIL MEETING**

During the course of any EMT intervention, OPW and other EMT member departments may remove debris, trash, waste, illegal dumping, hazmat, and/or other materials, following ordinary procedures with respect to handling such materials and the disposal thereof. OPW and other EMT member departments may also encounter property that is not debris, trash, waste, illegal dumping, or hazmat. For any such property: (1) whose ownership cannot be clearly determined but does not seem abandoned; or (2) whose ownership is known but the owner cannot transport it, the City will make reasonable efforts to store up to one (1) square yard of such property per individual. Any such effort will comport with OPW's ordinary practices with respect to property storage during encampment interventions. Should OPW require additional procedures for performing these property-related functions under this policy, OPW may promulgate such additional SOPs. Note that if a law enforcement agency must effectuate an arrest, the Alameda County Sheriff's Department, which operates the County's detention and incarceration facilities, will set any and all rules regarding property storage at their facilities.

While this policy is in effect, the EMT will explore reasonable methods of safe, secure, property storage potentially available to the City, including, but not limited to, OPW's storage facility; self-storage; and partnering with other public agencies or businesses to develop storage capacity.

#### **IV. COMPLIANCE**

The City must balance the rights of encamped individuals against its fundamental duty to maintain public safety and public health, in both high- and low-sensitivity areas. Where necessary, and when voluntary compliance cannot be achieved, the EMT may perform one of the four (4) interventions described above to maintain public safety and public health. The City will not cite or arrest solely for camping, but will enforce criminal laws in an ordinary manner to protect unsheltered and sheltered residents alike.

Encampments located within a high-sensitivity area that are not approved by the City Council will be subject to a Closure intervention as outlined above. Except when urgent health and safety concerns require shorter notice, encampment residents will be given 72-hours to accept an offer of shelter or alternative housing if such referrals are available. A person is also free to voluntarily relocate to a low-sensitivity area if shelter provisions are declined. All declinations will be documented. Emergency shelter provisions cannot be reserved for greater than 72-hours at a time, given the current demand.

Encampments in low-sensitivity areas that are in compliance with the standards outlined above are not subject to EMT intervention, unless an emergency arises. Outreach efforts and service offers will continue, as resources allow, with the goal of ending the individual's unsheltered status. Encampments in compliance with the standards established for low-sensitivity areas must still abide by all relevant and generally enforced local, state and federal laws.

Encampments in low-sensitivity areas that are not in compliance with the standards established in this policy are subject to EMT intervention as follows:

- Encampment residents will be notified by the EMT of any public safety and/or public health findings and, unless urgent health and safety concerns require shorter notice, will be given 72-hours to obtain voluntary compliance. Outreach workers may assist encampment residents during this period to achieve voluntary compliance.
- If the Outreach Team is unsuccessful, the encounter is documented and scheduled for a Deep Cleaning, Partial Closure, or Closure as determined by specific findings of the EMT, adhering to all noticing and storage requirements outlined above.



**Exhibit A:**  
**2020 Encampment Management Policy**  
**City of Oakland**  
**REVISED AT 10/20/2020 CITY COUNCIL MEETING**

The City cannot require any individual to accept any offered form of shelter and/or alternative housing, even if such acceptance is strongly recommended for public health or public safety reasons. Instead, an individual offered shelter and/or alternative housing who declines the offer may continue to camp without risk of being issued a citation or arrested for remaining encamped, unless the encampment must be partially or fully closed as described above for public health and/or public safety reasons. In those limited circumstances, the City will not cite or arrest any individual solely for camping, or otherwise for the status of being homeless, and will make reasonable efforts to allow and, where feasible, assist the encamped individual in moving to a new location, and will avoid citation or arrest unless either is necessary to protect against imminent risks to public safety and alternative indoor shelter or housing has been offered and declined.

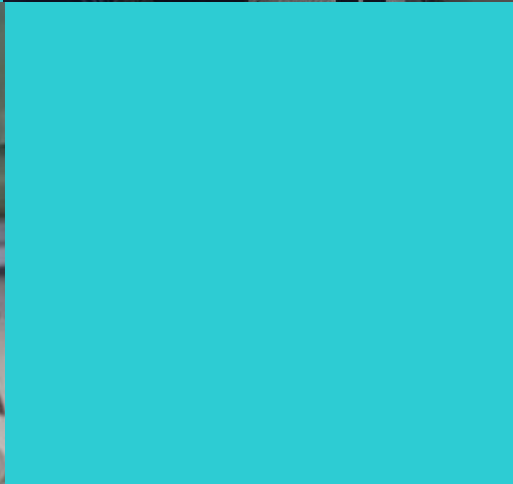
In an effort to create more shelter and housing options for individuals encamped in high sensitivity areas, the City shall launch at least one co-governed encampment pilot on public land within the next four months, working collaboratively with the unhoused community to design the program, advocates, housed and business neighbors and the Councilmember of the district.



# Alameda County Health Care Service Agency Health Care for the Homeless Office of Homeless Care and Coordination



## City of Oakland Town Hall HCSA Homeless Services Overview September 14, 2022



Alameda County  
**Health Care for  
the Homeless**

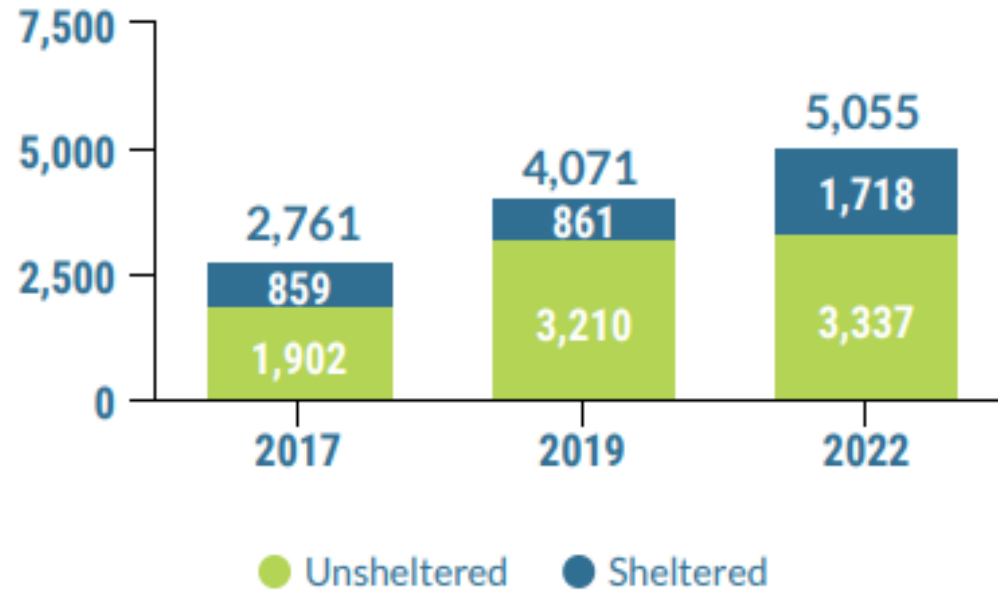


Alameda County  
**Health Care Services Agency**

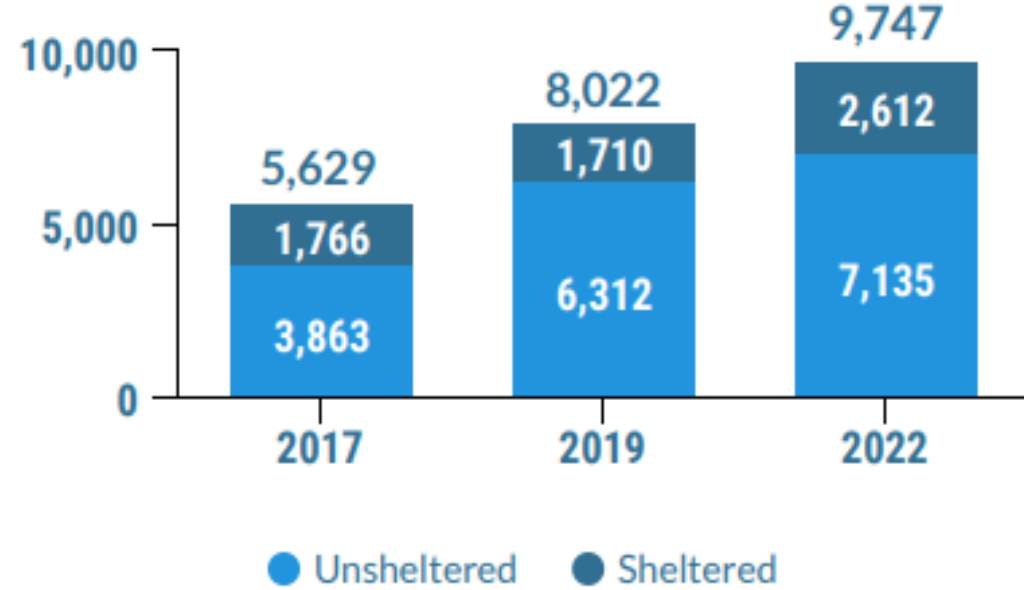
Office of Homeless Care and Coordination

# Homelessness Overview: 2022 Point-in-Time Unsheltered and Sheltered Report

Count of Unsheltered/Sheltered  
Individuals for Oakland



Count of Unsheltered/Sheltered  
Individuals for Alameda County



# 2022 Point-in-Time Oakland Unsheltered Report

## Unsheltered Homelessness Data Summary



**3,337 Individuals**

Were observed as being  
unsheltered in Oakland.



**7,135 Individuals**

Were observed as being  
unsheltered in Alameda County.

*47% of **unsheltered** Individuals in Alameda County Live in Oakland*

## Unsheltered Population by Location



	Tent	Car/Van	RV	Street/ Outside	Abandoned Building
<b>Oakland 2022</b>	1063 (32%)	1031 (31%)	907 (27%)	308 (9%)	28 (1%)
<b>Oakland 2019</b>	1320 (41%)	727 (23%)	703 (22%)	420 (13%)	40 (1%)
<b>Alameda County 2022</b>	2216 (31%)	2318 (32%)	1600 (22%)	958 (13%)	43 (1%)
<b>Alameda County 2019</b>	2172 (34%)	1431 (23%)	1386 (22%)	1239 (20%)	84 (1%)

# 2022 Point-in-Time Oakland Sheltered Report

## Sheltered Homelessness Data Summary



**1,718 Individuals**

Were Enrolled in Sheltered Services in Oakland



**2,612 Individuals**

Were Enrolled in Sheltered Services in Alameda County

*66% of sheltered individuals in Alameda County Live in Oakland*

### Characteristics of Sheltered Clients\*\*



36% Chronically Homeless



3% Veterans



25% Mental Health Issue



11% Substance Use Issue



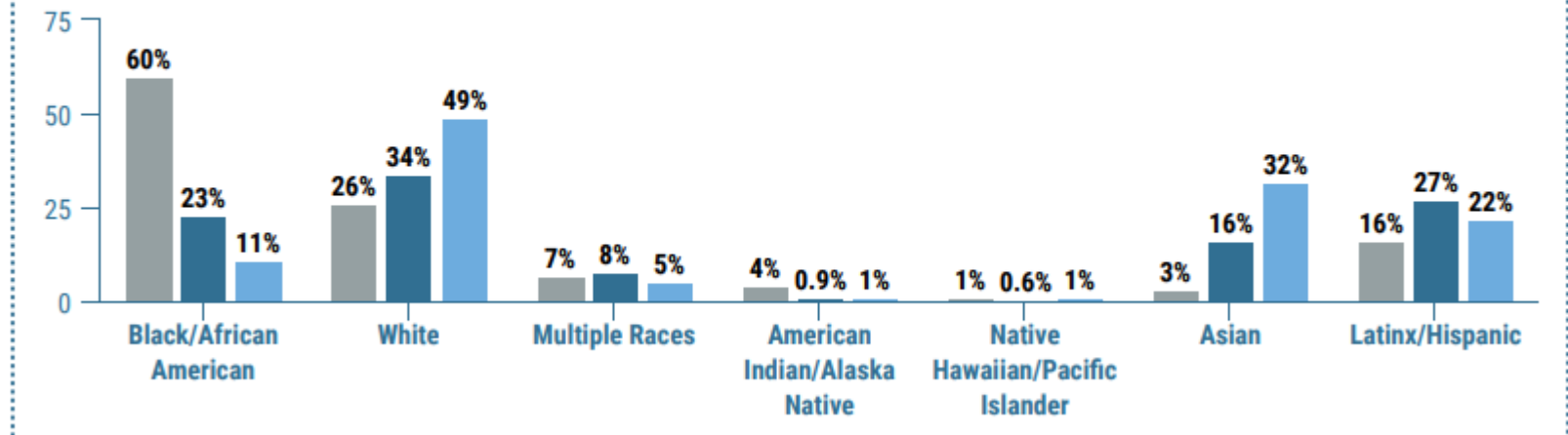
2% HIV/AIDS



4% Fleeing Domestic & Dating Violence

### % of Sheltered Individuals by Race/Ethnicity\*

● Oakland Sheltered Homeless 2022 ● Oakland Population 2021 ● Alameda County Population 2021



# Health Care for the Homeless (HCH)

HCH provides health care and case management services to persons experiencing homelessness throughout Alameda County.

## Services include:

- ✓ Comprehensive primary care with integrated behavioral health at sites throughout Alameda County
- ✓ Street Health Services provided in unsheltered setting across the county in 14 zones: Interactive map: <https://www.google.com/maps/d/edit?mid=1vA3PCKMf2uCdzBQO0JQZkc9m8VTOvwYt&usp=sharing>
- ✓ Shelters Health Services provided in shelters and drop-in centers across the county
- ✓ Dental, optical and specialty care
- ✓ Overdose prevention and harm reduction services

**In 2021 HCH served over 10,000 patients with 60,000 visits**



Alameda County  
**Health Care Services Agency**



# Housing and Health Services: Expanding Street Health

**2015:** ACHCH started street medicine services; one contractor serving Oakland, and one contractor serving Central, East and South County

**2019-2020:** Expansion and program re-design to teams with smaller, defined geographic areas based on unsheltered homeless density

- ✓ Multidisciplinary service delivery model
- ✓ Focus on consistency, relationship building
- ✓ Greater depth of care
- ✓ Technical Assistance
- ✓ Increased collaboration with city and county partners

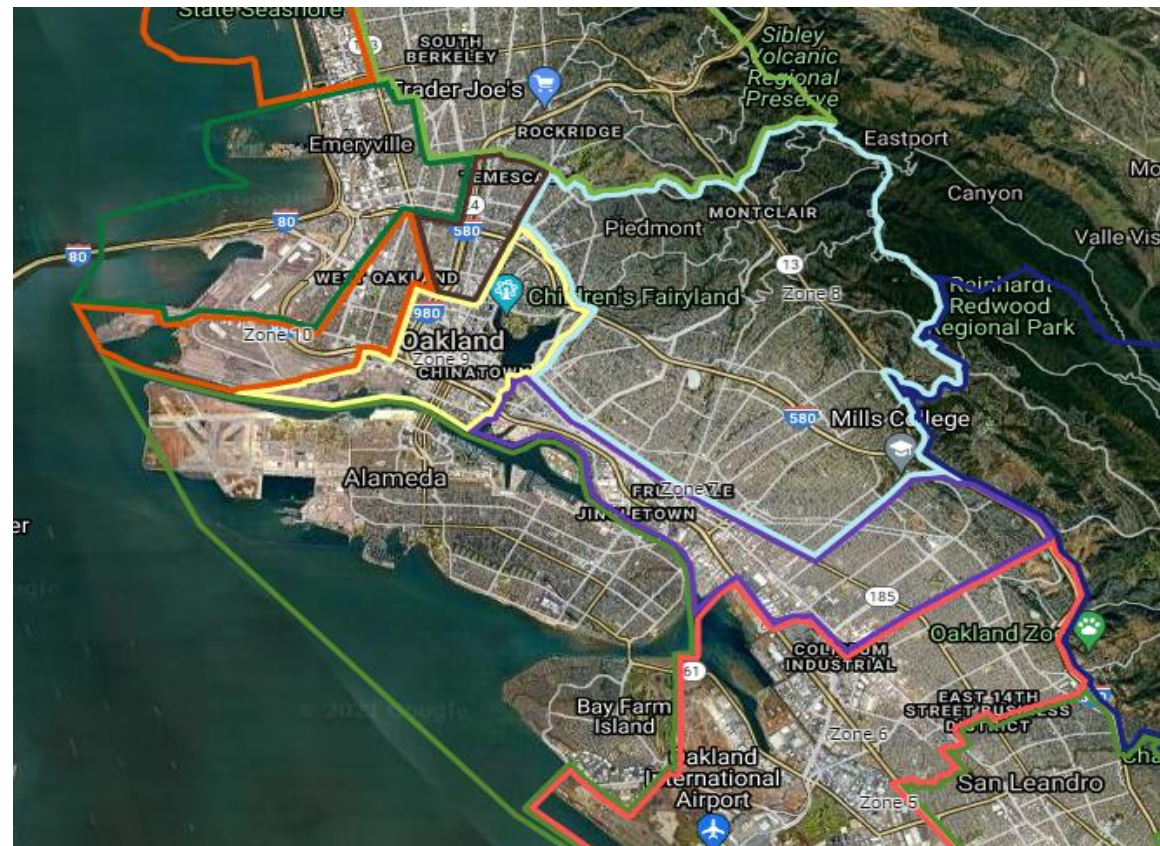




Alameda County  
**Health Care for  
the Homeless**

# Oakland Street Health Teams

- ✓ 14 zones across Alameda County
- ✓ 8 of the 14 Street Health Zones provide outreach in the City of Oakland



Interactive map:

<https://www.google.com/maps/d/edit?mid=1vA3PCKMf2uCdzbQO0JQZkc9m8VTOvwYt&usp=sharing>



# Housing and Health Services: Expanding Shelter Health Services

## 2019:

- ✓ Conducted Shelter Health Needs Assessment
- ✓ Directing subrecipient AHS-based Mobile Health clinic providing health care services at shelters and homeless services centers.

## 2020: Expansion and program re-design to include behavioral health and nursing services

- ✓ Multidisciplinary service delivery model
- ✓ Enhanced Dental Case Management and portable dental care pilot
- ✓ Short term Behavioral Health case management
- ✓ Increased medical services
- ✓ Increased collaboration with shelter, housing and medical provider



# Housing and Health Services: Regional Coordination

## Regional Coordination:

- Increasing coordination, collaboration and partnerships across homeless service providers, county departments and cities is critical to address the needs of our homeless population.
- Current efforts of OHCC and ACHCH to support this goal include:
  - Hired regional coordinator for Oakland
  - Leading monthly Unincorporated County coordination meeting including Sheriff's Department and Probation
  - Providing monthly trainings to homeless services providers
  - Leading homeless COVID-19 response
  - Working in collaboration with key city, CBO, and community partners to support expansion of services



Alameda County  
**Health Care Services Agency**

# COVID-19 Homeless Response

Planning with Alameda County Public Health, homeless outreach partners, shelters, city and county staff, ACHCH developed and leads the Homeless COVID-19 response.





# Office of Homeless Care and Coordination (OHCC)

- OHCC was created to support efforts:
  - to build a coordinated system for housing and homeless services; and
  - to strengthen coordination with other County agencies and departments, cities, community-based organizations, and other external partners.
- Coordination, consolidation, and expansion of services:
  - County lead for strategic planning efforts around homelessness
- OHCC Programs
  - Coordinated Entry: Home Stretch, Access Points, Housing Navigation
  - Housing Services: Supportive Housing, Interim and Bridge Housing
  - Project Roomkey/Project Homekey
  - Policy and Planning



Alameda County  
**Health Care Services Agency**

# Housing Resources: Coordinated Entry

**Coordinated Entry** – Coordinated Entry process is an approach to coordination and management of the crisis response system's resources that allows providers and resource managers to make equity consistent decisions from available information to connect people efficiently and effectively to interventions that will end their homelessness.

## **AC Coordinated Entry components:**

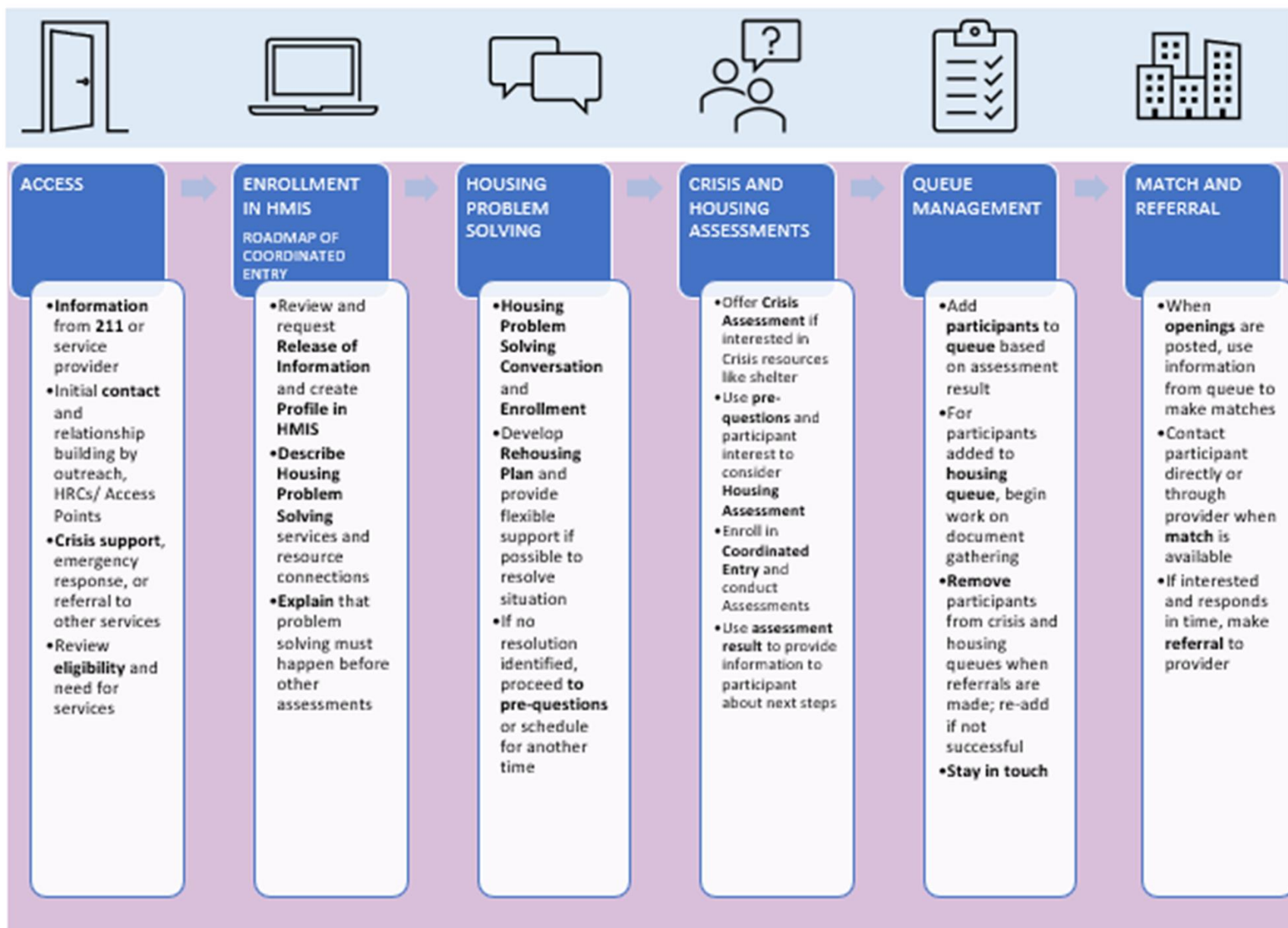
- Access
- Housing Problem Solving\*
- Assessment
- Prioritization for available resources
- Referral/Matching to Housing/Homelessness Resources
- Grievances\*

\* Includes steps that this jurisdiction wants to also highlight but are not typically listed in HUD descriptions of the other four components of CE.



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**Health Care Services Agency**

## ALAMEDA COUNTY COORDINATED ENTRY FLOW



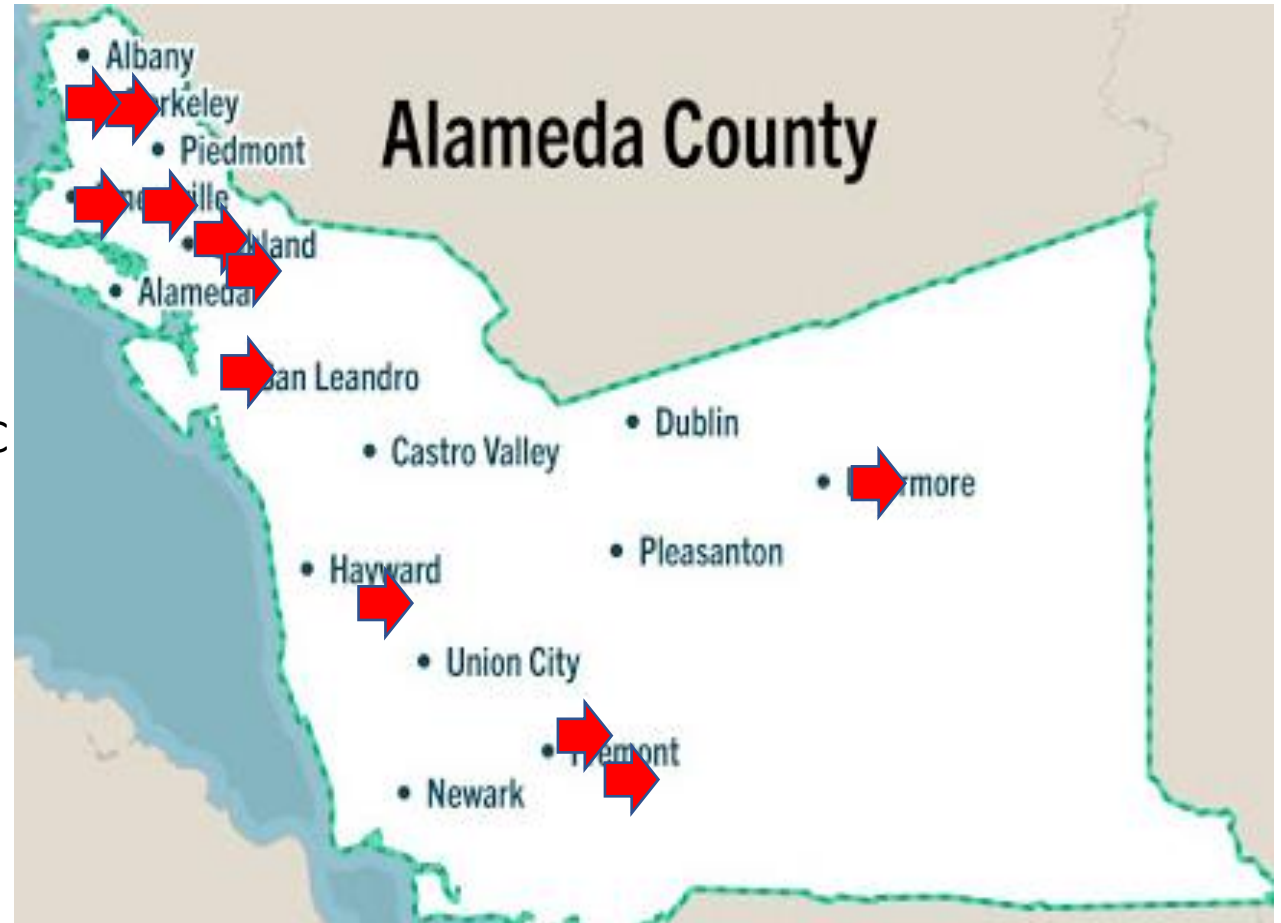
# Housing Resources: Zones/Regions

## CE Zones and Contracted HRCs/Access Points countywide by Geography and Population Served

- **North County: BACS, WDDC**
- **Oakland: BACS, BOSS, BFWC, EOCP**
- **East County: Abode**
- **Mid County East: BACS, Mid County West: BFWC**
- **South County: FFRC\*, Abode**
- **Transitional Aged Youth: Covenant House\***

Most Access Points serve the general population including transition age youth, single adults, families, seniors.

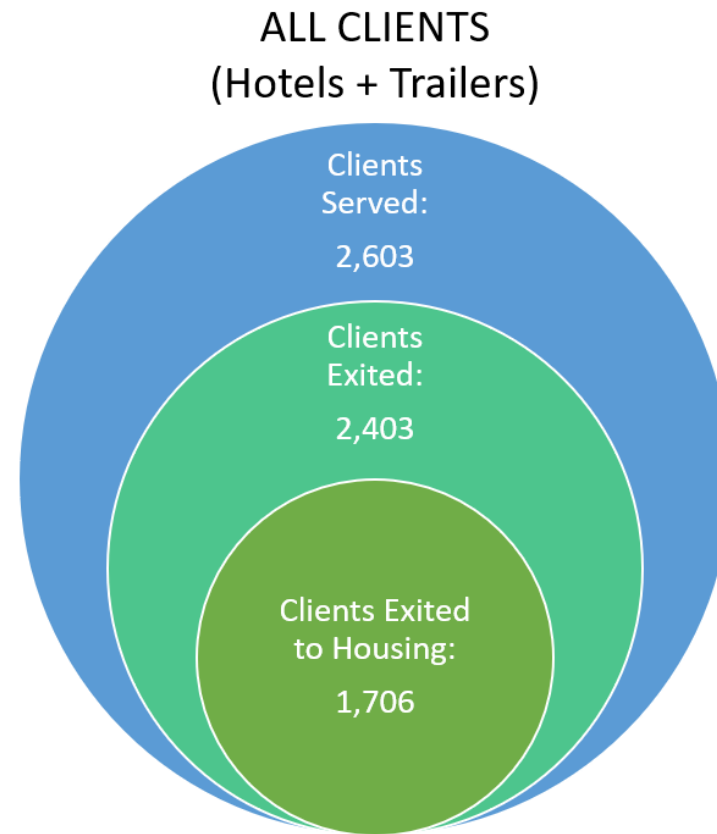
People can call 2-1-1 to get connected to a housing resource center or they can call a housing resource center directly or go to drop-in hours.



# Housing Resources: Project Roomkey

**Project Roomkey** hotels were leased to provide temporary shelter as part of the County's emergency response to COVID-19 to keep the community safe and decrease the spread of the virus.

As of 9.02.22

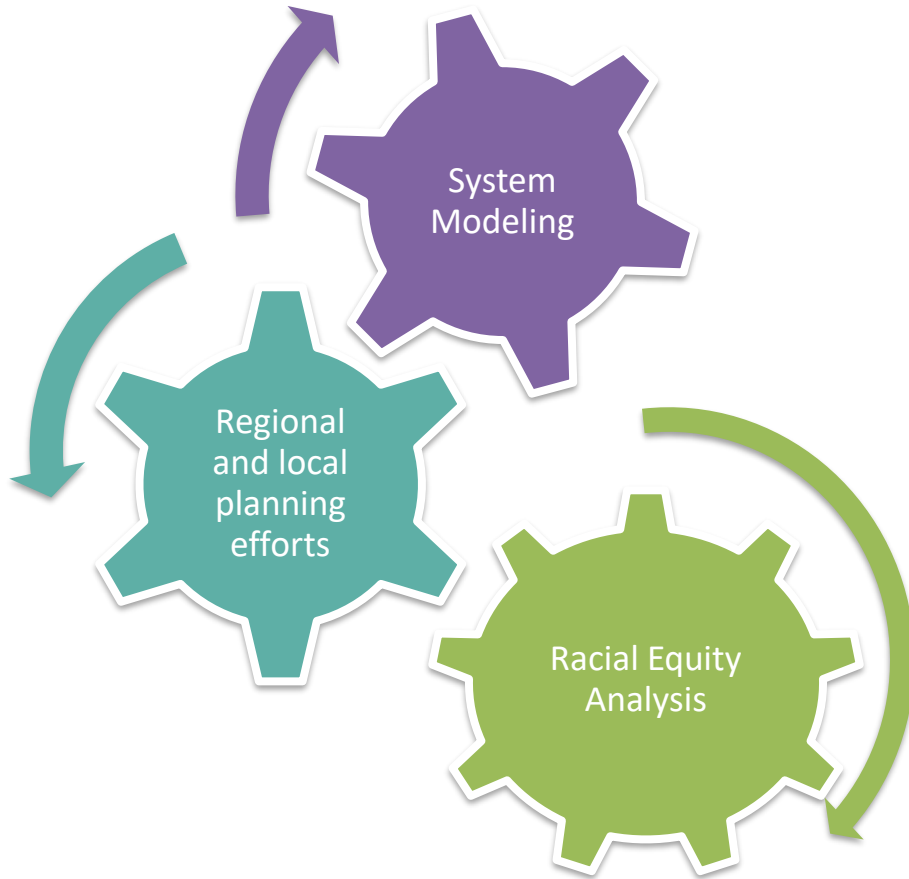


Alameda County  
**Health Care Services Agency**



# Home Together 2026

## What informs the community implementation plan?

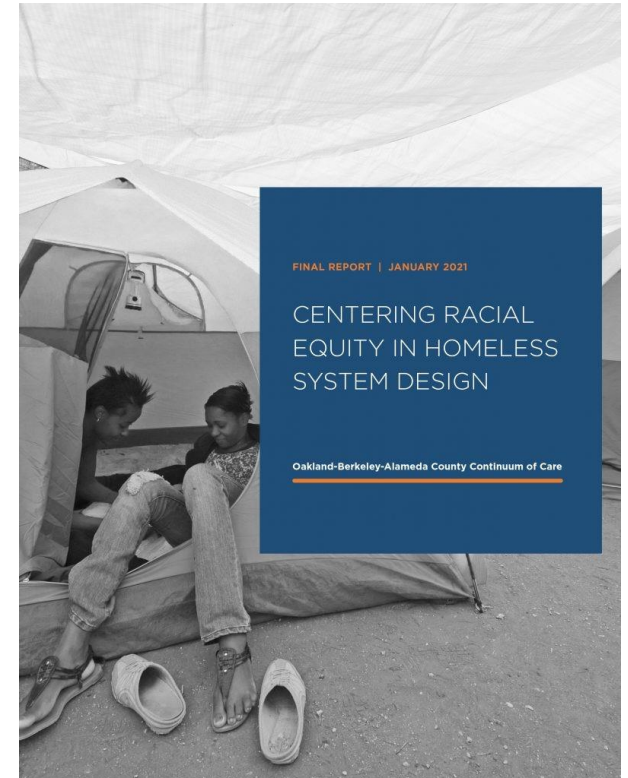


- ✓ Findings from the 2019 racial equity analysis
- ✓ Regional and local homelessness planning efforts
- ✓ Updates to the System Modeling that reflect changes and additions to our homeless system since 2019

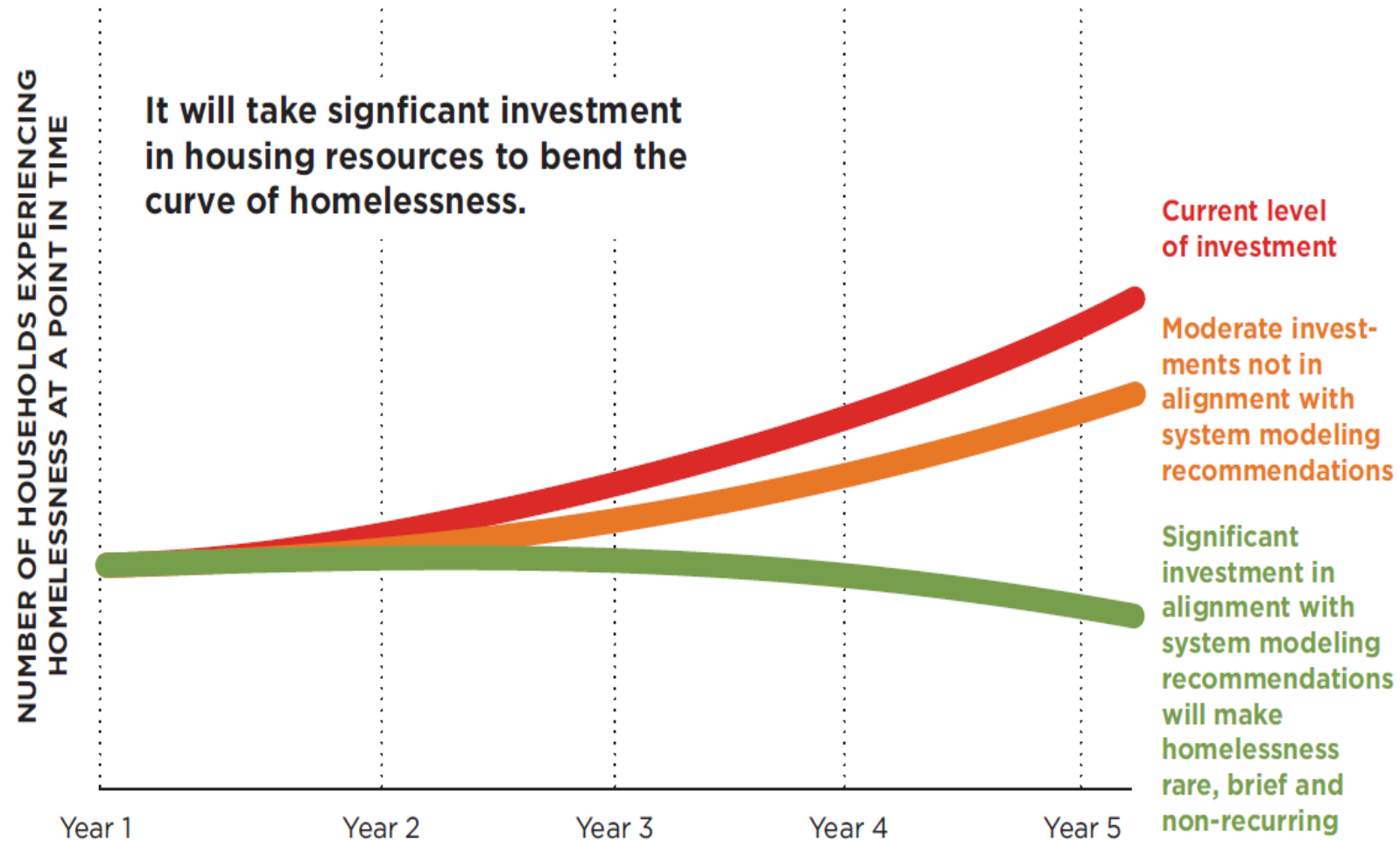


# Racial Equity and System Modeling Process Findings

- Over-representation of people of color who are homeless reflects long-term structural racism across multiple systems.
- Current system does not have interventions needed to permanently rehouse people experiencing homelessness.
- Greatest areas of need are flexible subsidies, Permanent Supportive Housing, Dedicated Affordable Housing.
- Right-sizing resources will generate flow through the system.
- Reducing disparities requires adding new programs to the system, increasing program availability, and improving program design and delivery.



Only through significant ongoing investment that is made in alignment with the model will we see a more efficient and equitable result



# Home Together 2026 Implementation Plan: Goals

## Prevent disproportionate inflow

- Prevent homelessness for people most at risk
- Rapidly resolve homeless episodes
- Prevent returns to homelessness

## Connect people to needed resources

- Prevent discharge from mainstream systems to homelessness
- Connect transition aged youth to youth-targeted rapid and supportive housing programs
- Provide neighborhood-based access where people are most likely to lose housing
- Lower programmatic barriers to crisis services

## Increase availability of housing

- Create housing opportunities throughout the county
- Increase independence and autonomy
- Develop housing for people with high service needs
- Develop housing options for people with low service needs

## Improve communication and coordination

- Improve messaging and information availability
- Clarify governance
- Use data to improve outcomes
- Build infrastructure to support new and expanded programs



Alameda County  
**Health Care for  
the Homeless**



Alameda County  
**Health Care Services Agency**

Office of Homeless Care and Coordination



**Stay Connected to Our Work:**

Office of Homeless Care and  
Coordination:

[www.homelessness.acgov.org](http://www.homelessness.acgov.org)

Health Care for the Homeless:

[www.achch.org](http://www.achch.org)



## **MACRO -PUBLIC- RESOURCE GUIDE - V.1**

### **Dial 2-1-1 : *Alameda County***

2-1-1 is a free, non-emergency, confidential, 3-digit phone number and service that provides easy access to housing information, and critical health and human services.

2-1-1 operates 24 hours a day, 7 days a week with multi-lingual capabilities.

[www.211alamedacounty.org/](http://www.211alamedacounty.org/)

### **Alameda County Social Services Offices and Contacts**

Individual must register with social services & will be assigned a social worker/case manager. - Many of our community members already are. - Services are vast and include housing support, CalFresh foodstamps, CalWORKS, counseling, family services, DV support/resources, child abuse & neglect resources, Medi-Cal, nutrition, refugee & immigrant services, veterans services, general assistance, job training & empowerment programs, foster care services, & many more.

#### **WEST/DOWNTOWN/NORTH OAKLAND**

Jackson St. Office : 1111 Jackson St. Oakland, Ca 94607 : (510) 271-9100

Thomas L. Berkeley Square (this is the large office across from Greyhound) : 2000 San Pablo Rd. Oakland, Ca 94612 : (510) 891-0700

#### **EAST**

Eastmont Town Center – Self-Sufficiency Center : 6955 Foothill Blvd Suite 100  
Oakland, Ca 94603 : (510) 383-5300

Enterprise Self-Sufficiency Center : 8477 Enterprise Way Oakland, Ca 94621 : (510)  
639-1090

# West Oakland/Downtown

## Medical

**Alameda County Health Care Services Agency: health care provider navigation assistance - call ACHCH at (510) 891-8950**

**Lifelong Medical Respite Center – MUST BE REFERRED THROUGH A HOSPITAL - MEDI-CAL ONLY. SEE ATTACHED REQUIREMENT SHEET (last page) - 2730**  
Adeline St. Oakland, Ca 94607 : Nursing Intake Referral Line (510) 421-3215.

**Lifelong Street Medicine Mobile Van** Has an RN (sometimes a Doc), Clinical Health Care worker, & Social Worker on board, all times) - Roam West Oakland/Lower Bottoms/Wood Street/MLK/San Pablo & Grand area – **Monday through Thursday** : 10 AM – 12 PM & 2 PM – 4 PM. They can help with ID's and basic medical, community member must register for Lifelong, once in the system they can explore the housing option and eligibility requirements.

**LifeLong Trust Health Center** – 384 14<sup>th</sup> St. Oakland, Ca 94612 (On 14<sup>th</sup> between Frankling & Webster). Clinic 1(510) 210-5050. Hours: **Mon, Wed, Thurs, Fri**: 8:30am-4:30pm, **Tues**: 1pm-4:30pm. CLOSED everyday between 12pm-1pm. Walk-ins arrive 30 minutes early. Nurse: (510)504-1297 - Services include Hygiene Kits, Covid Testing/Vaccinations, HIV & Hep C testing/treatment/linkage, Benefits enrollment/renewal, Short-term case management, Linkage to medical, dental, optometry, Mental health, drug & alcohol treatment(including Narcan, Suboxone, Vivitrol). Acupuncture, Adult/Internal Medicine, Behavioral Health, HIV Treatment and Prevention, Podiatry, Psychiatry.

HERE is the process for Trust Clinic:

- Community partner (HAC, Street Medicine, etc) is with someone (physically or by phone) who wants to become a TRUST patient
- Community partner ensures person meets TRUST criteria (homeless/unstably housed, aged 18+, not receiving primary care elsewhere)
- If a person meets TRUST criteria and is ready to go to TRUST today, the community partner contacts **Jandera Waterman (center director/ 415-264-5642) or Jacqueline “Jackie” Morales (center supervisor/ 949-416-0618) by phone.**
- Jandera or Jackie checks if there is availability for NP intake for the day
- If there's availability, the community partner sends the person directly to the clinic at 386 14<sup>th</sup> St, Oakland, CA 94612.
- If there's no availability the community partner will NOT send the patient directly to the clinic. The community will partner and try for another day.



**Lifelong Downtown Oakland Health Center** (services same as Lifelong Trust Clinic) – Call for walk-in availability. **Monday through Friday: 8:15am-4:15pm, EXCEPT Thursdays: 9:30am-4:15pm.** 616 16<sup>th</sup> St. Oakland 94612 . Phone: (510) 981-4100

**West Oakland Health Center** – 700 Adeline St. Oakland, Ca 94607 (Adeline @ 7<sup>th</sup> St.) Clinic : **Mon thru Fri 8:15am-5pm , Saturday 9am-1pm.** No drop-ins – Community Member must register with the health center & make appointment to receive care – Please call (510) 835-9610. Accepts Medi-Cal, Medi-Care, & Denti-Cal. *WOHC serves all patients regardless of their ability to pay. They offer a sliding fee scale to offset the cost of care for uninsured and low-income patients that is dependent on their family size and income. If community member has questions or wishes to apply for a Sliding Fee Scale discount, please have them contact WOHC or stop by one of their health center sites so that their Enrollment Specialist staff can assist them.*

## **Mental Health**

### **ACCESS PROGRAM - Acute Crisis Care and Evaluation for Systemwide Services 1-800-491-9099 – Monday through Friday - 8:30am-5:00pm**

Alameda County Behavioral Health Care Services' (ACBHCS) **ACCESS** Program is the system wide point of contact for information, screening and referrals for mental health and substance use services and treatment for Alameda County residents. ACCESS is a telephone service staffed from 8:30-5:00 M-F by licensed mental health clinicians and administrative support for both general behavioral health questions and determining eligibility for a range of outpatient services. After hours calls are answered by Crisis Support Services of Alameda County.

ACCESS serves all ages. In order to qualify for Specialty Mental Health Services (SMHS) and individual must meet Medi-Cal's medical necessity criteria for specialty mental health services and have an ACBHCS insurance plan. ACBHCS insurance plans/programs include Alameda County Medi-Cal, Children and Family Services (per MOU with CFS), Health Program of Alameda County (HealthPAC), CalWorks, Medically Indigent Child (MIC) and Medicare/Medi-Cal (for services not covered by Medicare).

**Main Public Library** – 125 14<sup>th</sup> St. Oakland, Ca 94612 (14<sup>th</sup> St. near Lake Merritt) – **EVERY WEDNESDAY 12:30pm-2pm** – Mental health specialists from the Alameda County Behavioral Health Care Services office offer outreach and support for unhoused individuals with a mental health need. **No appointment needed.**

**(Lifelong) Trust Health Center** – 386 14<sup>th</sup> St. (14<sup>th</sup> and Webster St.) Oakland 94612 - Clinic hours: **Monday through Friday 8:30am-4:30pm EXCEPT Tuesdays 1pm-4:30pm.** Services: Behavioral Health, recovery services, psychiatry, social services referrals.

**Alameda County Behavioral Health Care Services** – 24/7 Phone Referral Line (800) 491-9099 - (Medi-Cal recipients). Community member can receive assessment of needs and be directed to the specific care that is appropriate.



**West Oakland Health Center** - 700 Adeline St. Oakland, Ca 94607 (Adeline @ 7<sup>th</sup> St.) must be referred through Alameda County Behavioral Health Care Services. Therapy hours: 9am-5pm **Mon through Fri**.

**ACBH Mobile Crisis Unit** - (510) 891-5600 – **Monday through Friday 8:30am – 6pm**. Free regardless of insurance status, Available to all ages – birth to older adults

- Emergency crisis assessment/intervention services conducted in the field
- Early intervention before situation escalates to critical crisis point
- Consultation services provided to consumers, housing/support systems, mental health providers, and other concerned parties
- Assistance with linkage to outpatient mental health services
- 5150 evaluation capacity and determination of appropriate level of care

**NOTE: ACBH can refer people to Bonita Houses' Supported Independent Living Program(see "Housing" section).**

**FAMILY HELP: Family Education and Resource Center (FERC)** - Provides info, education, advocacy to family/caregivers of individuals with serious mental illness. Main Office in Oakland (510) 746-1700

## **Shelter**

**St. Vincent De Paul** – 2280 San Pablo Ave. Oakland, Ca 94612 (San Pablo @ West Grand). 6PM – 8 AM : **7 Days a week** – first come, first serve. Phone: (510) 638-7600

**AGES 18-24 - Covenant House : 200 Harrison St. Oakland, Ca 94607 – Call for bed availability** : (510) 379-1010 between 12pm-4pm when the Drop-In Center is open. They will ask a few questions and then we can send the community member down/transport. They will need to do an intake process, covid test, etc. There is also several programs they can participate in for housing, job resources, counseling, etc.

## **Harm Reduction & Substance Use**

**Bridge Clinic: Substance Use Clinic at Highland Hospital** - 1411 E 31st St, OA-1, Oakland, CA 94602. *Substance Use Navigator* – Call or Text (510) 545-2765 : **Monday through Friday 8am-5pm** or simply check into the Emergency Department at:

- Highland Hospital
- San Leandro Hospital
- Alameda Hospital

*Emergency Room check ins are only needed if there are physical ailments/injuries/concerns that need to be addressed or assessed before substance use treatment.*

Same-day services with Bridge Clinic via Substance Use Navigators are available to everyone, regardless of insurance status. English and Spanish-speaking staff are available, and interpreter services are available for other languages. Some intensive treatment services require insurance authorization, but people can receive other services while getting insurance eligibility in place.

**East Oakland Community Recovery Project** - 2577 San Pablo Avenue Oakland, CA 94612 : (510) 446-7180

- Program services include comprehensive case management, services for individuals experiencing homelessness, tobacco cessation support, and mental health and substance use counseling.
- Our Oakland outpatient programs are located on San Pablo Avenue. All of the programs are housed on a ground floor level with ADA accessibility to our services.

**Cal Pep** – 2811 Adeline St. Oakland, Ca 94608(Adeline & 28<sup>th</sup> St.). (510) 874-7850 - Call for info Monday through Friday 9am-5pm. Substance abuse prevention and case management. Individual and group counseling along with case management are offered to address substance abuse, recovery, and relapse prevention.

**West Oakland Punks with Lunch** – Basic demographics may be requested but not legal names if they don't want to provide them.

Exchange, Supplies, Food, Hygiene Items, Dog Food. **Sundays** 3:30pm – 5:30pm : 35<sup>th</sup> St. & Peralta St. ALSO - Mobile site 3:30pm – 5:30pm : Along 35<sup>th</sup> St @ Telegraph and MLK Blvd. **Tuesdays** 10am-12:30pm : MLK @ West Grand (they are mobile along MLK From West Grand to 23<sup>rd</sup> & St. Vincent De Paul). **Every 3<sup>rd</sup> Wednesday** 1:30pm – 3pm : Wood St @ West Grand Ave. **Thursdays** 6pm – 8pm : 5<sup>th</sup> & Filbert St. & West Oakland Bart.

**Detox & Withdrawal Support – Cherry Hill Detox** (866) 866-7496. 2035 Fairmont Dr. San Leandro, Ca 94578 (Fairmont @ Foothill Blvd.) Outpatient, Recovery Residence, Withdrawal Support, Opioid Treatment, Alcohol Treatment & Counseling.

*\*Have community member call for screening process – If MACRO is transporting, have MACRO EMT take vitals/assess medical condition before to ensure they are not in need of urgent medical care. If an individual wishes to go to Cherry Hill but needs a hospital first, make sure to let them know to tell hospital staff/social worker.\* They can take wheelchair-bound individuals as long as they do not need assistance for basic things (getting in & out of bed, showering, etc).*

**-Sobering Center** – This is for community members needing a safe environment to sober up – visit is for 23 hours or less. Potential clients may access sobering services by calling the Cherry Hill Sobering directly at (866) 866-7496. Or, by calling Alameda County Behavioral Health Care Services

(ACBHCS) CenterPoint hotline at (844) 682-7215. Cherry Hill Sobering also accepts referrals from many Alameda County providers and law enforcement agencies. Walk-in clients are also accepted at the Sobering Center located at 15480 Foothill Blvd., San Leandro, CA 94578. First come, first served. NOT a medical center.

**-Detox Center** - The Detox Unit is a social model 32-bed residential program serving men and women who are withdrawing from the effects of alcohol or drug use. Clients are constantly monitored by trained staff and are referred for medical or psychiatric services as needed. About 50% of Cherry Hill's clients have co-occurring mental illness. In addition to ensuring the client's safe withdrawal, our staff will work with each client to assess the client's needs and goals. The client is then referred to the appropriate level of treatment and supportive services, which may include housing, medical or psychiatric services, and job training. The average stay is from three to five days. Med-Tech on staff, Nurse in the evenings.

**Heppac** – Substance Use Navigators: Text/Call - (510) 545-2765. Exchange & Supplies **Fridays** 10:30am-2:30pm : 2313 San Pablo Ave 94612 (near 23<sup>rd</sup> St. across from St. Vincent De Paul). Community member needs to provide: age, gender, race, zip code, & initials of name.

**Alameda County Substance Use & Referral Line** – Mon thru Fri 8am-7pm (844) 682-7215.

A wide range of evidence-based treatments is available, which includes the following types of programs and services: Medication Assisted Treatment, Withdrawal Management, Residential and Sober Living Homes, Outpatient & Intensive Outpatient, Opioid Treatment Programs, Recovery Support Services, Drug and Alcohol Prevention Services.

Call Monday-Friday 8:00 a.m. – 7 p.m. Limited after hours support is available nights and weekends. A trained substance use counselor will ask them some questions about their experience with drugs and alcohol, and then make a referral to the most appropriate program. The process takes about 20 minutes.

## **Food/Groceries**

***FOR FAMILIES THAT NEED EMERGENCY GROCERY ASSISTANCE PLEASE SEE  
“FAMILY SERVICES” SECTION – ALTHOUGH ANYONE IS WELCOME TO USE  
THESE SERVICES BELOW***

***\*these are all walk-up services, no registration or eligibility required(some have a sign-in sheet). Suggest that community member gets to these early, as lines form fairly quickly.\****

**Alameda County Food Bank** – 1<sup>st</sup> & 3<sup>rd</sup> **Wednesdays** 4pm-6pm : West Oakland Public Library – 1801 Adeline St. Oakland, Ca 94607 (Adeline @ 18<sup>th</sup> St). 2<sup>nd</sup> & 4<sup>th</sup> **Saturdays** – Regeneration Church 238 E. 15<sup>th</sup> St. 94606 (near 3<sup>rd</sup> Ave, Lake Merritt).

**Prescott-Joseph Center for Community Enhancement, Inc.** – Every Mon, Wed, Fri **AND 4th Sat** 9am-2pm: 1640 10th St. Between Campbell & Peralta. (Parking lot behind St. Patrick's Catholic Church). Community food distributions, Sign in sheet necessary. Phone: 510-835-8683

**St. Vincent De Paul** – 2280 San Pablo Ave. Oakland, Ca 94612 (San Pablo @ West Grand). Free hot lunch served Tuesday through Saturday, 10:45am to 12:45pm. (510) 638-7600.

**West Oakland Health Center** – 700 Adeline St. Oakland, Ca 94607 (Adeline @ 7<sup>th</sup> St.). Every 3<sup>rd</sup> Thursday – 10am-12pm

**Manna From Heaven** (North Oakland) - **Telegraph Community Ministry Center** : 5316 Telegraph Ave. Oakland, Ca 94609. Breakfast served Wednesday through Sunday from 6am-8am. Food Pantry distributes food every Wednesday and Friday 10am-2pm and Wednesday evenings 5:30pm-7pm. If they are in need of emergency food outside of these pantry hours, have them call or text (510) 435-1270. *Clothing closet is also available during open hours.*

**Food Not Bombs** – Thursday 10am First Presbyterian Church 27<sup>th</sup> & Broadway. Many more servings in Berkeley than Oakland but they are randomly around East & West Oakland and are available to drop off multiple meals or large amounts of food. Call Joe for availability: (510) 542-3112, he's a sweet fella.

## **Hygiene(Showers, Supplies)**

**\*these are all walk-up services with some minor demographics/registration required. Suggest that community member gets to these early as spots fill up quickly and showers have limited capacity.\***

**Cal Pep** – **Thursdays** 1pm-5pm : 2811 Adeline St. 94608(Adeline & 28<sup>th</sup> St.).

**Urban Alchemy - Monday:** Mandela CC, 34<sup>th</sup> St. Beach St., 7:30am to 2:30pm  
**Tuesday:** Northgate CC, 27<sup>th</sup> St. at Northgate, 7:30am to 2:30pm **Wednesday:** 35<sup>th</sup> St.  
at MLK Jr. Way, 7:30am to 2:30pm **Thursday:** Mandela CC, 34<sup>th</sup> and Beach St.,  
7:30am to 2:30pm **Friday:** Northgate CC, 27<sup>th</sup> St. at Northgate, 7:30am to 2:30pm

**Dignity on Wheels** – **Showers & Laundry** (*laundry is super limited, each community member can wash about 5 items, they must get there early to make it onto the laundry list*)– **Sundays** 9am-1:30pm : Raimondi Park, Wood St. 5pm-9:30pm : 301 Peralta St. @ 3<sup>rd</sup> St. **Mondays** 1pm-5:30pm : 12<sup>th</sup> St. & Lake Merritt Blvd. 4pm-8:30pm : Oak St. & 6<sup>th</sup> St. **Tuesdays** 9am-1:30pm : 559 Oak St. 94607 (between 5<sup>th</sup> & 6<sup>th</sup> St.'s). 4pm-8:30pm : Telegraph & 34<sup>th</sup> St. 94609. **Wednesdays** 9am-1:30pm : 23<sup>rd</sup> St. And MLK. 9am-1:30pm on 10<sup>th</sup> St. Behind the old Kaiser Convention Center near Lake Merritt. 4pm-8:30pm : 7<sup>th</sup> & Kirkham near West Oakland Bart. 4pm-8:30pm : Raimondi Park Wood St near 18<sup>th</sup> St. 4pm-8:30pm : West Side Missionary Baptist Church : 732 Willow St. 94607 (between 7<sup>th</sup> St. & 8<sup>th</sup> St.). **Thursdays** 9am-1:30pm on 10<sup>th</sup> St. Behind the old

Kaiser Convention Center near Lake Merritt. 4pm-8:30 : 24<sup>th</sup> St. & Wood. 4pm-8:30pm  
City Team 722 Washington St. 94607 (between 7<sup>th</sup> St. & 8<sup>th</sup> St.). **Fridays** 4pm-8:30pm -  
559 Oak St. 94607 (between 5<sup>th</sup> & 6<sup>th</sup> St.'s). **Saturdays** 9am-1:30pm : 14<sup>th</sup> St. &  
Mandela Parkway 94607. 4pm-8:30pm : 301 Peralta St. 94607 (at 9<sup>th</sup> St.). 4pm-8:30pm  
: 40<sup>th</sup> St. & Manila Ave. 94611 (near Broadway & 40<sup>th</sup> St.).

## **Family Services**

**Lincoln Families** – *MAINLY WEST OAKLAND*- They provide basic immediate needs – (shelter, food/groceries, diapers, referrals to medical, legal, housing/support, counseling, etc). Mandela Family Resource Center - 1340 7<sup>th</sup> St. Oakland, Ca 94607 : (510) 882-5882 : 8am-5pm. They can handle their own transports depending on the need – case by case basis.

**Family Front Door** - Family Front Door (North County) 250 Frank Ogawa Plaza, Oakland, CA 94612. Phone: 510-808-HOME / 808-7421. For families experiencing homelessness, this is a coordinated system connected to many services and housing opportunities/programs. They recommend anyone needing any services use 211 if this number does not work or if it's after business hours.

## **Housing**

Have community member **Call 211** - and use coordinated entry links for housing, phone prompt system will walk individual through this process. Abode Services can be accessed through 211.

**Email [JHayes2@oaklandca.gov](mailto:JHayes2@oaklandca.gov) for HOUSING RESOURCE CENTER DROP-IN Graphic Document**

**City of Oakland Housing Resource Center** - 250 Frank H. Ogawa Plaza, 6th Floor Oakland, CA 94612. **Phone:** (510) 238-6182 **Hours:** Monday through Friday from 8:30 am to 5pm

-Referral to City, nonprofit, private, and other public resources, Housing advocacy to help Center customers navigate access to housing services, Streamlined information to City-funded housing services including(1) Foreclosure prevention and mitigation assistance for homeowners(2) Loans and grants for residential rehabilitation, home repair and energy retrofits for eligible residents(3) Information about first-time homebuyers' assistance and workshops(4) Tenant petitions and landlord/tenant mediation through the Rent Adjustment Program

- Listings for shelters, transitional and affordable housing, County programs for healthy housing services, Home repair, weatherization, and energy efficiency services, Financial resources for homeowners and tenants, Counseling and legal services for tenants, Landlord support resources, Housing counseling for predatory or subprime lending, Understanding the Relocation Ordinance, Homelessness and dealing with criminal records, Resources for paying utilities, back rent and help with deposits.

Website w/affordable housing listings and applications, info, etc: **housing.acgov.org/** (this is through *Alameda County - Housing and Community Development (HCD) Department*)

~~Priority & scarce housing available for individuals at “high” risk of health complications and/or Covid infected. **PROJECT ROOMKEY**—run through California Department of Social Services “Homeless Continuum of Care”—Alameda County Contacts (these CAN be given to community members)—Ja’Nai Aubry—(510) 473-8643 : [info@everyonehome.org](mailto:info@everyonehome.org). Alternate contact: Riley Wilkerson—(510) 670-9797 : [riley.wilkerson@acgov.org](mailto:riley.wilkerson@acgov.org). This housing service can be utilized by individuals through their social workers/case managers at Alameda County Social Services.~~

**\*note: Project Roomkey is currently winding down the programs at their hotel properties in East Oakland although Lake Merritt Lodge is still taking cases, with priority going to senior citizens. There is a waiting list and current spots are taken. They are in the process of acquiring new properties for the NEW Project Home Key which will be medically assisted housing.**

**Bridge Housing through City Team** – Men Only : (510) 452-3758 ext. 2323 (screening). Women Only : (510) 766-2420. Have community member call for eligibility and availability.

**Casa Maria (BOSS Housing)** - Homeless Disabled Adults only. 17 unit transitional housing. Must be referred through ACBH. 2280 San Pablo Ave Oakland 94612. (510) 350-3974. Safe Haven Program. Residents stay up to 6 months (with extensions as needed while people are seeking permanent housing) and have access to housing navigation, benefits eligibility, employment, health, wellness, and peer support services. \*(currently has a wait list)\*

**CalWORKS – Housing Support Program – PLEASE SEE “FAMILY SERVICES” as this is a family housing support resource.**

## **Clothing**

**St. Vincent De Paul** – 2280 San Pablo Ave. Oakland, Ca 94612 (San Pablo @ West Grand). Clothing Closet: **Tuesdays through Saturdays** - 9am-3pm w/lunch break 12-12:30. (510) 638-7600.

(North Oakland area) **Please see Manna From Heaven under “FOOD” Category**

## **Job Resources**



***Downtown Streets Team*** – 3100 Fruitvale Ave. Oakland 94602 (@ School St.). Volunteer work experience program that leads to paid full-time positions across Oakland, Berkeley, & Hayward. (510) 295-5076

***Kitchen of Champions : St. Vincent De Paul*** – 2280 San Pablo Ave. Oakland, Ca 94612 (San Pablo @ West Grand). (510) 638-7600

## **East Oakland/Fruitvale**

### **Medical**

***Alameda County Health Care Services Agency : health care provider navigation assistance - call ACHCH at (510) 891-8950***

***Lifelong Medical Respite Center – MEDI-CAL ONLY. SEE ATTACHED REQUIREMENT SHEET(last page) – PLEASE DO NOT CALL UNTIL EMT HAS ASSESSED THE INDIVIDUAL AND YOU HAVE CHECKED THE REQUIREMENTS – DO NOT TRANSPORT WITHOUT CALLING - 2730 Adeline St. Oakland, Ca 94607 : Nursing Intake Referral Line (510) 421-3215.***

***La Clinica*** - 3451 East 12th Street Oakland, CA 94601(E. 12<sup>th</sup> ST & 35<sup>th</sup> Ave). For new patients seeking medical services, contact: Gloria Rivera - (510) 434-5656. Registration – **Monday through Friday 8:30am-5:30pm** : (510) 535-3650 *To become a patient of La Clinica, please call the health center you would like to be seen at. Typically, you will need to come to register in person, so you can make an appointment or drop in. In some cases registration can be done by phone.* Urgent Care – **Monday through Friday 8:30am-5pm** : (510) 535-3500 ext 3 or internal transfer 3050.

- Serves anyone, with focus on Latino community (including monolingual Spanish speaking); uninsured, Medi-cal (straight, Alameda Alliance, Blue Cross, Blue Shield), Medi-Care, HealthPAC.
- ADAP enrollment, case management, social work, monthly peer support groups, medical nutrition therapy, on-site interpretation, housing and other emergency assistance funding.

### **Department Phone Numbers:**

- Dental – 510-535-3302
- Family Medicine – 510-535-3319
- Immunization – 510-535-3500
- Pediatrics – 510-535-3500

- Pharmacy – 510-535-3375
- Preventive Medicine / Integrated Behavioral Health – 510-535-3700
- Radiology – 510-535-3345
- Registration – 510-535-3650
- Urgent Care – 510-535-3500 ext 3
- Women's Health – 510-535-3317

**Roots Community Clinic** – 9925 International Blvd. (99<sup>th</sup> & Int'l). **Wednesdays** STOMP provides medical services from **9am-12pm** in suite #5. Welcome **Wednesdays 1pm-3pm**. Services: same as STOMP below with the addition of food, possible showers depending on the need & capacity.

**STOMP: Roots Mobile Medical Clinic** – **Tuesdays 6pm-8pm** on 23<sup>rd</sup> Ave & East 12<sup>th</sup> St. **Wednesdays**(non-mobile team) – Roots main clinic Suite #5 **9am-12pm** at 9925 International Blvd. (99<sup>th</sup> Ave & Int'l Blvd.). **Thursdays 6pm-8pm** at 100<sup>th</sup> Ave & Pearmain St. STOMP also goes to different locations throughout West, East, & Downtown Oakland each day to provide services, call **(510) 809-5212** (this is the Stomp Mobile Clinic **direct** phone line). STOMP provides prescription refills, physical exams, overdose kits, family planning(birth control), health screenings(blood pressure, diabetes), linkage to full time care, connections to different services, I.D., Medical signups, self-care/hygiene kits, benefits enrollment/renewal.

**Lifelong East Oakland Health Center** – 10700 MacArthur Blvd. (106<sup>th</sup> Ave between MacArthur & Foothill). (510) 981-4100 - Clinic hours: **Monday through Friday 8am-5pm, Saturday 8am-12pm**. Services: Acupuncture, Addiction Medicine, Adult/Internal Medicine, Behavioral Health, Chiropractic, Family Medicine, HIV Treatment and Prevention, Pediatrics, Podiatry, Psychiatry. *Enrollment Services:* CalFresh, Covered CA, HealthPAC, Medi-Cal.

**Lifelong Howard Daniel Health Center** – 9933 MacArthur Blvd. Oakland 94605 (99<sup>th</sup> Ave & MacArthur Blvd). Phone: (510) 981-4100 . **Mon, Wed, Thurs:** 8am-4pm, **Tues:** 1pm-5pm, **Fri:** 8:30am-12:30pm. Services: Adult/Internal Medicine, Behavioral Health, Family Medicine, Pediatrics, Psychiatry, Counseling, Social Services Resources.

## **Mental Health**

**ACCESS PROGRAM - Acute Crisis Care and Evaluation for Systemwide Services**  
**1-800-491-9099 – Monday through Friday - 8:30am-5:00pm**

Alameda County Behavioral Health Care Services' (ACBHCS) **ACCESS** Program is the system wide point of contact for information, screening and referrals for mental health and substance use services and treatment for Alameda County residents. ACCESS is a telephone service staffed from 8:30-5:00 M-F by licensed mental health clinicians and administrative support for both general behavioral health questions and determining eligibility for a range of outpatient services. After hours calls are answered by Crisis Support Services of Alameda County.

ACCESS serves all ages. In order to qualify for Specialty Mental Health Services (SMHS) an individual must meet Medi-Cal's medical necessity criteria for specialty mental health services and have an ACBHCS insurance plan. ACBHCS insurance plans/programs include Alameda County Medi-Cal, Children and Family Services (per MOU with CFS), Health Program of Alameda County (HealthPAC), CalWorks, Medically Indigent Child (MIC) and Medicare/Medi-Cal (for services not covered by Medicare).

**NOTE: ACCESS can refer people to Bonita Houses' Supported Independent Living Program(see "Housing" section).**

**CASA UBUNTU CREATIVE WELLNESS CENTER** - Eastmont Town Center 7200 Bancroft Ave., Suite 267 Oakland CA 94605. Phone: (510) 735-0864. Center Hours: Monday – Friday 8:30 am – 5:00pm. Every Other Saturday from 9:00am -1:00pm

**Services Provided:**

- Mental Health Services Act (MHSA) Outreach and Engagement/Client & Program Support (step-down service transitioning from specialty MHS)
- Peer driven support, Individual (one-on-one) peer support, peer led weekly wellness groups, field-trips, social/recreational activities, educational support, spiritual support, physical health support, housing support, resource referrals, peer leadership activities & family friendly
- Individual Placement and Support (IPS) Supported Employment, referrals from Casa Ubuntu (CU) mental health treatment team
- Outpatient Services are provided by Peer Support Specialists who lead groups, clinicians, case management specialists, an IPS (Supported Employment) specialist and a Psychiatric Nurse Practitioner who provides medication support.

**Program Eligibility:**

- Alameda County Adults 25 and above who are experiencing mental health issues
- Need additional support beyond assigned specialty programs
- Are transitioning from their specialty programs
- **With an emphasis on outreach to African American and Latino families**

**Main Public Library** – 125 14<sup>th</sup> St. Oakland, Ca 94612 (14<sup>th</sup> St. near Lake Merritt) – **EVERY WEDNESDAY 12:30pm-2pm** – Mental health specialists from the Alameda County Behavioral Health Care Services office offer outreach and support for unhoused individuals with a mental health need. **No appointment needed.**

**West Oakland Health Center** - 700 Adeline St. Oakland, Ca 94607 (Adeline @ 7<sup>th</sup> St.) must be referred through Alameda County Behavioral Health Care Services. Therapy hours: 9am-5pm Mon through Fri.

**Lifelong East Oakland Health Center** – 10700 MacArthur Blvd. (106<sup>th</sup> Ave between MacArthur & Foothill). (510) 981-4100 - Clinic hours: **Monday through Friday 8am-**

**5pm, Saturday 8am-12pm.** Services: Behavioral Health, recovery services, psychiatry, social services referrals.

***Lifelong Howard Daniel Health Center*** – 9933 MacArthur Blvd. Oakland 94605 (99<sup>th</sup> Ave & MacArthur Blvd). Phone: (510) 981-4100 . **Mon, Wed, Thurs:** 8am-4pm, **Tues:** 1pm-5pm, **Fri:** 8:30am-12:30pm. Services: Counseling, Psychiatry, Social Services Resources, Behavioral Health.

***ACBH Mobile Crisis Unit*** - (510) 891-5600 – Monday through Friday 8:30am – 6pm. Free regardless of insurance status, Available to all ages – birth to older adults

- Emergency crisis assessment/intervention services conducted in the field
- Early intervention before situation escalates to critical crisis point
- Consultation services provided to consumers, housing/support systems, mental health providers, and other concerned parties
- Assistance with linkage to outpatient mental health services
- 5150 evaluation capacity and determination of appropriate level of care

**NOTE: ACBH can refer people to Bonita Houses' Supported Independent Living Program(see "Housing" section).**

***FAMILY HELP: Family Education and Resource Center (FERC)*** - Provides info, education, advocacy to family/caregivers of individuals with serious mental illness. Main Office in Oakland (510) 746-1700

## **Shelter**

Call 211 for available shelter resources

**AGES 18-24 - Covenant House** : 200 Harrison St. Oakland, Ca 94607 – Call for bed availability : (510) 379-1010 between 12pm-4pm when the Drop-In Center is open.

They will ask a few questions and then we can send the community member down/transport. They will need to do an intake process, covid test, etc. There is also several programs they can participate in for housing, job resources, counseling, etc.

## **Harm Reduction & Substance Use**

***Bridge Clinic: Substance Use Clinic at Highland Hospital*** - 1411 E 31st St, OA-1, Oakland, CA 94602. *Substance Use Navigator* – Call or Text (510) 545-2765 : **Monday through Friday 8am-5pm** or simply check into the Emergency Department at:

- Highland Hospital
- San Leandro Hospital
- Alameda Hospital

*Emergency Room check ins are only needed if there are physical ailments/injuries/concerns that need to be addressed or assessed before substance use treatment.*

Same-day services with Bridge Clinic via Substance Use Navigators are available to everyone, regardless of insurance status. English and Spanish-speaking staff are available, and interpreter services are available for other languages. Some intensive treatment services require insurance authorization, but people can receive other services while getting insurance eligibility in place.

**Detox & Withdrawal Support – Cherry Hill Detox** (866) 866-7496. 2035 Fairmont Dr. San Leandro, Ca 94578 (Fairmont @ Foothill Blvd.) Outpatient, Recovery Residence, Withdrawal Support, Opioid Treatment, Alcohol Treatment & Counseling.

*\*Have community member call for screening process – If MACRO is transporting, have MACRO EMT take vitals/assess medical condition before to ensure they are not in need of urgent medical care. If an individual wishes to go to Cherry Hill but needs a hospital first, make sure to let them know to tell hospital staff/social worker.\**

**-Sobering Center** – This is for community members needing a safe environment to sober up – visit is for 23 hours or less. Potential clients may access sobering services by calling the Cherry Hill Sobering directly at (866) 866-7496. Or, by calling Alameda County Behavioral Health Care Services (ACBHCS) CenterPoint hotline at (844) 682-7215. Cherry Hill Sobering also accepts referrals from many Alameda County providers and law enforcement agencies. Walk-in clients are also accepted at the Sobering Center located at 15480 Foothill Blvd., San Leandro, CA 94578. First come, first served. NOT a medical center.

**-Detox Center** - The Detox Unit is a social model 32-bed residential program serving men and women who are withdrawing from the effects of alcohol or drug use. Clients are constantly monitored by trained staff and are referred for medical or psychiatric services as needed. About 50% of Cherry Hill's clients have co-occurring mental illness. In addition to ensuring the client's safe withdrawal, our staff will work with each client to assess the clients needs and goals. The client is then referred to the appropriate level of treatment and supportive services, which may include housing, medical or psychiatric services, and job training. The average stay is from three to five days. Med-Tech on staff, Nurse in the evenings.

**Heppac** – Substance Use Navigators: Text/Call - (510) 545-2765. Exchange & Supplies - **Tuesdays** 6pm-8pm Fruitvale area : E. 12<sup>th</sup> & 23<sup>rd</sup> Ave 94606. **Thursdays** 6pm-8pm Deep East Oakland Ave. 100<sup>th</sup> Ave. & Pearmain St. 94603.

**Alameda County Substance Use & Referral Line** – Mon thru Fri 8am-7pm (844) 682-7215.

A wide range of evidence-based treatments is available, which includes the following types of programs and services: Medication Assisted Treatment, Withdrawal Management, Residential and Sober Living Homes, Outpatient & Intensive Outpatient, Opioid Treatment Programs, Recovery Support Services, Drug and Alcohol Prevention Services.

Limited after hours support is available nights and weekends. A trained substance use counselor will ask them some questions about their experience with drugs and alcohol, and then make a referral to the most appropriate program. The process takes about 20 minutes.

## **Food/Groceries**

***\*these are all walk-up services, no registration or eligibility required(some have a sign-in sheet). Suggest that community member gets to these early, as lines form fairly quickly.\****

***East Oakland Homies Empowerment FREEdom Store – Tuesdays*** 10am-4pm. 7631 MacArthur Blvd. Oakland, Ca 94605 (MacArthur between 76<sup>th</sup> & 77<sup>th</sup> Ave). Food, toiletries, diapers, baby formula. All Bay Area residents welcome.

***Allen Temple Baptist Church*** – 8501 International Blvd. Oakland, Ca 94621(86<sup>th</sup> Ave & Int'l Blvd). Lunch served from 10am-12pm every **Tuesday, Wednesday and Thursday** in back lot of church.

***East Oakland Switchboard*** – **Monday through Friday** 10am-4pm. 1909 73<sup>rd</sup> Ave. Oakland, Ca 94621 (73<sup>rd</sup> Ave & Holly St). No ID required, Alco Residents, can pick up food once a week.

***City of Refuge Tabernacle*** – 12pm on the **1<sup>st</sup>, 3<sup>rd</sup>, & 5<sup>th</sup> Mondays & every Friday**. First come, first served. There are clothes as well. 8637 International Blvd Oakland, CA 94621. Corner of 87th on International.

***Alameda County Food Bank*** – 1<sup>st</sup> & 3<sup>rd</sup> **Wednesdays** – 6pm-7pm : Vive Church 2744 E. 11<sup>th</sup> St. 94601 (near 27<sup>th</sup> Ave). 2<sup>nd</sup> & 4<sup>th</sup> **Saturdays** – Regeneration Church 238 E. 15<sup>th</sup> St. 94606 (near 3<sup>rd</sup> Ave, Lake Merritt).

***East Oakland Health Center*** – 7450 International Blvd. Oakland, Ca 94621 (Int'l @ 75<sup>th</sup> Ave.). **Every 3<sup>rd</sup> Wednesday** – 10am-12pm.

***East Oakland Collective*** – Phone or Text : 510-990-0775 . 7800 MacArthur Blvd. Oakland, Ca 94605 **Mon & Wed & Fri** - 12PM First come, first served: Catered Meals. **Tues & Thurs** – 11am First come, first served: Groceries.

***Food Not Bombs*** – They are randomly around East & West Oakland and are available to drop off multiple meals or large amounts of food, depending on availability. Call Joe for availability: (510) 542-3112, he's a sweet fella.

## **Hygiene(Showers, Supplies)**

***\*these are all walk-up services with some minor demographics/registration required. Suggest that community member gets to these early as spots fill up quickly and showers have limited capacity.\****

***Dignity on Wheels*** – Showers & Laundry (*laundry is super limited, each community member can wash about 5 items, they must get there early to make it onto the laundry*)



*list*) – **Sundays** : 9am-1:30pm – Hegenberger Rd and Leet Dr. 2pm-6:30pm 77<sup>th</sup> Ave & Hawley Ave. **Mondays** – 4pm-8:30pm : 98<sup>th</sup> Ave. & B St. **Tuesdays** – 8am-12:30 pm : E. 12<sup>th</sup> St. & 19<sup>th</sup> Ave. 94606. 4pm-8:30pm : East 8<sup>th</sup> & Alameda Ave. (Near High St). **Wednesdays** – 9am-1:30pm : 4700 E. 12<sup>th</sup> St. (between 47<sup>th</sup> Ave & 48<sup>th</sup> Ave.). 9am-1:30pm : E. 12<sup>th</sup> & 19<sup>th</sup> Ave. **Thursdays** 4pm-8:30pm : 71<sup>st</sup> St. & San Leandro St. 94621 (across from Coliseum Bart). Fridays 9am-1:30pm 84<sup>th</sup> Ave & International Blvd. 94621. 4pm-8:30pm : E. 12<sup>th</sup> St. & 17<sup>th</sup> Ave. 4pm-8:30pm : 19<sup>th</sup> Ave & E. 12<sup>th</sup> St. **Saturdays** 9am-1:30pm : 692 Baldwin St. 94621. 9am-1:30pm : East 8th Street & Alameda Avenue 94601 (near High St.). 3pm-7:30pm : 71<sup>st</sup> St. & San Leandro St. 94621 (across from Coliseum Bart).

## **Family Services/Children/Child Care**

**Family Front Door** - Family Front Door (North County) 250 Frank Ogawa Plaza, Oakland, CA 94612. Phone: 510-808-HOME / 808-7421. For families experiencing homelessness, this is a coordinated system connected to many services and housing opportunities/programs.

**CalWorks** - <https://benefitscal.com/>

Individuals need to have a social worker through Alco Social Services. For a referral to this program please contact assigned social worker at Alameda County Social Services.

If a family has little or no cash and needs housing, food, utilities, clothing or medical care, they may be eligible to receive immediate short-term help. Families that apply and qualify for ongoing assistance receive money each month to help pay for housing, food and other necessary expenses.

**East Oakland Homies Empowerment FREEdom Store – Tuesdays** 10am-4pm. 7631 MacArthur Blvd. Oakland, Ca 94605 (MacArthur between 76<sup>th</sup> & 77<sup>th</sup> Ave). Food, toiletries, diapers, baby formula. All Bay Area residents welcome.

**Bananas** - BANANAS remote office in East Oakland provides resources and early care and Kinder Readiness programs for families and child care providers of children 0-5 years old.

**BANANAS East Oakland Office** is at the Lion Creek Crossings Family Resource Center, located in the [Lion Creek Crossings Housing Community](#) in the Havenscourt Neighborhood. [6818 Lion Creek Way Suite #105 Oakland, CA 94621](#). 510-636-9975

## **Housing**

Have community member **Call 211** - and use coordinated entry links for housing, phone prompt system will walk individual through this process. Abode Services can be accessed through 211.

**Email [JHayes2@oaklandca.gov](mailto:JHayes2@oaklandca.gov) for HOUSING RESOURCE CENTER DROP-IN Graphic Document**

**City of Oakland Housing Resource Center** - 250 Frank H. Ogawa Plaza, 6th Floor Oakland, CA 94612. **Phone:** (510) 238-6182 **Hours:** Monday through Friday from 8:30 am to 5pm

-Referral to City, nonprofit, private, and other public resources, Housing advocacy to help Center customers navigate access to housing services, Streamlined information to City-funded housing services including(1) Foreclosure prevention and mitigation assistance for homeowners(2) Loans and grants for residential rehabilitation, home repair and energy retrofits for eligible residents(3) Information about first-time homebuyers' assistance and workshops(4) Tenant petitions and landlord/tenant mediation through the Rent Adjustment Program

- Listings for shelters, transitional and affordable housing, County programs for healthy housing services, Home repair, weatherization, and energy efficiency services, Financial resources for homeowners and tenants, Counseling and legal services for tenants, Landlord support resources, Housing counseling for predatory or subprime lending, Understanding the Relocation Ordinance, Homelessness and dealing with criminal records, Resources for paying utilities, back rent and help with deposits.

~~Priority & scarce housing available for individuals at "high" risk of health complications and/or Covid infected. **PROJECT ROOMKEY**—run through California Department of Social Services "Homeless Continuum of Care"—Alameda County Contacts (these CAN be given to community members)—Ja'Nai Aubry—(510) 473-8643 : [info@everyonehome.org](mailto:info@everyonehome.org). Alternate contact: Riley Wilkerson—(510) 670-9797 : [riley.wilkerson@acgov.org](mailto:riley.wilkerson@acgov.org). This housing service can be utilized by individuals through their social workers/case managers at Alameda County Social Services.~~

**\*note: Project Roomkey is currently winding down the programs at their hotel properties in East Oakland although Lake Merritt Lodge is still taking cases, with priority going to senior citizens. There is a waiting list and current spots are taken. They are in the process of acquiring new properties for the NEW Project Home Key which will be medically assisted housing.**

**Bridge Housing through City Team** – Men Only : (510) 452-3758 ext. 2323 (screening). Women Only : (510) 766-2420

## **Clothes**

***City of Refuge Tabernacle*** – 12pm on the 1<sup>st</sup>, 3<sup>rd</sup>, & 5<sup>th</sup> Mondays & every Friday. First come, first served. There is food, as well. 8637 International Blvd Oakland, CA 94621. Corner of 87th on International.

## **Other Services**

***East Oakland Community Recovery Project*** - 2577 San Pablo Avenue Oakland, CA 94612 : (510) 446-7180

- Program services include comprehensive case management, services for individuals experiencing homelessness, tobacco cessation support, and mental health and substance use counseling.
- Our Oakland outpatient programs are located on San Pablo Avenue. All of the programs are housed on a ground floor level with ADA accessibility to our services.

## **Housing/Imminent Displacement Assistance(Rent, Utilities, Bills, Etc.)**

***Aids Project of the East Bay*** – *Individuals/Families living with HIV/Aids only. Programs & assistance available for low-income persons/families at risk of becoming homeless.* (510) 663-7979 : 8400 Enterprise Way, Suite 118 Oakland, CA 94621

- Rent; back rent and late fees (Mobile homes are eligible)
- Mortgage; mortgage in arrears; late fees; taxes, insurance and other fees if escrow
- Basic utilities (as noted above)
- Emergency Rental Assistance
- First month's rent and deposit may be available in certain cases for people in need.

Persons interested in the housing programs should contact Housing Case Manager Rita Wantings at (510) 663-7979 ext 187 during the hours 9:30 am-6:30 pm.

## **Job Resources**

***Downtown Streets Team*** – 3100 Fruitvale Ave. Oakland 94602 (@ School St.). (510) 295-5076. Volunteer work experience program that leads to paid full-time positions across Oakland, Berkeley, & Hayward.

**West Oakland Job Resource Center** – 1801 Adeline St. 2<sup>nd</sup> Floor Oakland, Ca 94607 : (510) 419-0509. **Orientation is every Tuesday from 9:30am-11am.** They have regular job fairs with different job offerings and guidance. Serves low- and moderate income job seekers in the greater Bay Area, with priority for West Oakland residents. We offer employment training, and operate a “Staffing Agency” to assist job seekers in securing employment, and advancing in the construction and TDL industry. In addition, we couple our employment services with financial coaching services to help build long-term financial security for low- and moderate income job seekers.

**Kitchen of Champions : St. Vincent De Paul** – 2280 San Pablo Ave. Oakland, Ca 94612 (San Pablo @ West Grand). (510) 638-7600

*Supported employment for people recovering from mental health and substance use disorders. **Bonita House - Individual Placement and Support** – must have a case manager through **Bonita House (510) 923-1099.***

- **A Career Profile** (over the first 30 days we will highlight your employment goals, work, education, volunteer history and job search plan)
- **Skill Building** (Organization, Time Management, Communication, Goal Setting, Problem Solving, Interpersonal Skills, Coping Skills, Presentation Skills, Conflict Resolution Skills, Workability Skills, Resume Building, Soft Skills Coaching, Interview Training and Job Applications Skills)
- **Rapid Job-search/Placement Support** (identifying and acquiring a part-time or full-time job of your choice in the community)
- **Benefits Counseling** (for you to acquire accurate information to make informed decisions about your financial future and employment goals)

## **Safe Parking**

The Alameda County Safe Parking program offers local community members who are experiencing homelessness with a safe place to park at night and a place to park during the day that isn't in local neighborhoods, opportunities to engage with resources and services, and a stable community where they can begin to reconnect with their informal support network. To participate in the 24 hour safe parking program participants must register by calling 510-593-4660 or visiting [alcosafeparking.org](http://alcosafeparking.org).

## **Veteran Services**

**Swords to Plowshares** – 330 Franklin St. Suite 100 Oakland, Ca 94607 : **Monday through Friday 8:30am – 4:30pm.** Phone number for vets to call and inquire about services : (415) 727-8387. Individual must enroll and can do so online <https://www.swords-to-plowshares.org/services/health-and-wellness> or in person at service center. StP provides:

- Housing: emergency housing, temporary housing, transitional housing, permanent supportive housing, rent support, eviction prevention.

- Vet-Centered Support: case management, counseling, support groups, assessment & access to emergency or critical care/needs, VA support/assistance, healthcare enrollment.

- Jobs & Legal: legal self-help guides on website, free one-time attorney consultation, VA benefits issues, jobs for vets depending on assessment outcome.

**Main Public Library** - 125 14<sup>th</sup> St. Oakland, Ca 94612 (14<sup>th</sup> St. near Lake Merritt) – *Veterans Connect* – Veterans resource center in the lobby – Individuals can find books and information for veterans and their families about benefits for education, health, employment, housing, and more. Trained staff and volunteers are also available to help during scheduled hours (these hours can vary, individual should be directed to the library to confirm that weeks/months hours).

**Oakland Vet Center** (this is an extension of the VA)– 7700 Edgewater Dr. Suite 125 Oakland, Ca 94621. (510) 562-7906. **Monday through Friday 8am-4:30pm.** Individual/group counseling, Marital & family counseling, medical referrals, assistance in applying for VA benefits, employment counseling/guidance & referral, alcohol/drug treatment referrals, info & referral to community resources, sexual trauma counseling & referral services, community education, bereavement counseling.

### **Operation Dignity**

<https://operationdignity.org/>

Office: (510) 287-8465

## **Legal**

**Homeless Action Center** – 2601 San Pablo Ave. Oakland, Ca 94612 – Drop-in hours : **Monday through Thursday 1pm-5pm** : (510) 695-2260. (HAC) provides free legal assistance with a range of public benefits programs, including Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), Medi-Cal, CalWorks, Cal-Fresh (food stamps) General Assistance (GA) and Cash Assistance Programs for Immigrants (CAPI). They help with form fill-outs for housing and provide housing search assistance. HAC also provides informal advice and referrals for non-benefits related legal issues. They also provide harm reduction services/resources. Benefits helpline: (510) 775-0035.

**Bay Area Legal Aid** – Free Legal Advice Phone Line (Toll Free): 1(800) 551-5554 – **Monday & Thursday 9:30am-3pm, Tuesday & Wednesday 9:30am-1pm.** Problems

with health care access and coverage: 1(855) 693-7285 – **Monday through Thursday** 9am-5pm, **Friday** 9am-1pm.

LONG DISTANCE RIDES - ***Homeward Bound Program through Greyhound*** San Francisco 1<sup>st</sup> St & Mission in SOMA. Can be used by any Bay Area person experiencing homelessness and can get a ride anywhere that Greyhound services in the contiguous 48 United States. Community Member has to have a contact person at destination. Phone: (415) 558-1217

Need Bart/AC Transit vouchers , Clipper cards loaded w/"cash" that way they can be used on both Bart & AC transit & the ferries.

***Crisis Support Services of Alameda County*** – Grief Counseling - 24 Hour Toll-Free Line 1(800) 273-8255. Individual can call this main number (510) 420-2460 , hit extension #7 and leave a voicemail. They will receive a call back and be eligible for more personal attention and resource connections.

***DV Crisis Line*** – Toll Free: (866) 292-9688 (24 Hours)

***I.D. Replacements*** – As of 2015, AB 1733 Law was enacted : State recorders must provide state issued I.D.'s for free to those experiencing homelessness. Individuals may need to prove they are homeless - any official homeless service provider can vouch for this status. Individuals need a birth certificate or a copy obtained from the county of their birth, this can be obtained through social services, social worker/case manager. See top of resource guide for contact info and office locations of Social Services offices. Many of our resource providers can offer help with ID replacement, as well – HAC, LIFELONG, St. Vincent De Paul shelter, ROOTS Clinic, and more (yet to be verified).

## **FAMILIES/CHILDREN/CHILD CARE/MINORS**

***Family Violence Law Center*** - 24 hours - Counselors available Mon through Fri 9am-5pm, Mobile Crisis Counselors 5pm-9am. Counseling services, help finding shelter, restraining orders, victims of sex trafficking). ALSO: Lyfts can be provided: Call 510-267-8800 to reach a navigator at the Family Justice Center.

***Alameda County Family Justice Center*** – Works with minors in crisis

No drop in – call for appointment. Phone: (510) 267-8800 :

Address: 470 27<sup>th</sup> St. Oakland, Ca 94612.



**Families facing crisis but are housed** – BACS Keep Oakland Housed Program (510) 613-0330 ext.2, have community member leave a message with call back number if no one answers or after hours.

**Bananas Child Care** – Assistance with child care costs & reimbursement for child care costs, must meet eligibility requirements – Referral Phone: (510) 658-0381 - [referrals@bananasbunch.org](mailto:referrals@bananasbunch.org) - 5232 CLAREMONT AVE., OAKLAND, CA 94618 | MAIN: (510) 658-7353

## **SENIORS**

**St. Mary's Center** – (People 55 and older) - has satellite buildings for housing and different programs but the main headquarters are: 925 Brockhurst St. Oakland, Ca 94608 (Brockhurst and San Pablo Ave near 32<sup>nd</sup> St.). Seniors can talk to an intake specialist about their options. Phone: (510) 923-9600.

Services include, amongst other things:

- 41 units of transitional housing support senior men and women in their journey from homelessness to permanent housing
- Counseling, case management, and housing navigation prepare seniors for housing
- Money management and advocacy helps seniors remain housed
- Full-day Preschool helps families prepare 3- and 4-year-olds for kindergarten and a lifelong love of learning

## **Pet Care**

**West Oakland Punks with Lunch** – FREE Dog Food – **Sundays** 3:30pm – 5:30pm : 35<sup>th</sup> St and Peralta St.

**The Pet Food Pantry - East Bay SPCA** holds a drive-thru Pet Food Pantry that offers cat and dog food to pet parents needing support feeding their pets. Held every other Friday from 11:00 AM to 1:00 PM (or while supplies last) - 410 Hegenberger Rd. Oakland, Ca 94621. July 22<sup>nd</sup>, Aug 5<sup>th</sup>, Aug 19<sup>th</sup>, and so on...

**PALS East Bay** – *This is a dedicated service for pet parents experiencing homelessness.* Free vaccination clinics **9am** until supplies run out. 1 Sunday a month - JULY 31<sup>st</sup>, MARCH 13<sup>th</sup>, AUG 28<sup>th</sup>, APRIL 10<sup>th</sup>, SEP 25<sup>th</sup>, MAY 8<sup>th</sup>, OCT 23<sup>rd</sup>, JUNE 5<sup>th</sup>, NOV 20<sup>th</sup>, DEC 18<sup>th</sup>. **9175 Edes Ave, Oakland, CA 94603** (on Edes between 85<sup>th</sup> & 98<sup>th</sup> Ave.). PALS provides free basic vaccines and microchips to East Bay pet guardians on a monthly basis. No proof of income is required but, because demand is high, the group asks that you come only if you cannot afford basic vet care. Spay and neuter assistance is also available! Puppies and kittens/cats must be in crates or held and dogs must be on a leash. Sick animals should not come.

**Oakland Animal Services** – 1101 29<sup>th</sup> Ave. Oakland, Ca 94601. Every day : 11am-5pm BUT Thursdays : 11am- 7pm. \$10 Microchipping available as a walk-in during these hours. *This is not a clinic and has no vet services for the public. This is the shelter where stray animals and others can be dropped off.*

**Animal Fix Clinic – Non-Profit Surgical Clinic** – Cats & Dogs welcome. Spay & Neuter as well as other essential surgical care at sliding-scale pricing. (Microchip and most vaccinations are \$10!). They are often booked months out for care but still call if it's urgent and get on the waiting list. (510) 215-9300. 12226 San Pablo Ave. Richmond, Ca 94805. This is NOT a drop-in, appointment must be made.

**East Bay SPCA** – Lots of different services. Here is the main CLINIC info: 8323 Baldwin Street Oakland, CA 94621 : Phone: (510) 569-1606. **Monday – Friday By appointment only (8:00 AM – 5:00 PM)**. They will have to fill out a New Client form but they should be able to talk to someone and explain their situation and get referred to the best process.

## Seasonal

Cooling Centers/Water Access – note that certain temperatures or “smoke season” conditions will trigger these locations to become “Cooling/Respite” centers – they are not always available as such.

**\*note: Call library branch to confirm “Cooling/Heating/Safe Smoke Center” status before referring/transporting**

### East Oakland/Fruitvale

**Eastmont Library** – 7200 Bancroft Ave. Oakland, Ca 94605 (73<sup>rd</sup> Ave & Bancroft) – **Mondays** 11:30am-7pm, **Tuesdays through Thursdays** 10am-5:30pm, **Fridays** 12pm-5:30pm. Closed Saturdays & Sundays.

**Brookfield Branch Library** – 9255 Edes Ave Oakland, Ca 94603 (On Edes near Jones St. largely in the vicinity of 98<sup>th</sup> Ave. **Monday through Friday** : 8:30am – 5pm.

**81<sup>st</sup> Ave Branch** – 1021 81<sup>st</sup> Ave Oakland, Ca 94621 : **Mon, Thurs, Sat, Sun** 10am-5:30pm. **Tues, Wed** 10am-8pm. **Fri** 12pm-5:30pm.

**Cesar Chavez Branch Library** - 3301 E. 12<sup>th</sup> St. Oakland, Ca 94601 (on E.12<sup>th</sup> between 33<sup>rd</sup> & 34<sup>th</sup> Ave.) **Sun, Mon, Thurs, Sat** 10am-5:30pm, **Tues & Wed** 10am-8pm.

**Dimond Branch Library** – 3565 Fruitvale Ave. Oakland, Ca 94602 (on Fruitvale near MacArthur Blvd) – Sun 24hrs(?), **Mon, Thurs, Sat** 10am-5:30pm, **Tue & Wed** 10am-8pm.

### **West Oakland/Downtown/Chinatown/North Oakland**

*West Oakland Adeline St. Library Branch is NOT a cooling/respice center due to poor ventilation, lack of space, etc.*

**St. Vincent De Paul** – 2280 San Pablo Ave. Oakland, Ca 94612 (San Pablo @ West Grand). **Tuesday through Saturday** : 9:30am – 3pm. Not air conditioned but water and shade is provided.

**Piedmont Ave. Library** - 80 Echo Avenue Oakland, California 94611 : Closed Sundays, Mon, Thurs, & Sat 10am-5:30pm, Tues & Thurs 10am-8pm, Fri 12pm-5:30pm.

**Asian Branch Library**- 388 9<sup>th</sup> St. Oakland, Ca 94607 (Chinatown/Old Oakland area on 9<sup>th</sup> between Webster & Franklin) – **Mondays, Thursdays, & Saturdays** 10am-5:30pm, **Tuesdays & Wednesdays** 10am-8pm, **Fridays** 12pm-5:30pm.

**Rockridge Branch** – 5366 College Ave Oakland, Ca 94618 (Near Hudson St.) **Mon, Thurs, Sat** 10am-5:30pm, **Tues, Wed** 10am-8pm, **Fri** 12pm-5:30pm.

Free Masks during “smoke season” available at many of the above locations.

## ***Lifelong Medical Respite Center – Referral Process***

**MEDI-CAL ONLY.** PLEASE DO NOT CALL UNTIL EMT HAS ASSESSED THE INDIVIDUAL AND YOU HAVE CHECKED THE REQUIREMENTS – DO NOT TRANSPORT WITHOUT CALLING -

**2730 Adeline St. Oakland, Ca 94607 : Nursing Intake Referral Line (510) 421-3215.**

### **What is the Adeline Street Recuperative Care Program?**

Recuperative care provides an immediate placement option for persons with an acute medical need requiring recovery indoors, who are homeless or marginally housed, have complex medical and behavioral health conditions, and require shelter and care that prevents admission to emergency and acute care settings.

The Adeline Street Recuperative Care Program is a medical respite that provides safety for recovery, medical services, and behavioral health support.

- The facility is open 7 days a week, accepting residents from 8am until 5pm Monday through Friday and by appointment only on Saturdays and Sundays.
- The program maintains 27 beds (6 first floor ADA accessible beds and the rest of the beds on the second floor with no elevator – and accessible by staircase only).
- Staffing includes RNs, case managers, and medical providers but we are NOT a skilled nursing facility. Patients must be cognitively intact and take care of their own ADL's.
- Length of stay is based on how long it takes for the individual patient's admitting medical condition to be resolved. The average length of stay is 30-35 days and is not to exceed 90 days.

**Who can make a referral?** Any Hospital or Emergency room in Alameda County, Street Health Teams and Nursing Homes.

Once the referral form is received, LifeLong staff will determine if the patient meets the recuperative care admission criteria. After approval of the patient is finalized, the referring agency will work with LifeLong to arrange a date and time for recuperative care admission.

**What are the admission criteria?**

- 18 or older
- Homeless without options for housing.
- Ability to do ADL's. pt can not be at SNF level of care.
- Must have Medi-cal. If medi-cal is out of county, process for alameda county insurance switch should be started in the hospital or referring agency
- Patient can not be detoxing from etoh or benzos. What does the referring agency need to do provide?
- minimum 10-day supply of prescribed pharmaceuticals etc
- Provide the patient with assistive device for ambulation if needed (eg, wheelchair/walker/DME equipment)
- Complete and communicate equipment and supply orders for health needs (wound care, diabetes teaching, home health, etc.).