



Beverly Hills City Council Liaison / Unhoused Services Ad Hoc Committee will conduct a Special Meeting, at the following time and place, and will address the agenda listed below:

**CITY OF BEVERLY HILLS
455 N. Rexford Drive
Municipal Gallery
Beverly Hills, CA 90210**

IN-PERSON / TELEPHONIC / VIDEO CONFERENCE MEETING

Beverly Hills Liaison Meeting
<https://beverlyhills-org.zoom.us/my/committee>
Meeting ID: 516 191 2424
Passcode: 90210

You can also dial in by phone:
+1 669 900 9128 US
+1 833 548 0282 (Toll-Free)

One tap mobile
+16699009128,,5161912424# US
+18335480282,,5161912424# US (Toll-Free)

Thursday, June 22, 2023
11:30 AM

Please be advised that pre-entry metal detector screening requirements are now in place in City Hall. Members of the public are requested to plan visits accordingly.

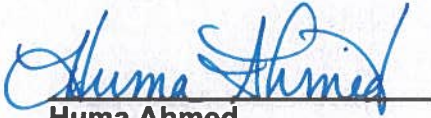
In the interest of maintaining appropriate social distancing, members of the public can view this meeting through live webcast at www.beverlyhills.org/live and on BH Channel 10 or Channel 35 on Spectrum Cable, and can participate in the teleconference/video conference by using the link above. Written comments may be emailed to mayorandcitycouncil@beverlyhills.org and will also be taken during the meeting when the topic is being reviewed by the Beverly Hills City Council Liaison / Unhoused Services Ad Hoc Committee. Beverly Hills Liaison meetings will be in-person at City Hall.

AGENDA

- 1) Public Comment
 - a. Members of the public will be given the opportunity to directly address the Committee on any item listed on the agenda.
- 2) Community Education
- 3) Update on Enhanced Services to the Unhoused

4) Housing Opportunity – Step up on Second

5) Adjournment



Huma Ahmed
City Clerk

Posted: June 16, 2023

A DETAILED LIAISON AGENDA PACKET IS AVAILABLE FOR REVIEW AT
WWW.BEVERLYHILLS.ORG



Pursuant to the Americans with Disabilities Act, the City of Beverly Hills will make reasonable efforts to accommodate persons with disabilities. If you require special assistance, please call (310) 285-1014 (voice) or (310) 285-6881 (TTY). Providing at least forty-eight (48) hours advance notice will help to ensure availability of services. City Hall, including the Municipal Gallery is wheelchair accessible.



CITY OF BEVERLY HILLS
COMMUNITY SERVICES DEPARTMENT

MEMORANDUM

TO: City Council Liaison Unhoused Services Ad Hoc Committee

FROM: Christopher Paulson, Human Services Administrator
Enisha Clark, LCSW, Human Services Outreach Manager
Stephanie Harris, Director of Community Services

DATE: June 22, 2023

SUBJECT: Update on Enhanced Services for the Unhoused in Beverly Hills

ATTACHMENTS: Apricot Monthly Reports: March, April, May 2023

Introduction

It was recommended and supported by the City Council at the November 15, 2022 City Council meeting that staff move forward with recommendations for enhanced services for the unhoused in Beverly Hills.

The City Council provided direction on the following enhancements:

- 1) Implementation of a centralized 24-hour phone number
- 2) Implementation of a software system to track services provided to the unhoused in Beverly Hills.
- 3) Outreach Expansion:
 - a. Increase support through Step Up on Second with the Beverly Hills Outreach Team (BHOT) for extended hours of services.
 - b. Enter into an agreement with Nastec International, Inc. for services provided to the unhoused in Beverly Hills.
- 4) Enter into an agreement with Abby Arnold, a consultant who has worked with non-profit organizations and local government agencies, providing needs assessments focusing primarily on homelessness.

This report serves as an update on the status of enhanced services for the unhoused in Beverly Hills, since the previous Liaison meeting on January 27, 2023.

Discussion

1. Implementation of a centralized 24-hour phone number:

It was the desire of the Mayor and Council to have an easy to remember phone number that residents could call 24/7 to report non-emergency issues regarding individuals experiencing homelessness or for those who may be in need of mental health services..

The Beverly Hills Outreach and Assistance line (310-285-2468) was launched immediately following the City Council's approval on November 15. As calls are received through the Outreach and Assistance line, information is gathered and teams are deployed to provide assistance to those in need throughout the City. The Beverly Hills Park Rangers are deployed to Parks and Facilities, Ambassadors are deployed to areas of the business district while Nastec provides assistance throughout the City overnight. The teams are able to refer individuals in need of assistance to members of The Beverly Hills Outreach Team, contracted through Step Up on Second for services.

Below are monthly totals for the calls received through the Beverly Hills Outreach and Assistance line (310-285-2468) since the implementation through June 15, 2023, with a total of 381 calls and 20 emails.

Monthly Volume		
Month	Calls	Emails
June 2023	22	1
May 2023	58	2
April 2023	58	3
March 2023	54	7
February 2023	60	3
January 2023	44	0
December 2022	55	3
November 2022	29	1

2. Implementation of Software system:

City Council approved the implementation of a software system through a contract with Social Solutions Global, Inc. ("SSG" dba Bonterra) for their *Apricot 360* product. This software solution provides real-time information from the field allowing the outreach team to view previous case files, provide new updates as situations evolve, and expedite the process of connecting an individual to resources and shelter.

The City implementation team was comprised of the Community Services Department outreach teams of Ambassadors, BHOT, Park Rangers, and Human Services staff. There were twice-weekly design, build, and implementation meetings with Bonterra, with the goal of the software going live by March 1, 2023.

The team met the goal of a live software system on March 1, 2023. At this time the outreach teams of Ambassadors, BHOT, Park Rangers, and Human Services staff are all using the software, as well as Nastec's overnight outreach team and the two new Beverly Hills Police Department Mental Health Evaluation Team (MHET) officers, for a total of 50 active users. Beverly Hills Fire Department and the Nurse Practitioner program will be coming onboard the Apricot platform in the near future as well.

The individual monthly reports from the Apricot system for March, April, and May are attached to this report. To summarize some of the data gleaned, please see the following statistics for the period of March 1 through June 15:

- Total Number of Unduplicated Individuals Experiencing Homelessness: 571
- Total Number of Times the 571 Individuals have Encountered Outreach staff: 3,238
- Through 3,238 outreach Encounters, there were only 134 Encounters in which the individual requested services from BHOT
- Top Locations for Encounters with Staff
 - Parks: 877
 - Library: 756
 - Beverly Gardens Park: 592
- 219 Individuals are White, 176 are African American, and 97 are Hispanic/Latino
- Individuals are primarily in the 30-39 age group.

The outreach teams meet on a weekly basis to discuss the data entered into Apricot, strategize, and share information. This data helps the outreach teams design more effective approaches and resources to further assist the unhoused.

3. Expansion of Outreach Coverage:

Step Up on Second

In an effort to provide continuous and robust outreach services, City Council approved the expansion of services by the Beverly Hills Outreach Team. Step Up on Second has expanded BHOT hours to provide coverage 16 hours per day, Monday through Friday, from 5am to 9pm. An additional Outreach Specialist position was hired to work on Saturday and Sundays from 8am to 5pm. To fulfill these additional hours of coverage, Step Up on Second has recruited two new staff members who began work at the end of January; this expands the BHOT team from three members to five.

Since expanding to five members, BHOT has seen additional successes in their outreach work. The City launched BHOT in 2015, since then the team has placed 26 individuals into permanent and supportive housing, of which two have passed away and one was evicted. Of the 23 placed into housing, two were veterans and were placed in VASH Housing with the Veterans Affairs Administration, eight were placed in Step Up on Second properties, and thirteen were placed in additional scattered-site housing.

Additionally, since 2014 the City has contracted with PATH for five shelter beds, with 61 individuals accepting shelter and entered into one of the contracted beds at the PATH facility on Madison in Los Angeles. As a result of attrition and transition to other permanent housing options, the City has had occasional vacancies at the shelter over the last 6-9 months. Since the start of 2023, BHOT was able to place three additional people in the PATH shelter and at the time of writing this report, all five beds were occupied.

To further provide context to the challenges of assisting the unhoused, there were two other individuals that had accepted services and wanted to enter the PATH shelter. For one person, BHOT transported them to the shelter in their van and as they pulled up to the shelter the individual started to have a mental health episode and refused to enter the facility, and did not enter the shelter at that time. Another person entered the shelter, and after less than a week decided they were not ready to leave the street and so they left the shelter site on their own.

In addition to the PATH shelter, Human Services along with the Beverly Hills Outreach Team continuously works to expand their network of shelters, interim housing, and permanent supportive housing options to place individuals experiencing homelessness in Beverly Hills into housing. These options range from Transitional Age Youth (TAY) that focuses on preventing homelessness for young adults aged 18 to 24. Most recently connections have been made with the Salvation Army and their Adult Rehabilitation Center that combines transitional housing and work programs with a Christian-based approach, the Union Rescue Mission and the Dream Center, in hopes to find a place for those experiencing homelessness in Beverly Hills .

BHOT also operates the Home Again program in collaboration with Community Assistance Grant Funding (CAGF) partner, All Saints Church. The program works when a person experiencing homelessness informs BHOT that they are not from the Beverly Hills area and would like to return home, where they may have a stronger support network of family and/or service providers. At that time BHOT and All Saints work together to arrange travel plans to send the individual home via bus or flight. The program has sent folks home to areas as close as San Bernardino County on a bus or to the Bronx, New York City by plane, and places in between. Since 2015, BHOT has reunited 34 people with their families in other communities, and of the 34, eight have been reunited with family in 2023, since the expansion of the BHOT team, which represents 24% of all Home Again placements.

Nastec International, Inc.

In order to provide 24-hour outreach coverage, the City partnered with Nastec as part of a six month pilot program for an overnight and weekend response team. In order to align with the forthcoming Homelessness Plan, the six month pilot program with Nastec was extended an additional four and a half months into the 2023-24 fiscal year, at the June 6, 2023 Council meeting.

This team consists of two trained outreach/security individuals who answer The Beverly Hills Outreach and Assistance line. Nastec receives and responds to non-emergency calls to the hotline throughout the City nightly from 5pm to 8am and 24 hours on the weekends. Nastec will dispatch calls to Rangers at the park when overnight outreach is provided as well as to the Ambassadors in the business district. Since the launch of both the hotline and Nastec's contract, a total of 381 calls have come in on the hotline, of those, Nastec handled 190, which is 50% of the calls. Nastec patrols the areas of the City outside the Golden Triangle where Ambassadors are not located as well as the residential areas of the community.

4. Consultant & Homelessness Plan:

Abby Arnold and Jenny Swan were hired to develop successful strategies and action items to identify gaps in services related to engagement, placement and support of those in need and experiencing homelessness within the community.

Ms. Arnold and Ms. Swan have recently worked with the City of West Hollywood to develop and implement a five year plan to address homelessness. Municipalities such as El Segundo, Hawthorne, Redondo Beach, Hermosa Beach and Manhattan Beach have also utilized Ms.

Arnold's services for community engagement and planning associated with homelessness and services for those in need.

Staff began meeting and working with the consultants in January, in which they started assembling all of the City's documents and resources to assess current services, and they created a list of partners and stakeholders they intended to meet with as part of the information gathering process. Meetings with stakeholders began in late February with the final presentation taking place on May 30th. These meetings ranged from small group conversations to large presentations to several Commissions and the Chamber of Commerce, participants in the process included the business community, nonprofit service providers, City staff and contractors, residents and Commissioners and Council members.

The consultants also developed an online survey for all members of the community to take and provide their own personal feedback, experiences, and perceptions, which can help guide the homelessness plan and acknowledge and address community concerns. The survey will remain open until June 19th and results will be analyzed and incorporated into the final report.

The draft homelessness plan is currently underway and will include additional components that provide community education on the state of homelessness in Los Angeles County and in Beverly Hills, to provide greater context to the reader of this complex topic. The next Liaison meeting will be scheduled for later in the summer in which the draft plan will be presented to the Council Liaisons for review and discussion.

5. Additional Service Enhancements and Collaboration

On May 24, 2022 City Council authorized the City Manager to negotiate and execute a memorandum of agreement (MOA) with the County of Los Angeles Department of Mental Health for two licensed clinical social workers (LCSWs). The goal was to have these two LCSWs work alongside BHPD Officers forming our MHET (Mental Health Evaluation Team) Team. At this time, the County of Los Angeles has not been able to provide the City of Beverly Hills with the requested clinicians, and it is our understanding that County hiring practices have delayed the placement. The County has indicated that one clinician is undergoing the process of background check in the hiring process and staff is awaiting an update.

Despite not having any County clinicians joining the team at this time, in April the Beverly Hills Police Department assigned Officers Adam Falossi and Lowell Rose to the MHET team and they began their new assignment as partners able to respond to those in crisis, experiencing homelessness, or otherwise in need of mental health treatment alongside the rest of the City's outreach teams.

The officers have been a valuable addition to the City's overall homelessness response team in the two months they have been active, they also have joined the weekly homelessness collaboration debrief with the outreach teams to share information, strategies, and plans to provide specific assistance.

Fiscal Impact

This item serves as an update and there are no fiscal impacts at this time.

Recommendation

It is requested that City Council Liaison receive this update and provide direction on any additional steps they would like staff to take.

Attachment 1



CITY OF BEVERLY HILLS
HUMAN SERVICES DIVISION
MEMORANDUM

TO: Stephanie Harris, Director of Community Services

FROM: Christopher Paulson, Human Services Administrator
Christina Garcia, Program Operation Specialist

DATE: June 22, 2023

SUBJECT: Apricot Report – March 2023

The Apricot software system was launched on March 1, 2023. Participating City employees and contractors include Park Rangers, Ambassadors, BHOT, and Human Services. The following are some initial trends indicated by the data collected. It should be noted that in most cases, the unhoused individuals do not provide much personal information, or it could be inaccurate, so staff does their best to enter information into the system as accurately as possible.

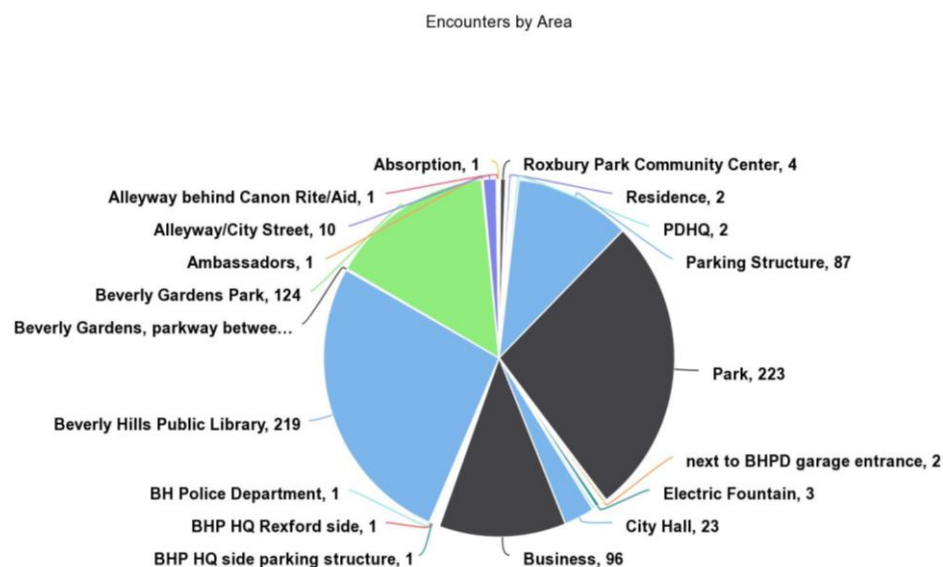
Unduplicated Clients Encountered: 123

Total Number of Encounters: 821

Information on Unhoused Activity

Encounters by Areas of the City

The following pie chart shows the area and number of encounters staff has had with the unhoused while doing welfare checks, outreach, observations/no contact, referrals, or enforcing community services facilities standards of behavior violations. As organized in the table that follows, the most encounters with the unhoused are occurring in City parks and the public library.

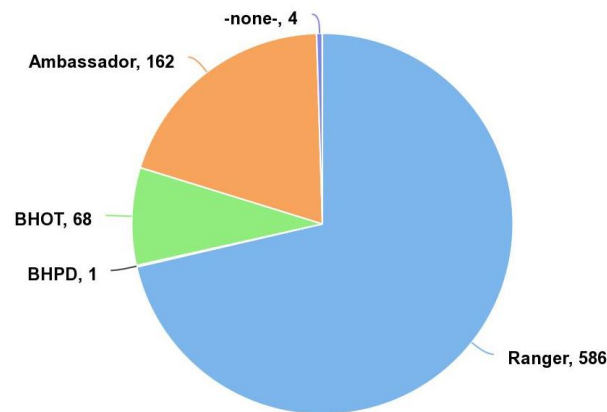


Park: 223	City Hall: 23
Beverly Hills Public Library: 219	Alleyway/City Street: 10
Beverly Gardens Park: 124	Roxbury Park Community Center: 4
Business: 96	Electric Fountain: 3
Parking Structure: 87	Residence, PDHQ, Next to BHPD garage entrance: 2

Encounters by Staff Team

This highlights the number of encounters staff has had with the unhoused while doing welfare checks, outreach, observations/no contact, referrals, or community services facilities standards of behavior violations. Park Rangers logged the most encounters this month with 586.

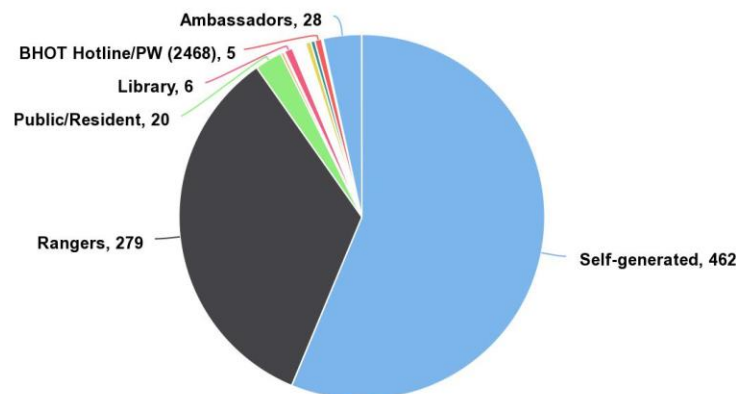
Encounters by Staff Type



Encounters with Unhoused by Referral Source

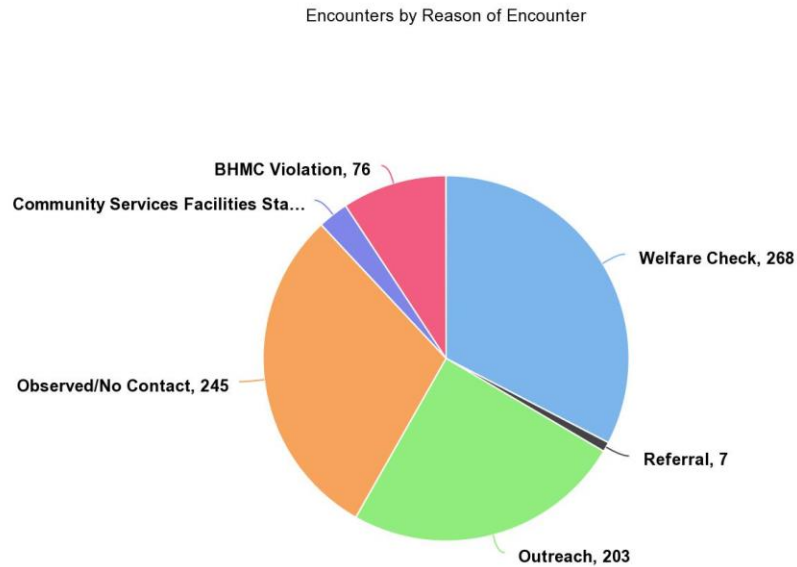
This pie chart shows the number of encounters staff has had with the unhoused based on the referral source. The highest is self-generated, meaning the employee encountered the individual through the course of their work or patrol; and the lowest comes from the BHOT hotline 2468/PW.

Encounters by Referral Source



Encounters with Unhoused by Reason for Approach

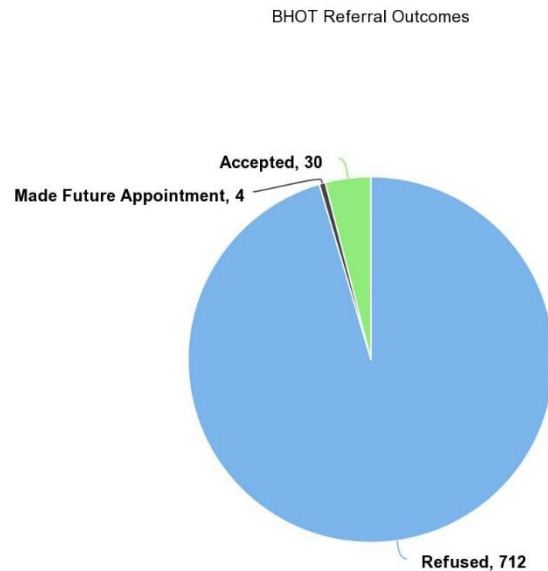
This pie chart shows the reasons for encounters with the unhoused by staff. Welfare checks is the biggest reason why staff engage with the unhoused.



Service Outcomes

BHOT Referral Outcomes

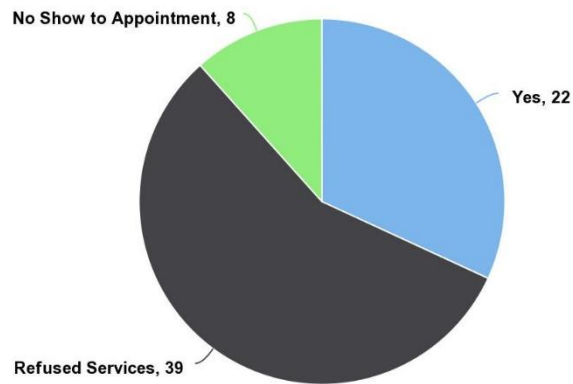
Chart shows the outcome of BHOT's referrals. This shows that a lot of the unhoused refuse to receive services. This makes it challenging for staff to engage and work with someone to get into services and housing when they don't want to take the first step and speak with BHOT.



BHOT Service Outcomes

Once a person decides they want to interact with BHOT and learn more about the available services and the Park Ranger or Ambassador contacts BHOT, the person experiencing homelessness still has the ability to refuse BHOT services which most do, or simply not show up for the appointment.

BHOT Service Outcomes





CITY OF BEVERLY HILLS
HUMAN SERVICES DIVISION
MEMORANDUM

TO: Stephanie Harris, Director of Community Services

FROM: Christopher Paulson, Human Services Administrator
Christina Garcia, Program Operation Specialist

DATE: June 22, 2023

SUBJECT: Apricot Report – April 2023

The Apricot software system was launched on March 1, 2023. Participating City employees and contractors include Park Rangers, Nastec, BHPD MHET Officers, Ambassadors, BHOT, and Human Services. The following are some initial trends indicated by the data collected. It should be noted that in most cases, the unhoused individuals do not provide much personal information, or it could be inaccurate, so staff does their best to enter information into the system as accurately as possible.

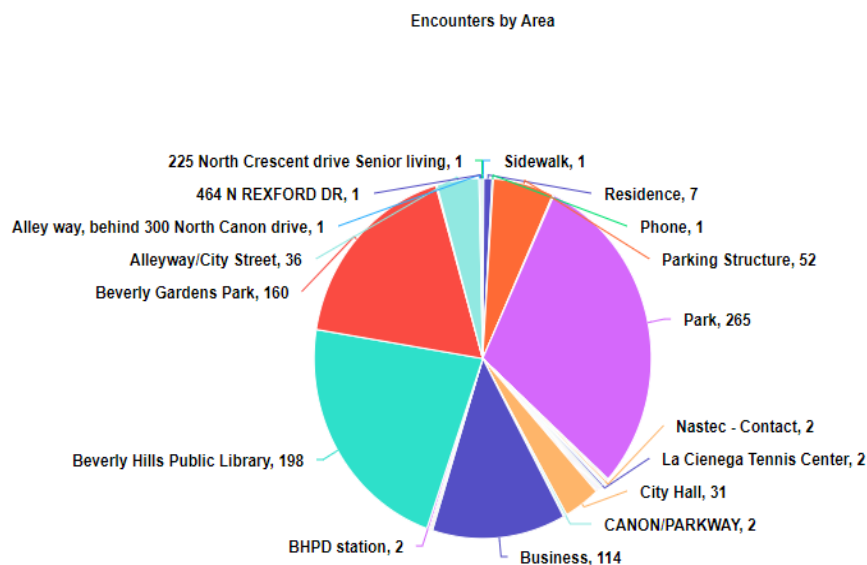
Unduplicated Clients Encountered: 169

Total Number of Encounters: 892

Information on Unhoused Activity

Encounters by Areas of the City

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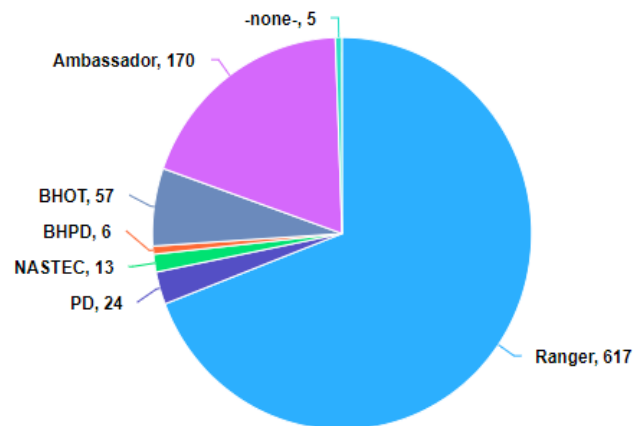


Park: 263	Alleyway/City Street: 36
Beverly Hills Public Library: 195	City Hall: 29
Beverly Gardens Park: 160	Residence: 7
Business: 114	Nastec-Contact, BHPD Station: 2
Parking Structure: 52	La Cienega Tennis Center: 2

Encounters by Staff Team

This highlights the number of encounters staff has had with the unhoused while doing welfare checks, outreach, observations/no contact, referrals, or community services facilities standards of behavior violations. Park Rangers logged the most encounters this month with 604.

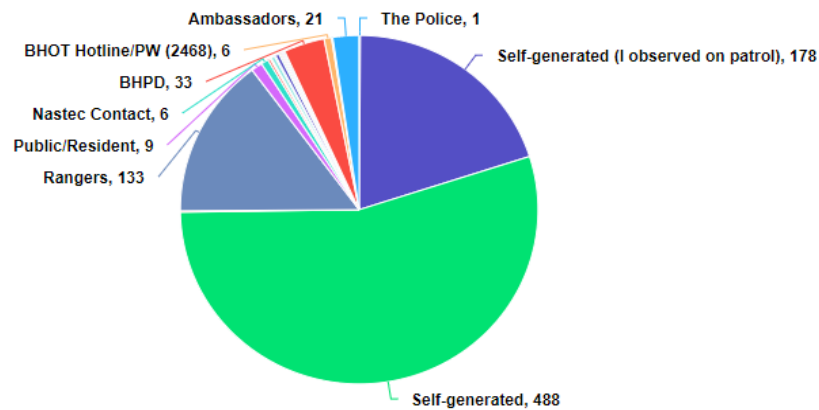
Encounters by Staff Type



Encounters with Unhoused by Referral Source

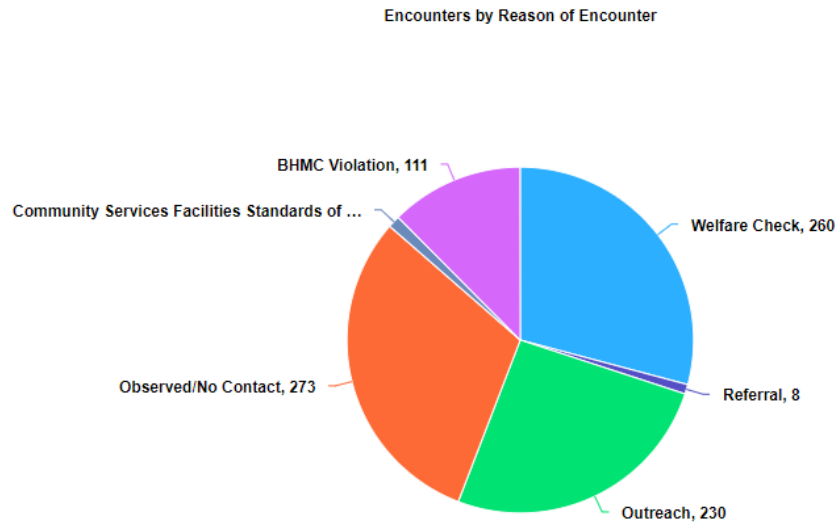
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Encounters by Referral Source



Encounters with Unhoused by Reason for Approach

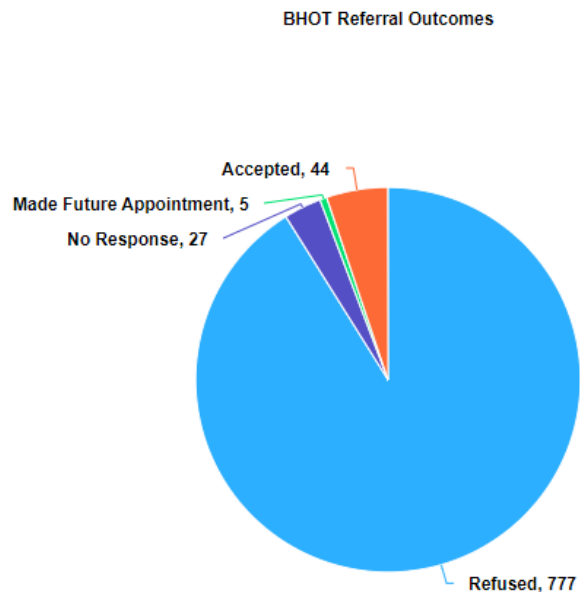
This pie chart shows the reasons for encounters with the unhoused by staff. Observed/No Contact is the biggest reason why staff engage with the unhoused.



Service Outcomes

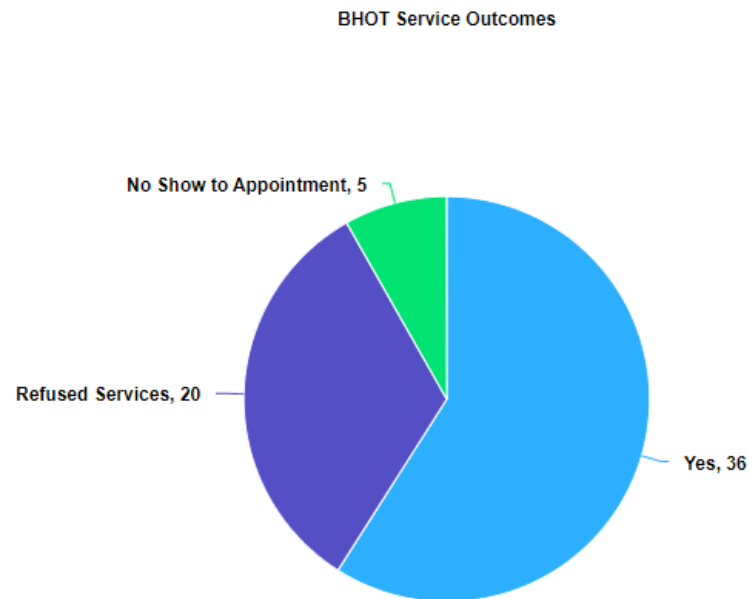
BHOT Referral Outcomes

Chart shows the outcome of BHOT's referrals. This shows that a lot of the unhoused refuse to receive services. This makes it challenging for staff to engage and work with someone to get into services and housing when they don't want to take the first step and speak with BHOT.



BHOT Service Outcomes

Once a person decides they want to interact with BHOT and learn more about the available services and the Park Ranger or Ambassador contacts BHOT, the person experiencing homelessness still has the ability to refuse BHOT services which most do, or simply not show up for the appointment.





CITY OF BEVERLY HILLS
HUMAN SERVICES DIVISION
MEMORANDUM

TO: Stephanie Harris, Director of Community Services

FROM: Christopher Paulson, Human Services Administrator
Christina Garcia, Program Operation Specialist

DATE: June 22, 2023

SUBJECT: Apricot – May 2023

The Apricot software system was launched on March 1, 2023. Participating City employees and contractors include Park Rangers, Nastec, BHPD MHET Officers, Ambassadors, BHOT, and Human Services. The following are some initial trends indicated by the data collected. It should be noted that in most cases, the unhoused individuals do not provide much personal information, or it could be inaccurate, so staff does their best to enter information into the system as accurately as possible.

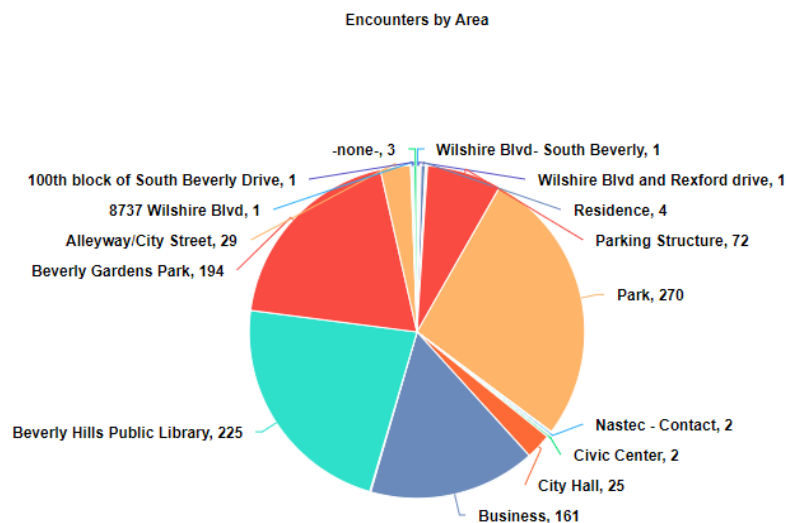
Unduplicated Clients Encountered: 186

Total Number of Encounters: 999

Information on Unhoused Activity

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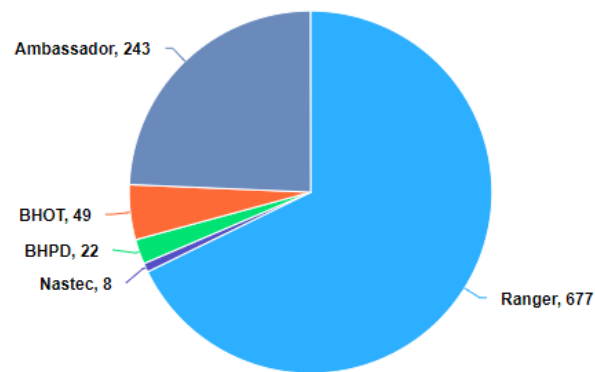


Park: 270	Alleyway/City Street: 29
Beverly Hills Public Library: 225	City Hall: 25
Beverly Gardens Park: 194	Residence: 4
Business: 161	Nastec - Contact: 2
Parking Structure: 72	Civic Center: 2

Encounters by Staff Team

This highlights the number of encounters staff has had with the unhoused while doing welfare checks, outreach, observations/no contact, referrals, or community services facilities standards of behavior violations. Park Rangers logged the most encounters this month with 691.

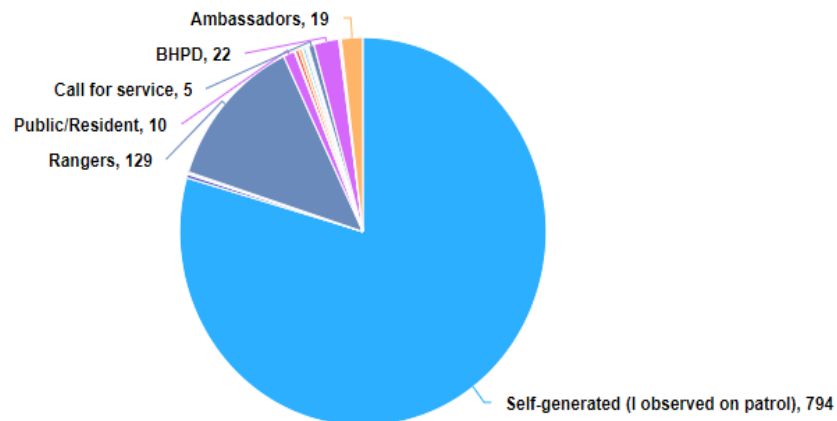
Encounters by Staff Type



Encounters with Unhoused by Referral Source

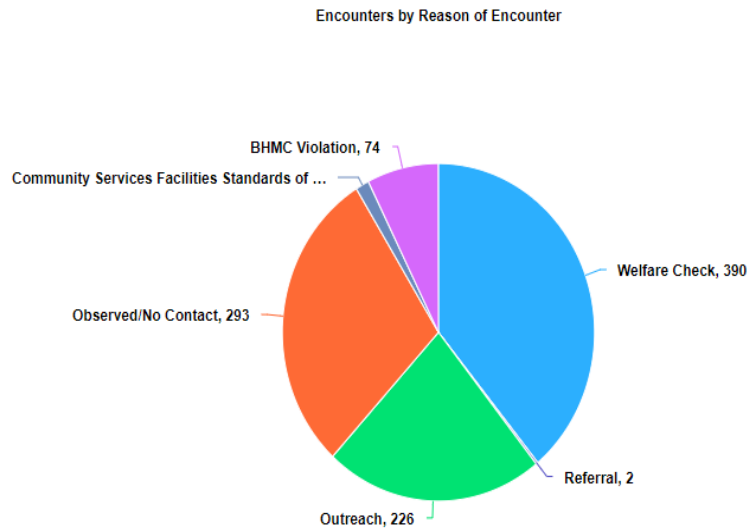
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Encounters by Referral Source



Encounters with Unhoused by Reason for Approach

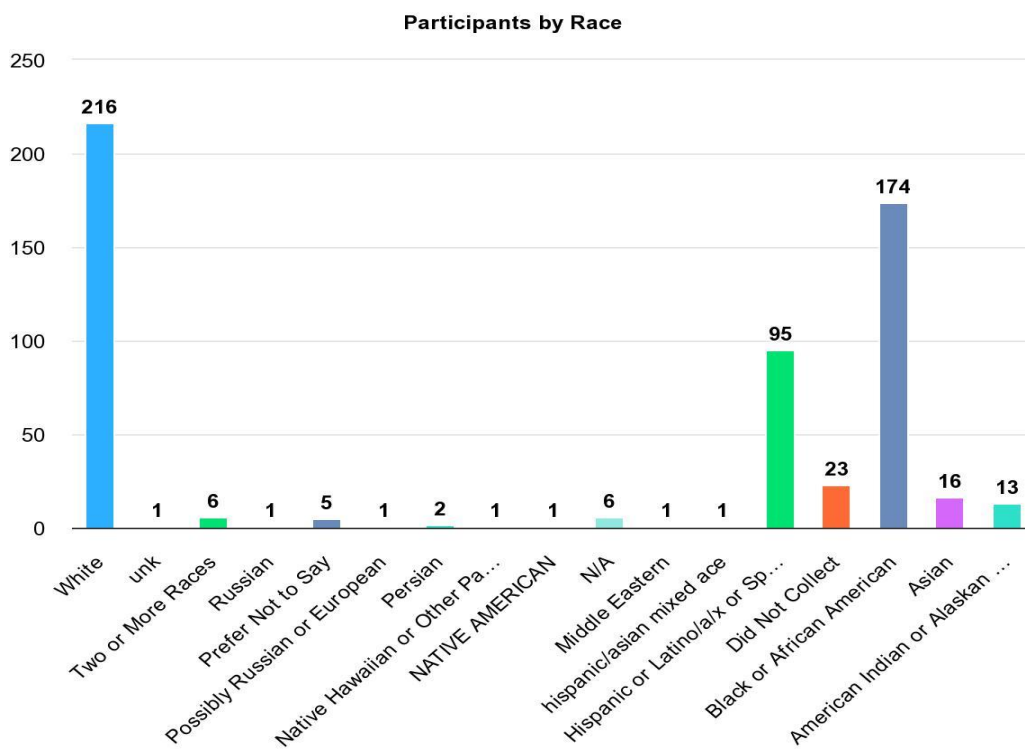
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Unhoused Demographics

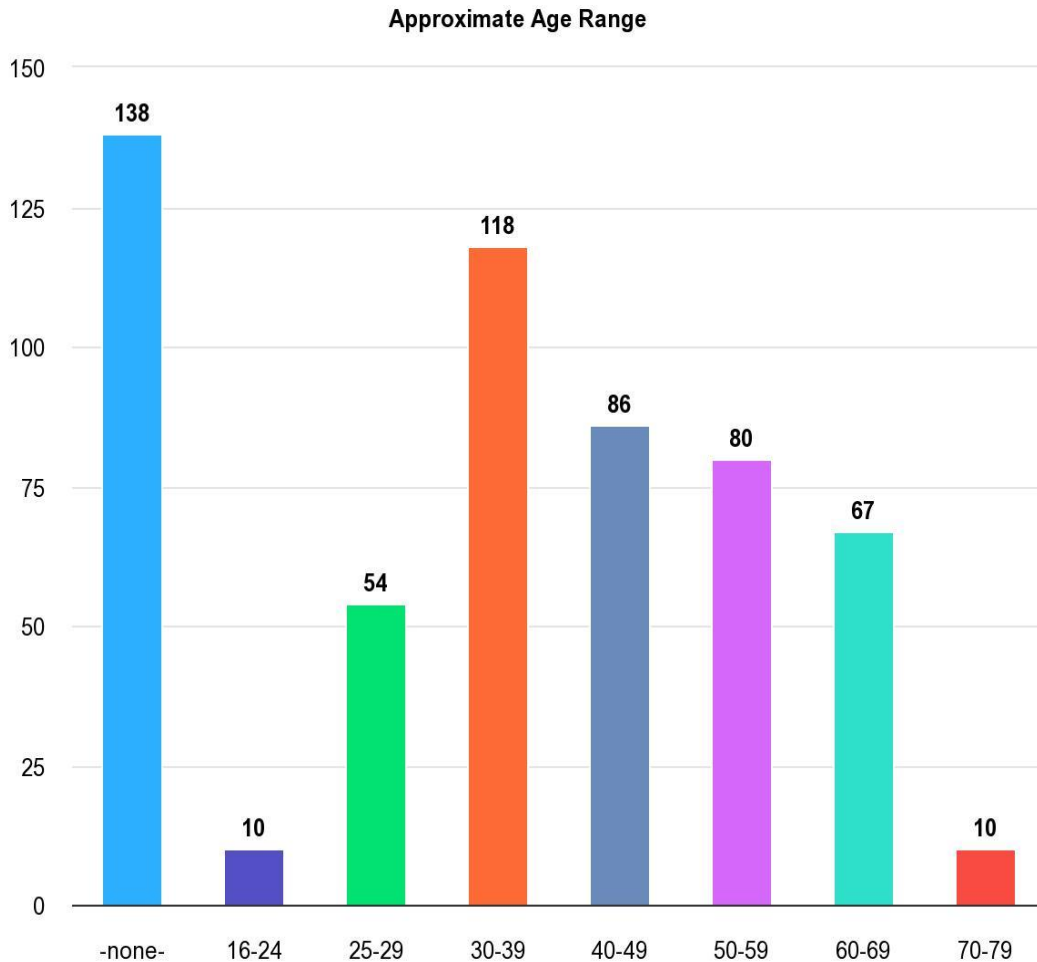
Unhoused Demographics – Race

This graph shows the participants by race. White is the highest with 216 individuals, followed by Black (174) and then Hispanic (95).



Unhoused Demographics – Age

The following bar graph shows the approximate age range of the unhoused, based on self-reporting or approximations by outreach staff. Aside from many individuals not having data in this category, the largest tranche of ages is 30-39 year olds.



Unhoused Demographics – Military Status

At this time individuals did not provide substantial information. One person indicated they were retired military and two others indicated prior service but none requested assistance from the Veterans Affairs Administration.

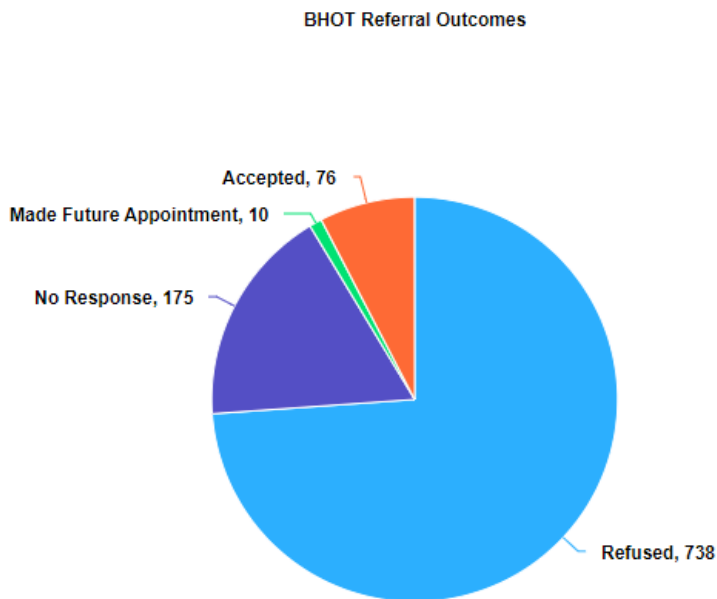
Unhoused Demographics – Disability Status

Like Military status, Disability status is not something most individuals felt compelled to share with the outreach teams. According to the data, nine individuals are suffering from psychological issues and ten are experiencing physical or mobility issues. This data may be generated by staff based on their interaction and observations, such as mobility issues if someone is in a wheelchair or uses a walker.

Service Outcomes

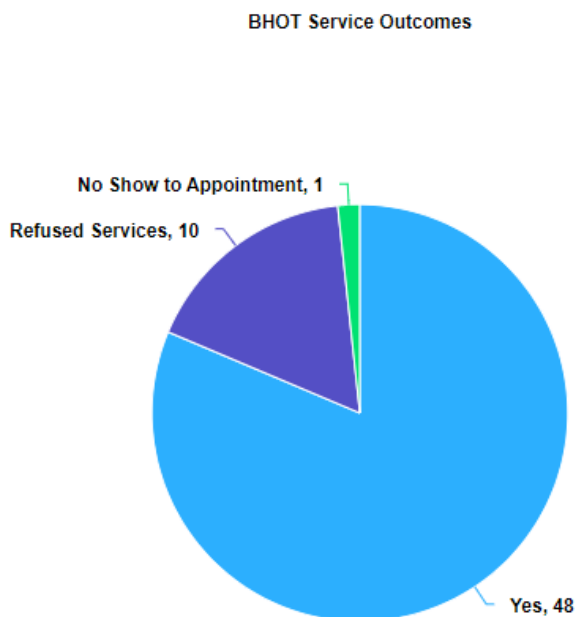
BHOT Referral Outcomes

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BHOT Service Outcomes

Once a person decides they want to interact with BHOT and learn more about the available services and the Park Ranger or Ambassador contacts BHOT, the person experiencing homelessness still has the ability to refuse BHOT services which most do, or simply not show up for the appointment.





CITY OF BEVERLY HILLS
COMMUNITY SERVICES DEPARTMENT

MEMORANDUM

TO: City Council Liaison Unhoused Services Ad Hoc Committee

FROM: Christopher Paulson, Human Services Administrator
Enisha Clark, LCSW, Human Services Outreach Manager
Stephanie Harris, Director of Community Services

DATE: June 22, 2023

SUBJECT: Housing Opportunity – Step Up on Second

Introduction

Step Up has been a longtime partner of the City of Beverly Hills, providing homeless outreach and permanent supportive housing placement for the City since 2015. Step Up owns and operates supportive housing units, and is in the process of adding additional units to their portfolio.

Discussion

The City of Beverly Hills has contracted with the nonprofit organization, Step Up on Second, since 2015, to provide a homeless outreach and permanent supportive housing placement program. As discussed previously, the City's agreement with Step Up was increased in November 2022 and they currently provide five homeless outreach staff members seven days a week, in addition to placing individuals in shelter and transitional housing as available and as requested.

In addition to providing linkages to housing and services, Step Up owns and operates supportive housing units, and is in the process of adding additional units to their portfolio. Step Up's very first facility is Step Up on Second, which opened its doors in Santa Monica in 1994. Step Up now owns and/or operates 421 units of innovative, community-based permanent supportive housing across 12 developments in Los Angeles County.

While consultants Arnold and Swan are still preparing the homelessness plan for the City, it has become clear to staff, our community partners, and from conversations with the consultants and experts in the field, housing is the single biggest factor in helping people off the streets. Since 2014, the City of Beverly Hills has contracted with PATH for five shelter beds, which are currently full, and there are no additional beds that can be acquired from PATH at this time.

Given the urgency of the homelessness crisis in Los Angeles County, staff believes it was crucial to bring forward the information that Step Up has the ability to acquire additional units of permanent supportive housing through a scattered-site housing model. Step Up is in the process of developing approximately 70 additional permanent supportive housing units and have the capacity to contract many of those units to the City of Beverly Hills.

It should also be noted that Mayor Bass in Los Angeles and her Inside Safe program has been aggressively contracting with motel owners throughout Los Angeles to house people experiencing homelessness on a temporary basis while they identify the appropriate permanent supportive housing for those individuals. It is reasonable to believe that Los Angeles will try to contract for additional units of permanent supportive housing and so there is a significant urgency to secure units for Beverly Hills before the opportunity is lost.

As for the number of recommended units the City should acquire, we should look to current case law on homelessness and homeless encampments as set by federal Judge David Carter. Judge Carter has indicated that if a city wishes to enforce anti-camping ordinances on the unhoused, that the city must have housing available immediately to at least 60% of the current homeless population. The reasoning being that with that many housing units, if people decline services and entering housing, then cities can enforce anti-camping ordinances. Using the most recent point-in-time count performed by the Los Angeles Homeless Services Authority (LAHSA) in 2022 indicated Beverly Hills has 39 homeless individuals, housing for 60% of that population results in the need for 24 units.

With unhoused populations shifting and resources varying from city to city, it would be prudent for the City of Beverly Hills to look to contract for more than the minimum requirement of 24 units and look closer to 40 units. With the cost of acquiring land and constructing affordable housing units and permanent supportive housing units, it would be wise for the City to contract for up to 40 units of housing now, while the opportunity currently exists.

In order to start a conversation, Step Up has provided some basic cost information to the City. There are certain expenses that are one-time costs, such as furnishing the unit, on-site security, vehicles to transport to services, and overhead to recruit staff. The annual cost for a unit and services is \$37,400 and the annual cost for a one bedroom and services is \$41,000.

The annual cost for 40 units with all services included would be \$1,662,200 or \$16,622,000 over the 10 year agreement.

Fiscal Impact

There are no fiscal impacts at this time. If staff is directed to bring a complete proposal to the full City Council, a fiscal impact analysis will be performed at that time.

Recommendation

It is requested that City Council Liaisons provide direction to staff on the desire to bring forward a complete proposal for consideration to the full City Council to contract with Step Up on Second scattered-site permanent supportive housing units for the unhoused for an initial 10-year term.