



**community
human services**

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Salinas Housing Advancement, Resources & Education Center

SHARE Center

A Housing Navigation Center

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Mission

Community Human Services is a nonprofit agency dedicated to providing high quality mental health, substance use and homeless services to Monterey County residents to help them reach their full potential.

In Monterey County since 1969.





SHARE Center Overview

Variable Capacity – Max. 104 beds:

- 24 men's beds
- 24 women's beds
- 56 family beds (12 bedrooms)

Case management services offered:

- Rapid Rehousing (RRH) financial assistance
- Housing navigation
- Employment assistance
- Assistance with benefits enrollment
- Linkages to medical, mental health and substance use services
- Assistance with finances/budgeting
- Educational and vocational goals
- Family reunification

Participation in program is not required.

Overview Continued

Eligibility:

- Federal definition of homelessness
- Non-violent
- Not registered sex offender
- Capable of self-care

Intake Process:

- 1) Phone screening for eligibility
- 2) Intake session scheduled if bed is available:
 - Meet with a Case Manager for in-processing
 - Review program guidelines
 - Tour facility
- 3) Placed on waitlist if bed unavailable



Overview Continued

Program Amenities:

- Laundry facilities
- Health clinic hours
- Donated clothing, hygiene kits, toys/games, etc.
- Computer/internet access
- Garden boxes
- TV projector
- Outdoor relaxation areas
- Dog kennels for pets
- Healthy meals and snacks
- On-site medical clinic



Program Guidelines

The SHARE Center is:

- Low-barrier shelter guided by Housing First principles
 - Minimizes barriers to entry, such as identification, sobriety, and mandatory program participation
 - Focuses on access to permanent housing

The SHARE Center is not:

- Transitional Housing

Guests are supported in setting achievable goals in a personalized housing plan.

Length of stay is determined by guest progress and housing availability.

Progress reviewed every 30 days.



SHARE Center Staff

- ▶ .25 FTE Senior Program Officer, Homeless Services
- ▶ 1 FTE Program Officer II, SHARE Center
- ▶ 1 FTE Program Coordinator
- ▶ 4 FTE Case Manager/Housing Navigators
- ▶ 3 FTE Support Counselor II
- ▶ 8.2 FTE Support Counselor I (7 FT and 1.2 PT)
- ▶ 1 FTE Office Manager
- ▶ 1 FTE Office Assistant
- ▶ Subcontract with Dorothy's Place: 2 FTE Case Manager/Housing Navigators
- ▶ Subcontract with Victory Mission: Food Service

Initial Challenges

- CHS assumed operations in September 2024
- Staffed at 60% with a census of 78 individuals
 - As of 4/30/25, staffed at 95% (1 vacancy) with a census of 82
- Waitlist of 539 households (1,129 people)
 - As of 4/30/25, waitlist of 180 households (406 individuals)
- Immediately began addressing:
 - Cleaning up waitlist
 - Onsite drug use
 - Guest aggression toward staff and each other
 - Limited progress on housing goals
 - Excessive lengths of stay
 - “Occupied” beds frequently empty
 - 16% stayed 1-3 years (HMIS data from year prior)
- Implemented new guest handbook
 - Encountered/dealt with resistance to added structure
 - Improved safety and security, accountability and progress
 - Majority of guests and staff appreciate improvements
 - City/County staff approved



Challenges Continued

Limited office space for case managers and support counselors

- Using computer room for case managers
- Modular installed for client computer use
- Modular installed for support counselors

Bed bug infestation/eradication in October, November & December

Washer/driers inoperable until mid-November

- Off-site facilities used. Coins provided

Electrical outlets insufficient to power bed bug boxes

- Only one usable outlet located in playroom

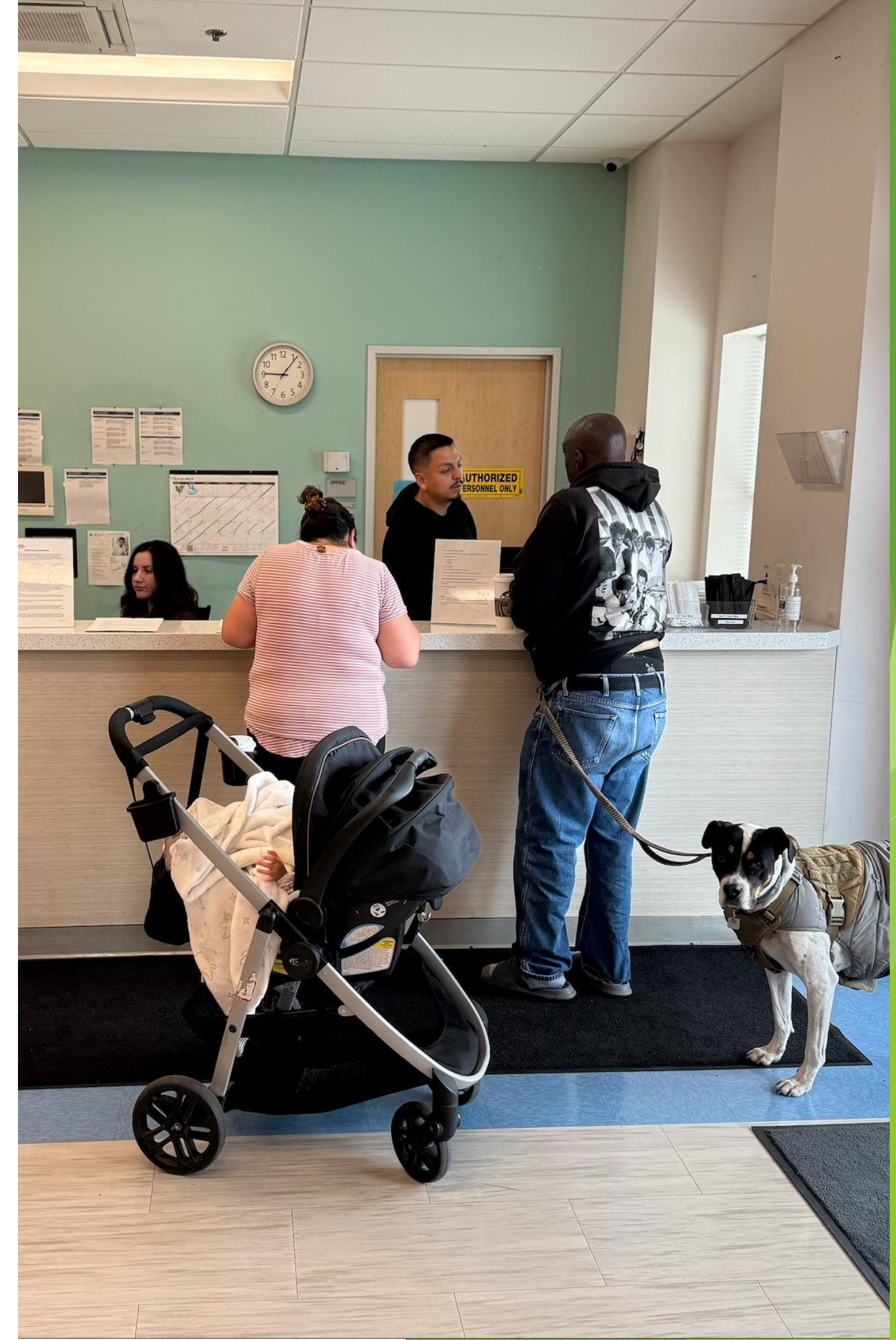
Water filtration system inoperable until April

- Bottled water provided

Carpeting in computer room scheduled for replacement in June

Facility interior scheduled to be painted in June.

Kennel expansion and backyard improvements in discussion.



Outcomes for the Period of 9/1/24 – 4/30/25

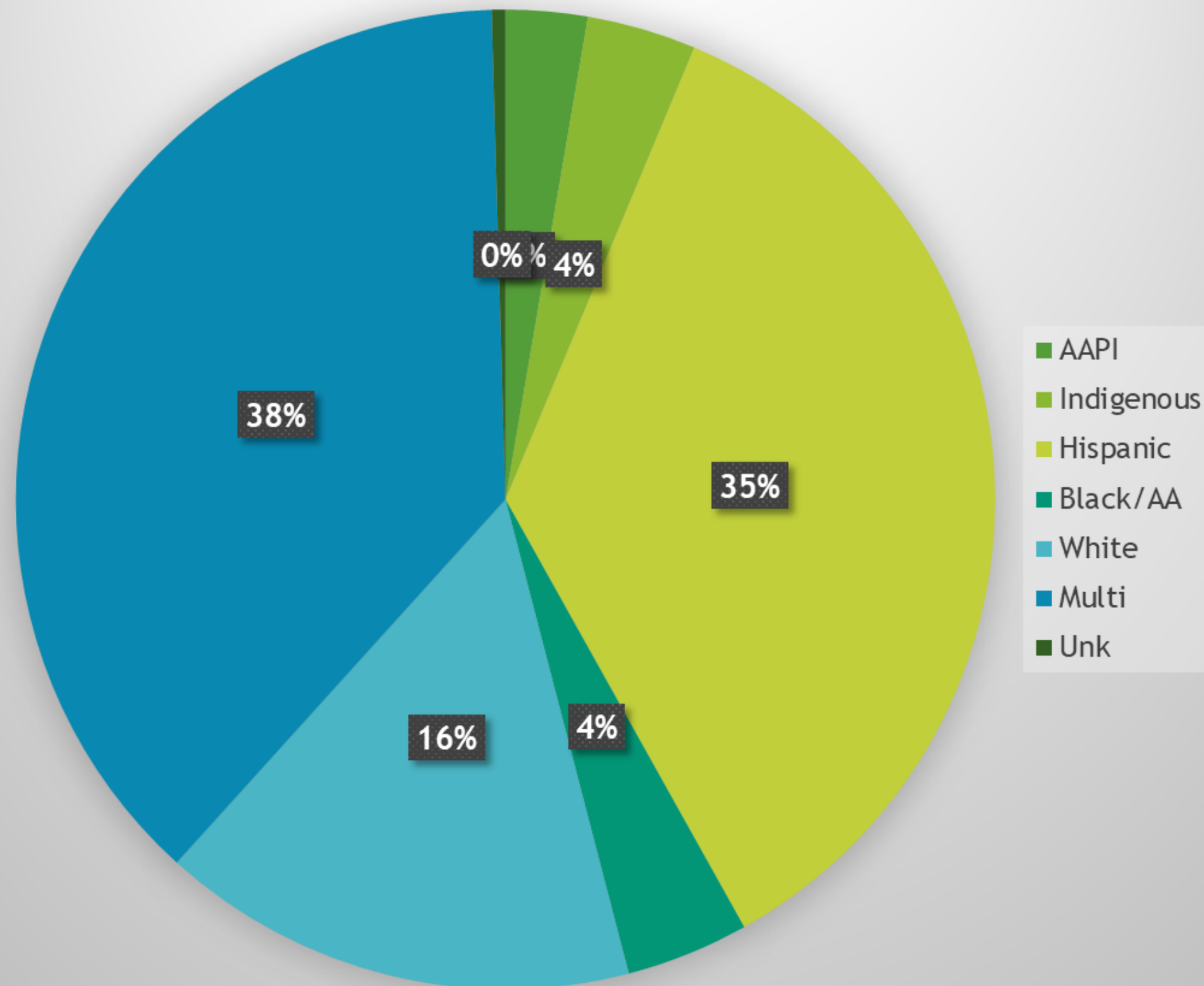
TOTAL INDIVIDUALS SERVED: 222

Del Rey Oaks	3
Greenfield	1
King City	3
Marina	3
Prunedale	5
Salinas	198
Sand City	1
Seaside	1
Soledad	1
Watsonville	1
Other	5

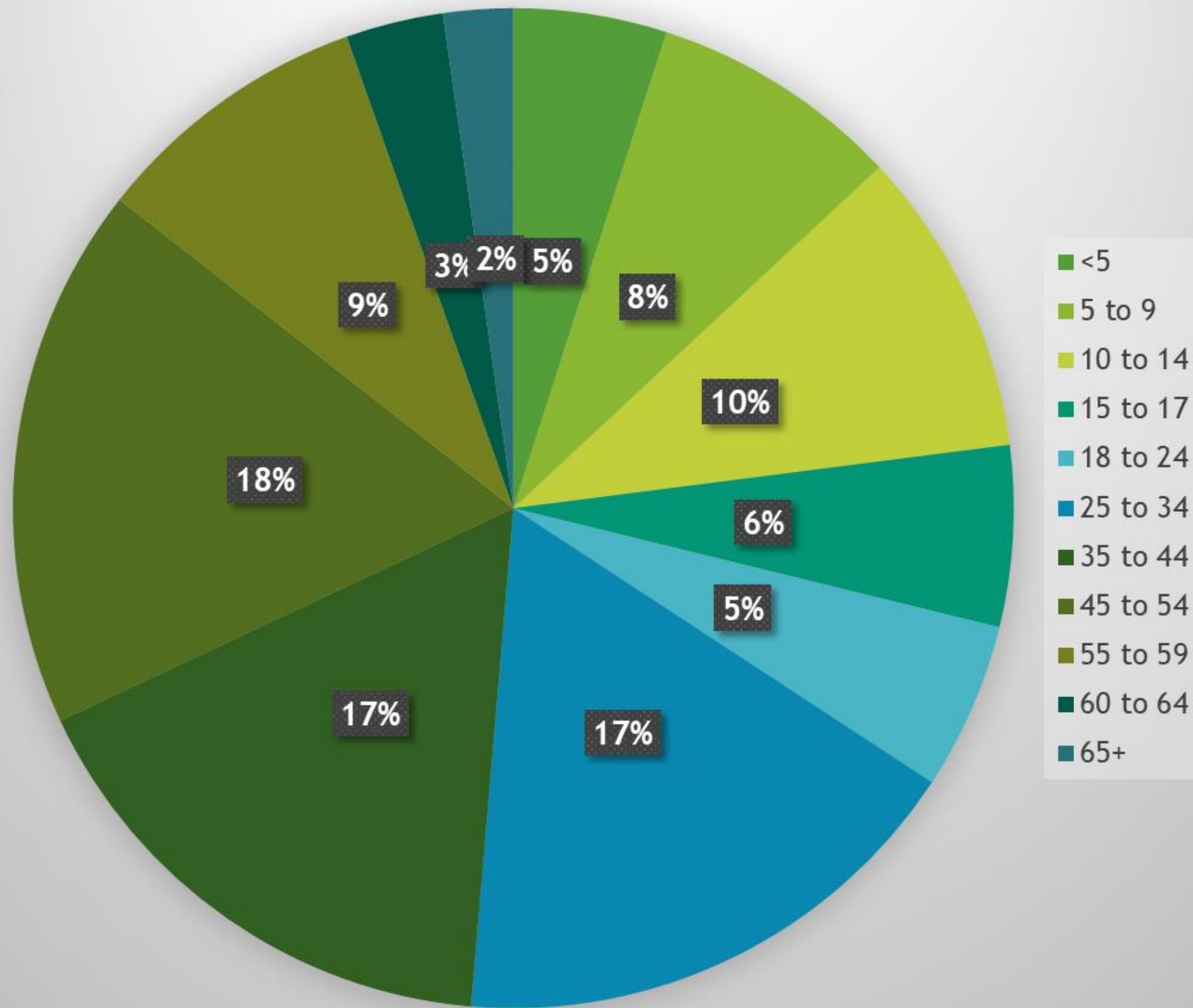
Male:	99
Female:	120
Other:	3



Ethnicity



Ages



Outcomes Continued

TOTAL INDIVIDUALS EXITED: 74

Permanent Housing	34	(46%)
Transitional Housing	15	(20%)
Institution	2	(3%)
Homeless/Other Shelter	9	(12%)
Other	14	(19%)

INDIVIDUALS CONNECTED TO BENEFITS: 146 (94%)

Cal Fresh	71	(48%)
WIC	6	(.4%)
General Assistance	8	(.5%)
TANF	8	(.5%)
SSDI	9	(.6%)
SSI	12	(.8%)
UI	2	(.1%)
Medi-Cal	133	(91%)
Medi-Care	11	(.7%)
VA Health	1	(negligible)



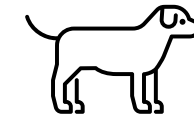
Outcomes Continued

Employment

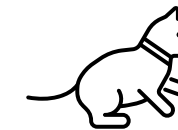
- ▶ 16 employment placements since 9/1/24
- ▶ Assistance provided:
 - ▶ Preparing resume
 - ▶ Filling out job applications
 - ▶ Online job searches
 - ▶ Preparing for interviews
 - ▶ Transportation to interviews and job fairs

Pet Census

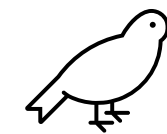
- ▶ 4 dogs



- ▶ 2 cats



- ▶ 1 bird



Outcomes Continued

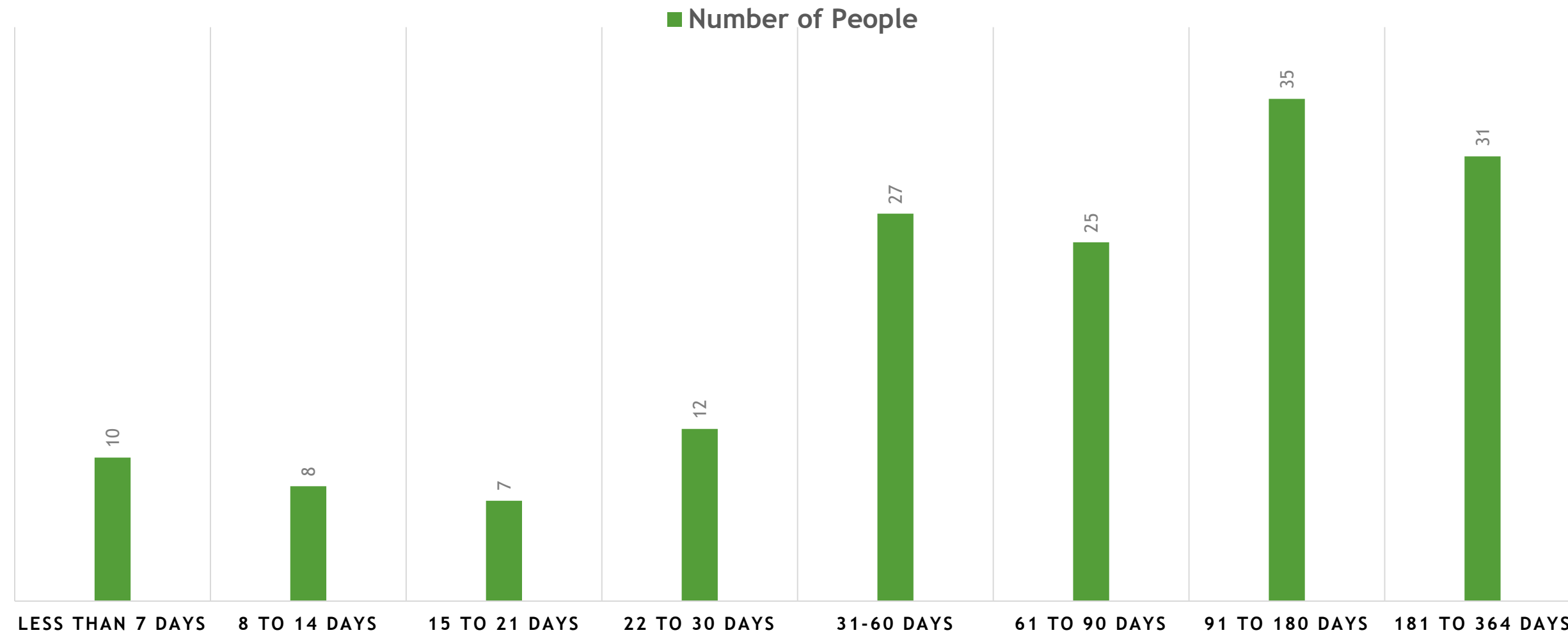
Recent Housing Placements

- ▶ February
 - ▶ 4 Permanent
 - ▶ 6 Transitional
- ▶ March
 - ▶ 9 Permanent
 - ▶ 0 Transitional
- ▶ April
 - ▶ 3 Permanent
 - ▶ 3 Transitional

Community Partners

- ▶ Dorothy's Place/House of Peace
- ▶ Victory Mission
- ▶ Housing Resource Center
- ▶ Housing Authority
- ▶ Community Homeless Solutions
- ▶ Door to Hope
- ▶ Sun Street
- ▶ Monterey County Behavioral Health
- ▶ MCOE
- ▶ Dept. of Social Services
- ▶ Property management/private landlords

AVERAGE LENGTH OF STAY 9/1/24 - 4/30/25



Factors contributing to longer stays:

- Little to no housing history
- High cost of living
- Medical or mental health issues

Service Goals for the Period of 9/1/24 – 4/30/25

Goal 1: 90% occupancy

- Outcome: Grew from 78% in Sep. to 90% in May.

Goal 2: 70% exit to PH

- Outcome: 46%

Goal 3: Exit 100% to known destinations

- Outcome: 82%
- 12% exited without notice

Goal 4: Provide 12 months assistance to 100% of guests receiving rental assistance

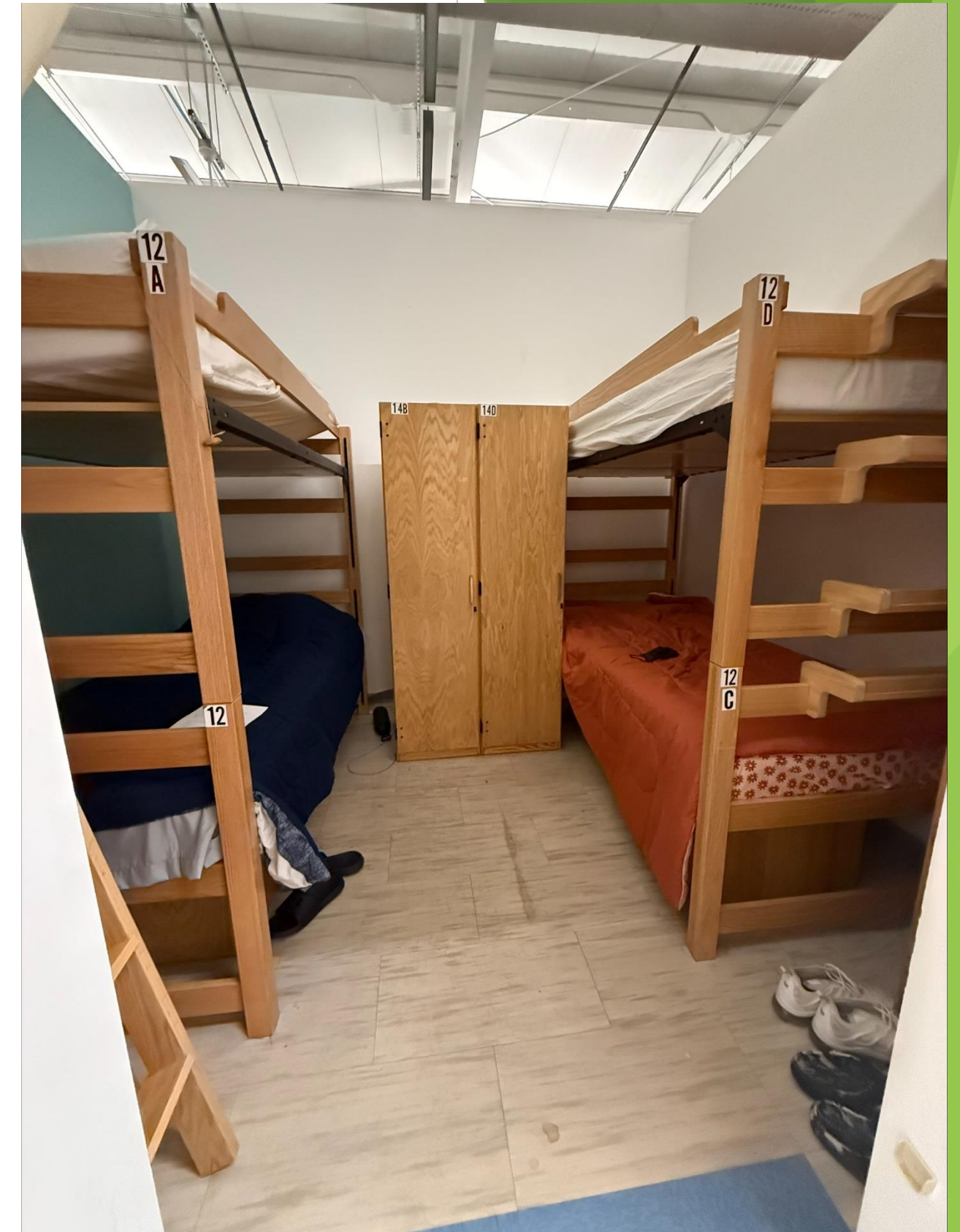
- Outcome: 100% (21 individuals)

Goal 5: Complete HMIS data within 72 hours

- Outcome: 60% of entries and 50% of exits completed within 72 hours
- Delays due largely to having to re-enter data for all guests during management transition.

Goal 6: 100% HMIS Universal Element data completion

- Outcome: 95% completion



Guest Success Stories

- ▶ Guest A. is pregnant and recently got a job in an afterschool program, a major step toward greater stability and independence.
- ▶ Guest E., a senior, got a housing voucher and her own apartment in April. She received household essentials and basic furnishings from the SHARE Center.
- ▶ Guest O. graduated from high school in May, despite her family's many challenges!
- ▶ Guest R. and her two daughters received household furnishings and kitchen essentials from the SHARE Center when they moved into their own home this spring.
- ▶ A disabling work injury left Guest S. homeless. She persevered for over two years to qualify for SSDI. She and her children moved into their own place in January.

Feedback

Guests appreciate:

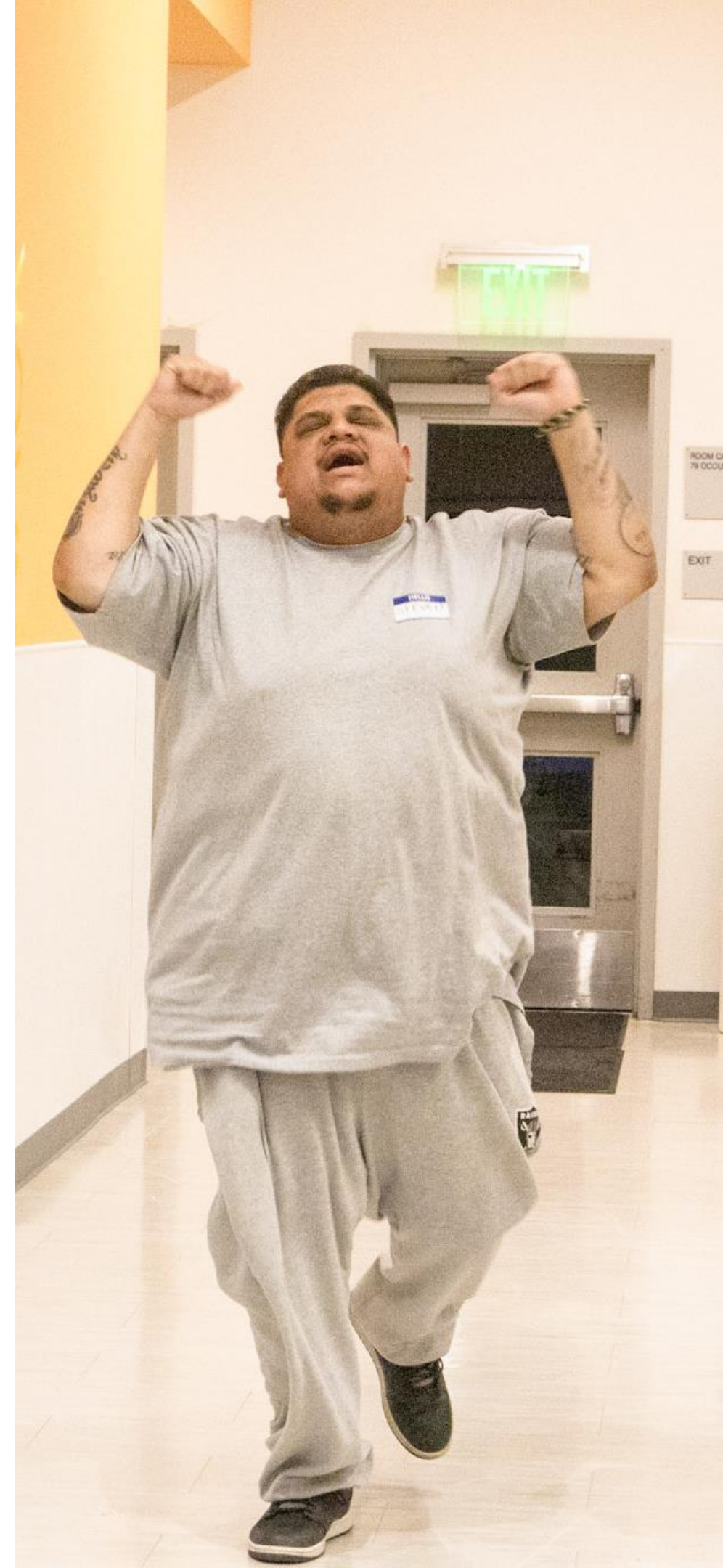
- Clearer expectations
- Increased safety and security
- Reduction in unsafe, risky behaviors on site
- Improvements in overall environment

Guest comments:

- “This is a dream.”
- “Like a 5-star hotel.”
- “Compared to other shelters I’ve stayed in, the SHARE Center is the best and cleanest one.”
- “Keep showing up for us!”
- “It was a good experience—I’ve recommended it to others.”

Guest suggestions:

- Increase staff engagement and support
- Highlight opportunities for continued growth.





Thank You!