



# Jamboree

## *The Crestview in Mountain View, CA*

### **What was discussed at The Crestview Community Meetings?**

**Meeting Dates: November 14, 2022, January 18, 2023, May 24, 2023**

This document last updated in June of 2023

## **RESIDENTS**

### **1. Will residents be able to get their children to and from school?**

Yes. Like in other apartment communities, many residents will have their own vehicles. However, if transportation issues do arise, Jamboree and city staff will work with any resident, their school, and the school district to provide safe alternatives. The city's already existing Safe Routes to School program promotes safe walking and bicycling options. The Crestview is within the Mountain View Whisman School District. Jamboree regularly works with school districts to ensure that the students in our communities have all the tools they need to thrive.

### **2. Who will live at *The Crestview*?**

*The Crestview* will serve local Transition Age Youth (TAY) aging out of the foster care system, individuals, and small families in the area who are currently experiencing or are at-risk of homelessness. *Each* resident will sign a lease, pay rent, and follow house rules associated with living in an apartment building.

Applicants will not only undergo an extensive vetting process from the County but will also need to go through a background check conducted by the property management team. Applicants convicted of a violent or drug-related crime and registered sex offenders will not be approved for residency.

### **3. What will residents pay in rent?**

Residents will pay 30% of their income in rent.

### **4. Which agencies refer potential tenants?**

The County's Office of Supportive Housing through the Coordinated Entry System (CES) will be the referral agency for permanent supportive housing units. The CES is a consistent, community-wide intake process matching households experiencing homelessness to existing community resources that best fit their situation. The County has used coordinated entry for permanent supportive housing and rapid rehousing programs for years.

### **5. How do I sign up for the waitlist?**

If you need shelter or access to other community resources, please call 211. Also, a list of access points to the County's Coordinated Entry System can be found on the [Office of Supportive Housing's website](#). An assessment is required (VI-SPDAT) to be placed on the community queue for supportive housing.

## **6. Will the tenants be good neighbors?**

Yes. Jamboree has a strong "Good Neighbor" Policy for all of our communities and residents. That includes specific rules that residents must follow as a part of their lease. Some of the rules tenants must agree to when signing their lease include an overnight guest policy, refraining from drug-related criminal activity, observing community quiet hours, and keeping areas visible to others free of waste.

As with any community, neighborhood issues can occur and can be quickly addressed by bringing them to the attention of the onsite staff. If neighbors need to get in touch with staff at the Crestview, contact information for property management will be displayed on Jamboree's Crestview property webpage and will be updated on this page once it is available. Jamboree's onsite staff has expertise with permanent supportive housing and is committed to being a good neighbor. As a community developer, Jamboree has a long-term interest in the neighborhoods where our communities are located and will own the building for at least 55 years. It is in Jamboree's best interest to properly maintain and operate their properties.

## **7. Is it safe to have Supportive Housing communities near schools?**

All of Jamboree's Permanent Supportive Housing properties are located near a combination of schools, parks, community spaces, single-family homes, retail, and other apartments. The consensus from researchers, and our own experience suggests that it's not only safe, but important for our developments to be integrated as part of the community, not simply placed in the "least desirable" locations that often lack access to community amenities.

Rockwood Apartments, a Jamboree community located in Anaheim, CA, features 65 apartments for families coming out of homelessness, and 15 one-bedroom apartment homes for individuals who are formerly homeless and living with a mental illness and other special needs. This development is adjacent to an elementary school and a local public park. Jamboree partnered with the elementary school to discuss the effects of our housing on the school, meeting weekly with staff to identify and address any concerns or issues. Over six years later, Jamboree and the school still meet regularly and have seen nothing but positive effects from the development. Jamboree has a Community Collaborative with the school district and often co-hosts events and activities.

## **SERVICES**

### **8. What is Permanent Supportive Housing?**

Permanent Supportive Housing (PSH) links subsidized housing to flexible, voluntary supportive services to help individuals and families with disabilities to maintain stable housing and live productively in the community. The services are designed to build independent living skills while connecting residents with treatment, employment and community-based health care services.

### **9. What does it mean that there will be "resident services" and "case management"?**

Jamboree and The Crestview's service provider will connect residents with resources including arranging access to counseling and health services, nutrition programs, adult enrichment and education classes, civic engagement, career counseling, and assistance obtaining necessary benefits among others.

Residents will have access to case management services onsite. While all services are voluntary, case management provides individualized support and encouragement so that residents' personal goals are in focus along with their primary goal of maintaining their housing and successfully remaining in their community. Upon move-in, PSH residents complete a comprehensive assessment, and staff creates a written treatment plan based on the information generated in the evaluation. The treatment plan is

modified periodically as the needs and conditions of the person change. The treatment plan focuses on the participant's strengths and identified areas of need.

For PSH units, there is a 1:20 staff-to-resident ratio to provide appropriate levels of service. Staff will make the following services available to residents through individual meetings and onsite workshops:

- Case management
- Peer support activities
- Mental health care that includes assessment, crisis counseling, individual or group therapy, and peer support groups.
- Substance use services, such as treatment, relapse prevention, and peer support groups.
- Support linking to physical health care, including access to routine and preventative health and dental care, medication management, and wellness services.
- Benefits counseling and advocacy including assistance accessing SSI/SSP and enrolling in Medi-Cal.
- Basic housing retention skills (such as unit maintenance and upkeep, cooking, laundry, and money management).
- Community building activities, creative activities, health and wellness workshops.

#### **10. Will there be onsite staff?**

Yes. There will be a property manager living onsite.

#### **What about other staffing?**

There will be one full-time Jamboree case manager, another full-time supportive services case manager, a full-time resident services coordinator, and a full-time maintenance staff member. A Jamboree Regional Director will help oversee the property. Also, a security guard will be present at *The Crestview* for significant portions of the day.

### **HOMEKEY EXPERIENCE**

#### **11. How has Jamboree's previous experience with Homekey informed plans for *The Crestview*?**

Jamboree has either developed, or is in the process of developing, 11 hotel conversions, seven of which are Homekey projects. These communities account for 818 units of the more than 10,000 affordable homes Jamboree has built. We have incorporated many lessons learned into subsequent Homekey developments. One of these lessons is the importance of establishing a collaborative partnership between the County, City, and Jamboree early in the process. The County of Santa Clara, the City of Mountain View, and Jamboree are actively working together to ensure *The Crestview* is an asset for the entire community.

We've also updated the design standards for our Homekey hotel conversions. There is now an emphasis on increasing visual access for property management and services staff. Work areas dedicated to services and property management are designed to give onsite staff members sight lines of entrances and communal areas. Service offices are designed with glazed doors so staff also has visual access to first-floor common space.

Proactive relationships with local public safety entities have proven to be beneficial. At other Jamboree properties, we meet with local public safety officials and other community leaders on a biweekly or monthly basis. This practice leads to improved relationships between residents, neighbors, and public safety officials. We plan to offer ongoing meetings to Mountain View public safety officials and will remain responsive to all requests and inquiries.

## SECURITY

### 12. What security measures will the property have?

Jamboree creates a site-specific security plan for each of our properties. This plan incorporates the needs of the residents, staff, visitors, and the general public. *The Crestview* plan calls for secured building entrance and vehicular access along with technological infrastructure that allows for video surveillance, controlled fob access, and "voice-down" security systems capabilities.

The voice-down security system is a network of security cameras placed strategically throughout *The Crestview* that provides a live stream to an offsite security team. What makes these cameras unique is they allow the professionals watching the stream to communicate directly to those onsite through speakers in the cameras. If the offsite security team witnesses suspicious activity, the staff can speak with those onsite to ensure the safety of residents and neighbors.

Jamboree is also designing the management and services offices to maximize visibility to all interior public areas such as the lobby, community room, and community kitchen.

In addition to the physical and technological infrastructure, the staffing plan includes an onsite manager living at the property who can address any safety concerns. The security plan includes a security guard's presence throughout significant portions of the day. Property Management will enforce a strict overnight visitor policy which will prevent non-approved individuals from moving in.

*The Crestview* security plan aims to provide a 24/7 security presence.

### 13. Will this community lead to an increase in crime or police calls in the surrounding area?

Research demonstrates that affordable housing does not lead to a rise in neighborhood crime. A [2022 study on the effects of affordable housing \(the study includes both traditional affordable and permanent supportive housing\) in Orange County, CA](#) reaffirmed this. Conversely, the study showed that areas near affordable housing saw modest decreases in crime. This has been Jamboree's experience in our 30+ years as a nonprofit community developer. We also find that any initial increases in service calls related to our properties are usually because residents are using 911 for non-emergency issues. After residents are stably housed, given access to services, and trained on the appropriate use of 911, our experience is that the number of calls quickly decreases.

Jamboree prioritizes having a proactive working relationship with local law enforcement. Communication with the Mountain View Police Department and Mountain View Fire Department is already established and will remain ongoing. Providing individuals access to stable housing often makes it easier for the police department to serve the residents and the overall community.

## PARKING

### 14. Will there be enough parking?

Yes. The current proposal for *The Crestview's* 49 apartment units provides 75 parking stalls. That is approximately 1.6 parking stalls for every 1 unit. When *The Crestview* transitions into a permanent apartment community the parking ratio will increase from when it operated as a hotel. At that time the hotel provided 83 parking spaces for its 66 rooms.

Jamboree recognizes that new development, especially in well-established communities, naturally raises questions about its impact on local traffic and parking. Whenever Jamboree develops a new affordable or supportive housing community, the goal is to design the community in a way that limits impacts on the built environment of the neighborhood and the day-to-day lives of existing neighborhood residents.

## OUTREACH

### 15. Does the community have a say in this project?

Yes. Jamboree, County and City staff have undertaken extensive efforts to receive community input on *The Crestview*. The County and City hosted the first community meeting in March of last year. Since then, six more community meetings have been held. Multiple meetings with individual neighbors have been held to discuss *The Crestview*. Through this input, Jamboree is working to incorporate community comments to address safety, traffic, and other neighborhood concerns.

### 16. How will the community be able to provide ongoing input?

Jamboree, along with the County and City, are committed to being available for feedback throughout the property's lifetime. Jamboree will ensure that our onsite property management and services team are accessible to the broader community at all times. Should a concern arise, community members are asked to reach out to discuss ways to address it.

At this time please contact Jamboree by signing up for the [Crestview Good Neighbor Contact List](#), or by emailing [outreach@jamboreehousing.com](mailto:outreach@jamboreehousing.com)

Once property management sets up a direct line at *The Crestview*, we will update this page and put contact information on [the Jamboree Crestview webpage](#).

Jamboree also plans to create a Community Collaborative for The Crestview. Jamboree has a history of creating Community Collaboratives that function as neighborhood councils. These Community Collaboratives often include a combination of Jamboree service staff and providers, onsite residents, residents from the surrounding community, city staff, public safety personnel, and local school representatives. These Community Collaboratives meet quarterly or annually, but the frequency of meetings is driven by the Community Collaborative, not Jamboree. **This page will be updated when more details are available.**

## FURTHER INFORMATION

### **17. What is the plan for the commercial area on the property that recently experienced a fire?**

While there is currently no approved plan, Jamboree, the county, and the city are interested in turning it into an outdoor space that not only Crestview residents, but other Mountain View neighbors can utilize and enjoy. If you have ideas or suggestions, please feel free to contact us at [outreach@jamboreehousing.com](mailto:outreach@jamboreehousing.com) with your suggestions.

### **18. How will The Crestview be financed moving forward?**

The future operating expenses of The Crestview have been carefully calculated and accounted for. Initial budgeting considers not only development and construction but also the services available to residents. Perpetual income will come from rent, 30% of a resident's income will be dedicated to rent, and Section 8 project-based vouchers. The Santa Clara County Housing Authority granted the Crestview these vouchers, and they are guaranteed for forty years.

In affordable housing, the public lenders of a project act as an external accountability mechanism. In addition to Jamboree's own asset management team, their stringent rules and oversight help guarantee long-term financial stability.

### **19. What experience does Jamboree have?**

Founded in 1990, Jamboree is an award-winning, mission-driven nonprofit community development organization with properties throughout California. Jamboree has engaged in dozens of successful cross-sector partnerships to develop over 10,000 units of affordable housing, including 1,000+ permanent supportive housing units. As one of the nation's top 10 nonprofit affordable housing developers, Jamboree develops, acquires, renovates, and manages affordable rental housing and delivers a range of supportive housing options for families, seniors, veterans, and previously homeless. More than 25,000 Californians from San Diego to the Sacramento area call Jamboree home. Among them are 2,100 seniors, 700 veterans, and 475 persons with a history of mental health disabilities and experience with homelessness.

### **20. If I want more information about *The Crestview*, who should I contact?**

Jamboree welcomes comments! You can reach our outreach staff at [outreach@Jamboreehousing.com](mailto:outreach@Jamboreehousing.com). For detailed information on *The Crestview*, as well as an opportunity to sign up for any related news and future open forum discussions visit: [www.jamboreehousing.com/crestviewmountainview](http://www.jamboreehousing.com/crestviewmountainview)