



Grandma's House of Hope Letter of Operation- Revised 10-12-2021 Conditional Use Permit (CUP) 2021-06106

Grandma's House of Hope (GHH), a 501(c)(3) non-profit corporation, requests approval of a CUP to operate a Transitional Living Facility at a single-family home at 626 N West Street, Anaheim, CA 9280. The home is a sprawling ranch home with 8 bedrooms, and 11 baths. The single-family home is very large with 4,900 square feet on a 0.65 acres lot. This accounts for the additional living space, which is more than sufficient for 15 female participants and 1 Community Leader/House Manager to reside there. GHH has reduced the number of participants from 20 to 15 for this project because the expense to the landlord for the fire sprinkler system was going to be a hardship. This reduction makes a parallel to our other GHH CUPs in Anaheim with a similar occupancy in smaller homes (approximately 2,000 sq ft) in residential neighborhoods, *i.e.*, on Belvedere, N Harbor, and S William Miller Drive.

Every year, GHH analyzes the greatest unmet needs among Orange County's unsheltered homeless population and continually seeks to address this need. We help individuals who are experiencing homelessness and want help.

We have developed referral systems with our contract partners and do not currently do street outreach ourselves. Our programs are not temporary shelters like Kraemer Bridges or La Mesa. There are no walk ins, or 24 hour stays.

Our contract partners may recommend GHH for one of their clients and provide the initial assessment before recommending the individual for placement in one of our programs. One of these programs is our successful Bridge Housing (BH) program. Participants are all referred to us by way of the Orange County Healthcare Agency (OCHCA) who have received the referral through a partnering mental health clinic. Our participants are co-managed by this clinic and assigned care coordinators who stay with the case while the participant is housed with GHH. Participants in the GHH program will be provided with housing, case management, health service referrals, counseling, and housing navigation for eventual placement in affordable permanent housing.



GHH is held in high esteem by the OC Healthcare Agency (OCHCA) and has awarded us an “actual cost” five-year (5) contract that provides wrap around support and transitional housing to individuals who have a mental health disability, with permanent housing as the ultimate goal. This contract was highly competitive, and we were very pleased to have been awarded 80% of the funds allocated for this program, on a reimbursement basis. Actual Cost contracts pay all of the costs associated with the operation of a specified program.

The OCHCA has been so pleased with our performance measures and outcomes since 2017, that they added additional funds in 2019 so that we could expand and provide more housing and direct services to additional disabled individuals, experiencing homelessness, who are vulnerable and in dire need during this pandemic.

The Bridge Housing program initially began at another one of our location sites. This year, we want to move this ***already established and successful program*** to 626 N West Street so that we can begin an unrelated expansion of services at the property where it is currently located. We anticipate that the *currently enrolled* participants that in our Bridge Housing Transitional Program will be transferring to the new location on N West Street. We already know who they are, and they are already accustomed to our program. Again, the program we intend to run at 626 N. West Street is NOT a new program, and GHH **specializes** in this population of individuals experiencing homelessness with a mental health disability.

GHH is happy to engage, cooperate and find reasonable solutions to any conditions recommended by Anaheim Health, Safety, Fire, Police, Utilities and Building departments to ensure the safety of our participants, staff and neighbors and to create an amicable relationship with those surrounding the property. We have contacted each of those departments and worked amicably to design the best protocol to benefit all concerned and to respect the protected rights of our participants.

The house is not classified as a historic structure. Out of respect to the Anaheim Colony Historic District, GHH has no plans to alter the exterior of the property.

We acknowledge that any construction plans would have to be submitted to the Building Division for review and any need for the issuance of a permit.

GHH will follow any necessary Conditions of Approval from the Public Utilities Department. We do not anticipate many conditions as we are no longer going to exceed 16 individuals



living at the property. GHH holds several CUPs with this occupancy, and higher, and have never experienced any plumbing issues that have impacted any of our neighbors. This includes a property with 13 bedrooms, 11 bathrooms with an approved capacity of 36, and another property with 11 bedrooms and 6 bathrooms with an approved capacity of 22.

There is no evidence to support the assertion of the Planning Commission that there is no feasible way to avoid a detrimental and adverse impact to the health and safety of the Citizens of Anaheim as it relates to the sewer system. The resolution states that “the proposed project is in excess of the capacity estimated to be accommodated by the city’s existing sewer infrastructure related to the public sewer and water.”

The only difference in the CUP submission for this property and others, even 36-bed program 700 feet away, is that we were specific about the population we would serve there. After providing that specificity, the Planning Commission implied that individuals with a mental health disability would have an undue and excessive need to utilize the sewer system, more than the participants that reside at our other properties. Such an assertion could not serve as a reason to deny GHH a CUP because it is facially discriminatory.

As we have reduced the capacity of the project to 16, there will be no need for a fire sprinkler system.

A total of 7 staff will be associated with this property however only 2-3 will be there at any given time, as they work alternate shifts. Staff are on-site seven days a week generally from 7:00 am to 11:00 pm, but these times can vary in response to early morning or evening classes and meetings. The facility is supervised by one Program Manager who is available approximately 25 hours per week (but not necessarily on property- could be interacting with staff on zoom or by phone), 1 FT case manager (40 hrs a week at property) and one FT Housing Navigator(on property 2-3 days a week and in the field for the rest) and up to 4 FT service coordinators will provide coverage in the mornings and evenings *on alternate schedules- only ONE service coordinator will be at the property at any given time.* 1 Intake Specialist may be at this location on occasion, when a new participant enters into the program. One volunteer therapist will spend 2-5 hours at the property per week.

Nighttime supervision is provided by a Community Leader (CL), a participant who has been in one of our longer-term program houses (not this one) for at least one year, completed a



leadership program and have been identified by staff as having the maturity, skills, and trustworthiness to effectively supervise the facility overnight.

When staff are not present, the Community Leader is in charge, however we always have a housing manager or the Director on call. Should an emergency arise, the CL is trained to assess the problem, call 911 or an ambulance, and then contact the on-call supervisor. They do not wait until they talk to a supervisor to make this call. They call 911 and or the appropriate city response team and first get them mobilized to the property, and then call for further assistance and to notify our on-call team. If we deem that the on-call supervisor should go to property, or talk to the response team over the phone, that decision is made. Typically, a supervisor will go to property if the police are involved, but not if an ambulance will arrive quickly. At that time, we have transferred care to medical services to care for a participant in a medical emergency. Appropriate staff will then follow up and contact the hospital where the participant was taken and make any necessary arrangements. **The CL has a vehicle**, however GHH does not typically allow program participants to bring personal vehicles to our program homes, unless there is a documented mobility disability which makes a vehicle mandatory.

This further explains our staffing model, which was exaggerated and misrepresented by the planning commission in the Denial Resolution (A total of 7 staff will be associated with this property however only 2-3 will be there at any given time, as they work alternate shifts) and the process we have created for emergencies is more than adequate.

The resolution says that “none of the participants drive or have access to a vehicle” and that they will be without care or supervision during the overnight hours”. GHH has utilized this protocol for the past 17 years of operation and we have never encountered a situation when our CL failed to follow this protocol in response to an emergency. The CL does have a vehicle which is misrepresented in the Planning Commission denial resolution.

The assertion that the CL at this property would singularly not be able to follow our proven protocol is an assumption and not a fact. The same CL that is engaged at the current location is the same one that will be engaged at 626 N West Street. The assumption is unsubstantiated.



The Municipal Code does not contain parking standards for Transitional Living Facilities. However, Section 18.42.040 of the Anaheim Municipal Code, *Residential Parking Requirements*, requires a minimum required number of off-street parking spaces for Single-Family Dwellings. The minimum required number of off-street, on-site parking spaces for Single-Family Detached Dwellings with six bedrooms or more is 4 (2 in a garage), plus 1 additional space per bedroom over 6 bedrooms. The property has 5 spaces for parking on the garage side of the property and an additional 3 parking spaces located on the adjacent undeveloped property (945 N. West St.) that is on the side of the property closest to West Street. This property is gated with ample parking on site for staff; we anticipate a maximum of 3-6 parking spaces needed at any given time throughout the day. The CL has a vehicle; however, GHH does not typically allow program participants to bring personal vehicles to our program homes, unless there is a documented mobility disability that makes a vehicle mandatory.

All vehicles associated with this residence, including staff and residents' vehicles, shall be operable and parked on-site. Parking garage and on-site parking area of this facility shall be available for vehicle parking.

Only maintenance vehicles and pickup/drop off services like ACCESS and Uber/Lyft services will park on our side of the street outside the gates. This mirrors the same right to park for deliveries or transportation services as any other resident on the street. GHH Staff will supervise pick-ups from unmarked transportation services like Ubers. This use is minimal as this program *averages just one such pick up in an average week*. There will also be a gardener who attends to the landscaping and making sure the property always looks its' best and a delivery of groceries and supplies approximately once per month, unless a special delivery (like furniture) is needed. GHH reserves the right to have necessary deliveries of food, hygiene and other supplies be delivered to the property just like the other residents on Pioneer and will make our best effort to not have it be an inconvenience for our neighbors. No driveways other than our own will be impacted. There is sufficient room from the driveway of this property on Pioneer to the corner of West Street for these vehicles to park, without having to park near any neighbor driveway. Some deliveries of supplies will happen inside the gates, if possible.

NO family members or visitors are allowed to know our program location address, and no personal mail is delivered here. Mail is picked up by staff at a PO Box and brought to the



participants. Should a program participant break this agreement, and share our confidential location, they will be re-located for the safety of all. We take this seriously. It is also against our policy for any participant to have someone pick them up “down the street” and if we witness this, they face the same disciplinary actions. If a neighbor ever sees this happen, we would welcome and appreciate a call to our team so that we may immediately address it with our participant.

All vehicles associated with this facility, including staff and residents’ vehicles, will be operable and parked on-site. 2 spaces are available in the parking garages, with 3 in tandem and 5 additional spaces have been approved for parking as well. We will not need to park any vehicles belonging to staff or participants on the public street outside this property. GHH staff ensures that any drop off or pick up of our participants and any maintenance vehicles will not block any neighbor driveways (there are no driveways on this street that are close enough to potentially hinder) or interfere with the flow of traffic on the street.

Guests at the property are rare and must be pre-approved by staff. A participant may have a short term need for additional assistance for example: In Home Healthcare Services following a medical procedure. The only family member who can visit a participant at the site would be the supervised visit of a child who is in a reunification process with her mother. The participant would be required to meet the child and his/her caregiver at a nearby public store parking lot or bus stop, walk back to the property with the child and return the child the same way.

GHH disputes the assertion that the traffic will adversely impact the circulation of pedestrian and vehicular traffic in the vicinity of the property and thereby the public health and safety. We have reduced the number of participants to 15 plus one CL, the same as other program sites we operate, several of them within the same distance of public parks and schools. We also operate locations on main city streets, such as on Harbor Blvd near a similar cross street. No one has complained about these similar locations or at locations with a 22-36 approved occupancy and to assume that this location would be the exception is not based in facts in evidence.

We reserve the right to use the street for parking just like anyone else in the neighborhood, as it would be discriminating to limit the use of public transportation services or to receive deliveries for our participants because they have a disability. These accommodations follow the revised traffic memorandum supplied by Vincent Tran, Traffic Engineering, to the Planning Department of the City of Anaheim on 7/22/2021. As a courtesy, GHH will make every effort to avoid deliveries during hours that children are walking home from school.



We exist as peacefully as most families in the residential neighborhoods where we provide our services. We are required to have a Good Neighbor Policy, as a requirement of our contract, and we are diligent in adhering to the policy. Any neighbor that would like the contact information of the Director of Housing or the CEO/Founder is readily provided with that information. It is **rare** to have a police presence at our properties, far less than a neighbor who is regularly hosting large parties, which we do not. It is worth mentioning that the property at 626 N West Street is likely to be rented to a multi-generational family if it is not rented to GHH because of the size and the attraction of the backyard amenities. There is a pool, a pool house, a sports court and large barbeque area. It would be reasonable to assume that the property would rent to a large family who is socially active and intends to have friends and family over frequently. GHH has a curfew, a "lights out" policy, and our participants are not likely to use those amenities nearly as much as another tenant. We have staff supervision that would not allow any drinking or illegal drugs to be consumed and would readily quiet down any excessive noise. No loud music, and particularly no offensive music, is allowed.

The grounds of the property provide ample space in the back yard area for gathering out of view of the public and it is our standard policy to not have our participants linger in the front of any of our properties. At most of our properties we do not even use the front door for entry and exit but use a back door to cause the least attention to be drawn to the property as possible. At this property we will do the same and the staff and participants will rarely use the front door, which is close to one of our neighbors' back yard fence. They will walk to the back of the property and use one of the back doors we designate to enter and leave the home.

The new housing site proposed at 626 N. West Street specifically targets adults with a mental health disability, many of whom may have been living unsheltered on the streets during the COVID19 pandemic. 72% of these individuals are over the age of 40 and need support in recovering from trauma. 65% of our participants will gain the skills they need to live independently in their own home within 12-18 months after arriving in the program.

Those who are unwilling to participate in the program as designed will be transferred to a higher level of care or to a more appropriate placement. GHH plans for transitions and does not exit our participants to the street.



All participants must be capable of independent living and tend to their own Activities of Daily Living (ADL). All participants are recommended to be medication compliant. Refusal to follow the advice of their outside mental health physician could be cause for discharge from the program if that presents a safety concern.

We have a Program Agreement form that our participants must sign, noting they have read, understood and agree to follow our policies and procedures. This document was provided to the planning department. Participants are notified in advance of the consequences if they fail to keep their agreement with us to keep both the staff and each other safe and to be respectful. If a participant falls out of compliance, they are typically given 2 written warnings before exit strategies are discussed, but there are some actions that may result in immediate dismissal from the program, like aggressive behavior, having illegal substances in their possession and compromising our confidential address.

Based off the current pandemic, we ensure that both staff and participants practice safety precautions. We have a COVID Prevention Plan and update is as often as policies change. Staff and participants wear masks inside the home unless they are in their own room. Both practice the most updated social distancing requirements as much as possible. We have procedures set in place to monitor participants if they show any symptoms and move them to a COVID treatment or observation program as quickly as possible. We have been collaborating with Illumination Foundation for these services. If necessary, a room may be dedicated for isolation. We ensure that participants are washing their hands, using hand sanitizer, and are only leaving the property for limited times frames, depending on the current rate of cases in our area. We take every precaution on a daily basis to decrease the risk of exposure. GHH holds high standards for our program participants and had no outbreaks from March – November in 2020 and very rare cases in 2021.

GHH has a proven track record of operating transitional housing facilities in the City of Anaheim, in partnership with the Orange County Healthcare Agency, CALOES (CA Offices of Emergency Services) and CESH funding from the Continuum of Care (COC) and years of support from Anaheim ESG.

We are proud that 89 cents of every donated dollar goes directly into program services and only 11% is allocated for Administrative Costs. Non Profit Charitable Organizations are, by definition, not allowed to make a profit. Any excess dollars at the end of the year are deposited in a reserve account for potential cash flow short term deficits or to provide care



in the case of an emergency. Staff do not get bonuses and no one works on any kind of commission. GHH follows the ethical policies of the Association for Fundraising Professionals and is recognized with the GuideStar Platinum Seal of Transparency.

Finally, GHH has worked hard to earn the respect and trust we have built with the City of Anaheim in our combined goal of addressing the homeless crisis here. We have built our reputation over the last 17 years of service in Anaheim and operate clean, effective programs, including an after school program for at risk youth called HopeWorks! and Nana's Kidz, a food distribution program that has provided 3.2 million meals for children who are hungry and unstably housed. The majority of children who benefit from this distribution are in the City of Anaheim. In 2017, the City of Anaheim Chamber of Commerce awarded GHH "Non-Profit of the Year."

The Planning Department Staff Report recommended approval for this project, and it is our hope that the City Council will overturn the decision of the Planning Commission on a rare 6-0 vote on August 30, 2021. There was no opportunity offered to GHH to mitigate any circumstances that the Planning Commission were concerned about. GHH prides itself on our willingness to work with the Planning Commission, The City Council and the good people of Anaheim with whom we share space. We look forward to continuing the difficult work of serving a hurting community of displaced individuals and assisting Anaheim in caring for their most vulnerable.