

POLICY AND PROCEDURE	
Policy Title: Security Plan	Program: Project Homekey, Live Oak Apartments
Approved by Name and Title: Megan Van Sant, Sr. Program Manager	Effective Date: March 1, 2022 Updated: February 2024

Purpose

The mission of Live Oak Apartments is to provide safe and permanent housing for households experiencing homelessness or who are at-risk of homelessness. This project strives to provide a runway to re-stabilization and independence through strong support services tailored to the needs of each resident household.

Security Plan Components

1. Single Point-of-Contact
2. Security Guard and On-Site Staffing
3. Access to Building
4. Code of Conduct for Residents and Visitors
5. After Action Review following Law Enforcement Response
6. Monthly Review of Law Enforcement Calls

1. Single Point-of-Contact

County of Mendocino HHS will identify a single point-of-contact for all issues related to security and safety at Project Homekey. This point-of-contact will be responsible for reviewing and resolving incident reports, scheduling and attending After Action Review meetings, reviewing monthly call logs with Law Enforcement agencies, and communicating with stakeholders, including neighbors, about issues related to safety, security, and community environment. The contact information for this individual will be shared with all stakeholders, including neighbors and the City of Ukiah.

The current Single Point-of-Contact is:

Name: Heather Criss, Program Administrator

Phone: 707-468-7061

Email: crissh@mendocinocounty.gov

2. Security Guard and On-Site Staffing

County of Mendocino will secure the services of a contracted Security Guard who will be present on site during the evening hours, seven days per week. The ongoing need for this position will be reviewed on a semi-annual basis and the Security Guard hours may be increased or decreased based on data and stakeholder consensus.

The on-site Resident Support team will include two Program Specialists, a Resident Manager, who also resides in the on-site apartment unit, and weekend staff or designated on-call staff hired by Mendocino County.

3. Access to Building

Guest entry access to the building will be limited to a single entry through the lobby area. This will reduce the likelihood of unapproved guests and will provide the opportunity for residents to enjoy frequent contact with the Resident Support Team. All entry points in the building are supported by security cameras.

4. Code of Conduct for Residents and Visitors

All residents will be expected to sign a Code of Conduct that addresses appropriate behavior in the building, as well as on neighboring properties. This Code of Conduct will be embedded within the occupancy and tenancy leases, and failure to abide by the Code of Conduct may result in eviction.

5. After Action Review

If an incident is significant, the Program Administrator will schedule a brief After Action Review (AAR) meeting with local law enforcement agency following a police response to the site. The goal of these AAR meetings will be to identify problems before they become a pattern, as well as document incidents that may lead to the removal of a participant from the project. (Please note that local law enforcement agency may choose to suspend this AAR process and commitment, dependent on staffing or other considerations.) AAR forms will be stored in the Live Oak Documented Incidents binder.

6. Monthly Review of Law Enforcement Calls

Program Administrator will contact Ukiah Police Department once per month to review the number and nature of 911 calls related to the Project Homekey site. This review will include calls that may not have resulted in an on-site response from an officer. The goal of this monthly review will be to identify trends and patterns, and collaboratively develop solutions to reduce the number of calls related to the site. If the number of calls related to the site are less than two per month, the review schedule may be extended to a quarterly, rather than monthly, schedule.

Attachments

After Action Report (AAR) form