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## **Transition from Homeless to Homed**

Heidy Avalos

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Transition from Homeless to Homed

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Collaborative Health & Human Services

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#### Author Note

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## **Abstract**

Interim Inc focuses on providing permanent supportive housing for adults with psychiatric disabilities and dealing with homelessness. The waitlist for Interim's properties are extremely long leaving people on the waitlist still homeless. The purpose of the project is to provide informational pamphlets to residents and to people on the waitlist. There are two different pamphlets. One is for residents that need the support in clarification of the programs that Interim offers since there is still confusion among residents. The other pamphlet is full of resources that people can access while still finding themselves homeless. The expected outcome is for both populations to have the support that they need.

The results are ongoing and will need long-term help. These vouchers are to be given to new and current residents. The other pamphlet is to be given to people who are on the waitlist, to be displayed on the offices and can also be given to current tenants to share with friends and family that might find themselves homeless. The project did meet the expected outcomes because I know this will make a difference. The next steps for the agency can definitely implement an anonymous questionnaire just as the first step of my project because it gives the power to the residents to feel more welcomed in being honest in what other ways Interim can offer support.

*Homeless, mental illness, shelters, resources,*

## **Agency & Communities Served**

Interim, Inc. is a private nonprofit organization that provides a unique combination of support services, housing and treatment for adults with mental illness in Monterey County. Interim's vision is to "provide services and affordable housing supporting members of our community with mental illness in building productive and satisfying lives. Interim, Inc. envisions a world in which people with mental illness are able to live, work, learn and participate fully in the community." (Interim Housing Operations, 2022). The services provided in this organization include affordable supportive housing, residential treatment, mental health and dual-recovery services, case coordination, therapeutic services, outreach and intensive support for homeless adults, supported education and employment, day treatment and peer support.

The population that Interim serves are adults who are homeless and have a mental health diagnosis. This population also needs to have services from the department of Monterey County Behavioral Health (MCBH). If clients don't have these qualifications, they won't be candidates to be placed on the waitlist for the housing program that Interim offers, along with other services that this private nonprofit organization provides. Qualifying adults also have to reside in Monterey County to be considered at Interim Inc.

## **Problem Model Background and Literature Review**

Homelessness is an issue that is hard to fix one hundred percent, but certainly there are ways to reduce homelessness. "Homelessness is a significant social issue in California. Data from January 2019 estimates that 151,278 people experience homelessness on any given day." (Homelessness in California, 2022). Ofcourse, these numbers are higher in the real world

because homelessness is not just living on the streets. It is also not having a stable home, living on somebody's couch, living in a car, someone's garage and so on.

The problem with homelessness is mostly due to the fact that there is a lack of housing availability and affordability. "High housing costs can lead to frequent moves or force families to live in unhealthy substandard housing. Homeless individuals experience chronic pain, high rates of premature mortality, and higher risk of communicable disease." (Housing & Homelessness, 2021). There are a lot of factors that go into someone becoming homeless, and the consequences for these outcomes are never positive from these situations.

### **Contributing factors**

One of the contributing factors of homelessness is the lack of affordability of homes. As a renter myself, the rent prices have skyrocketed to its full potential. These factors that come into play for the lack of affordability are the high housing costs, lack of inventory and the post-recession construction slowdown. (Lack of affordable housing in California, 2020). The problem of unaffordable housing costs is one of California's most pressing challenges. "1 in 5 households across California faced severe housing cost burdens, spending more than half of their income towards housing expenses. And more than 4 in 10 households statewide had unaffordable housing costs in 2017." (California's Housing Affordability Crisis, 2022). It seems that with the housing economy every paycheck a person earns just goes to a building where you live, leaving you with little to no savings at the end of the month.

Another contributing factor of the high rise of homelessness is the difficulty for homeless people who live on the street to adjust to a housing program structure after being homeless and also dealing with mental health issues that often occur with people living on the streets. "There needs to be continued support" just as Christina states. "But the pathway out of homelessness is

fraught with vulnerability and insecurity, people who once lived on the street must relearn basic skills, such as cooking, budgeting, and even sleeping in a bed. Finding a home is not the end of their struggles.” (Housing Is Not the End, 2022). While conducting interviews with residents at Interim, it was discovered that it’s a proven fact that these statements are true. After not being homeless anymore, this population starts to relearn the basic skills that they unlearned when they were homeless on the streets. It's a whole new process to integrate themselves into society and be comfortable with their new lifestyle.

### **Consequences**

Homelessness is already cruel for the people living in that situation, but being homeless also brings other consequences in their lives such as various health issues. Health issues can range from long terminal health illness, mental health illness and to becoming addicted to drugs. During the time that a person is homeless, “They have limited access to health care, problems getting food and trouble staying safe. Their health is at risk due to the unsanitary living conditions that they live in and the exposure to severe weather.” ( Homeless health concerns, 2021). Health issues like these not only bring people to get dangerously ill, but are also a risk factor of early deaths that can be preventable.

Substance misuse, poor health and homelessness are often found together and directly linked together to early death. Death is a natural process that we can’t just stop, but being homeless will increase the likelihood of an earlier death. “On average, homeless people are three times more likely to die than people who are not homeless. Homeless people experience the same kind of diseases as those with homes, but with greater severity. They are also three to six times more likely to be affected by a disease.” (Homelessness: A call to early death, 2022). The vulnerability that this population is in is very alarming, especially knowing how close to death

they are.

Homelessness can put people in dangerous violent situations as well, but it can also increase the chances of themselves adapting in violent acts due to the harsh living situations they find themselves in. “Homeless people sometimes escalate to more serious crimes, including theft or breaking and entering.” (American Psychological Association, n.d.). These actions negatively impact the individual themselves by committing crimes on a regular basis and risking getting hurt, killed or sent to jail. These crimes are also very dangerous to the public who become the victims of these crimes. All around, these consequences impact everyone negatively.

### **Capstone Project Proposal and Justification**

One of the contributing factors that is being addressed in the project is actually two contributing factors that go hand in hand with one another. The main one being the transition of residents once they are homed and the confusion and questions they have along the way in this new process. But with the lucky ones that are homed, Interim also faces the challenges of having a long waitlist for housing, leaving many adults still homeless. In order to address the big issues with both contributing factors, a pair of pamphlets were created to address the need for clarification and support for the residents at Interim.

The second pamphlet is full of resources that current homeless adults can find helpful and integrate those resources in their everyday life while they can find a stable housing situation. This resource pamphlet has many resources from meal programs, food banks, food pantries, shelters, taxi vouchers and resourceful numbers if adults find themselves in a crisis situation and need to reach out. It's easy for someone to be on a waitlist for housing, but they still need support while being on a long waitlist and this is what this pamphlet is all about. Both of these contributing factors go hand in hand and Interim wants to be the helping hand for adults fitting

into this criteria.

The proposed project meets the best practice standards at the moment because housing wise there needs to be great funds to create more buildings for more housing. Currently Interim, Inc is about to finish their next housing property in December 2022, which will impact many more lives and be able to house and give their full program support to their new residents. At the moment being, we can give our full support to the people that are in our program with the services offered and the attention to detail to clarify any confusion. To fill in the gaps of confusion and gaps of improvement. Not only that, but also providing the support we can to anyone finding themselves homeless.

| <b>Contributing Factors</b>  | <b>Problem</b>                           | <b>Consequences</b> |
|--|--|---------------------|
| Lack of affordable housing in California   | High rates of homelessness in California | Health issues       |
| Difficulty adjusting to the program structure after being homeless with mental health issues |  | Early death         |
| Waitlist extremely long  |  | Violence            |



## **Project Description**

The project is based on the components of getting to the root of the problem with residents, the housing department and people who are currently on the waitlist for our properties. There were a few questionnaires created where in-person and phone interviews were being placed to discuss any areas of improvement that the housing department can make moving forward. This also includes anonymous responses from residents from printed questionnaires, as I believe that anonymity from the residents can help them open up more about what is really going on and what issues they think we can work on as a department. After the interviews and anonymous questionnaires, the information obtained was brought back to the housing team and saw what suggestions we can take into consideration moving forward.

Some of the questions asked have been if they can differentiate between the housing department and other programs such as counseling services, residential treatment, mental health and dual-recovery services, case coordination, therapeutic services, and so on. There has been a lot of confusion among residents and we would like to clarify any doubts as best as we can. Which brought me to implement in this project a voucher dedicated to commonly asked questions, what departments address what, and contact information of each person in the department since there was not a dedicated pamphlet for the housing department. Another question was regarding their lease violations and if they think it relates to unlearned skills that they need to relearn again and how did the lease violations impact them. Did they get the support they needed to address this issue from the housing department?

Among the questions from the questionnaire, there was another question implemented, if it would be of great benefit to have a resource pamphlet with resources for both residents and

other adults finding themselves still homeless. I got great feedback, which again, left me to implement in my project another pamphlet dedicated to helpful resources people can access, specifically the homeless population. Continuing with implementations, another great addition will be finding a few recipes online that can be budget friendly and easy for our tenants that can be placed in the bulletin boards for each property. A lot of residents have opened up that living in the streets has left them eating whatever they could find or not eating at times. This could be a great opportunity for them to learn some new skills.

As mentioned before, the resource pamphlet will be having as many resources as possible for the current homeless population. This includes MST vouchers, food banks, food pantries, shelters, emergency numbers and so on. These resourceful pamphlets will be available to current and future residents and will also be available to anyone else still finding themselves on the waitlist or anyone who just needs a pamphlet with resources. These pamphlets will be available to residents in their welcoming packet and will also be available in all Interim's offices or at hand with their counselors.

## **Benefits**

The benefits that will result from this project is that residents will have all the resources at their fingertips and have a helpful program that will ensure that all of their questions are answered, and have the support that they need especially in their new environment. They will be able to differentiate between all the programs that Interim, Inc. offers and who specifically to contact. Other benefits will be having outside resources that residents can share with family and friends that find themselves homeless and staff will also provide these pamphlets to the people on our waitlist to provide that further support that they need.

## **Implementation Process**

The implementation process for this project was the implementation of a questionnaire and conducting a few phone interviews. This gave me insight into where there are gaps between residents and the housing department. Not only that, but this also gave me great suggestions in also providing resources for the people that are still on the waitlist and find themselves homeless. The questionnaire was the first step and the implementations of two pamphlets were created. One was created for residents and one is for anyone who still needs help finding resources while they wait for their name to be called from our long waitlist.

## **Assessment Plan & Expected Outcomes**

The project type that is being developed is the policy structure of move-ins along with developing a welcoming pamphlet with a variety of resources. I'm also implementing more awareness with the company of the gaps present. The purpose of the project is to provide information and educate future residents. This will also improve organizational infrastructure with Interim's policies in move-ins. The implementation methods will be having the access to a new policy on community resources. Promoting a strategy that will benefit growth both to Interim and residents. The acceptance of the new move-in policy by the agency leadership will have a successful impact on the project's goal. The number of vouchers varies, the goal is to have them for each property. There are a total of twelve properties, all ranging in number of tenants on each property. This will also increase client satisfaction resulting in a successful outcome. Interviews with an average of 20 or more residents will be conducted along with an anonymous survey of how well residents find the resources and support from the housing department.

## **Project Results**

The results from implementing the project will still be ongoing as this will be a new implementation to all new residents in the future years to come and to anyone currently finding themselves homeless. The measure that was used to assess my project success was a questionnaire that was anonymous for residents to give me feedback on what they think Interim could improve on. This was the first step into creating the pamphlets for residents and people who are still homeless. At the moment there is no evidence of a concrete “success” outcome other than the housing department and myself knowing that this will make a positive impact full of support for our community. The outcome at the moment is that these pamphlets are going to be in the welcoming packets of new residents and will be available to anyone who would like a pamphlet.

## **Conclusion & Recommendations**

My conclusion when it comes to the contributing factors addressed in my project and the overall issue identified in my results is that there is always room for improvement. That small changes will make a difference as well. There will be a lot of residents looking back at the pamphlets with clarification between the programs and having the resources of who and what department to contact. Not only that, but we are also addressing the issue of people on the waitlist. It might not seem like much, but at the end of the day, when people are on the waitlist all they can do is wait for their name to get called. Yet, with the resource pamphlet we are making a difference that no matter how long the wait can be, there are other resources that they can find in the meantime and can save lives. One of the consequences of homeless

individuals is that they are three times more likely to die from being homeless, and with helpful resources this can make a difference.

When it comes to my recommendations to the agency based on my findings I would just like to say that they can implement monthly anonymous questionnaires or surveys to see where they can fill in the gaps that residents might feel that there is. Interim, Inc. is doing amazing with monthly check ins as well at each property, but it might also help when they can implement something anonymously as they can get more honesty and better feedback from residents. Interim is also doing amazing with all of the supportive programs that they offer to help and improve residents' lives. As to my project, I would definitely recommend to keep updating the information and what could be done differently would also bring more awareness to the funding for future housing. Maybe a future fundraiser or ways to bring more awareness for people to contribute and make another housing community possible.

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## Appendix A

### Project Implementation Plan

| Activities  | Deliverables   | Timeline/Deadlines  | Supporting Staff            |
|---|--|---------------------|-----------------------------|
| Meet to discuss how to approach the project   | Project approach   | September           | Alex Amezcua<br>Rosa Torres |
| Met with Caitlin to give us guidance  | Zoom meeting   | September           | Alex Amezcua<br>Rosa Torres |
| Create interview questions  | List of questions to ask residents for insight                 | September           | Alex Amezcua<br>Rosa Torres |
| Met with mentor and housing manager to go over questions and have approval                  | Meeting to finalize questions before sending them to residents | September           | Alex Amezcua<br>Rosa Torres |
| Email the housing department to share the interview / questionnaires with resident          | Email communication with the housing team                      | September           | Alex Amezcua<br>Rosa Torres |
| Made a few phone interviews   | Gather data over the phone                                     | October             | Alex Amezcua<br>Rosa Torres |
| Gather responses and met with team  | Met with team and discussed gathered information               | October             | Alex Amezcua<br>Rosa Torres |
| Discussed about creating the pamphlets  | Met with team and drafted ideas of implementing the pamphlets  | October             | Alex Amezcua<br>Rosa Torres |
| Created pamphlet (residents) / discussed of changes to make before having the final product | Created pamphlet (residents)                                   | October/November    | Alex Amezcua<br>Rosa Torres |
| Pamphlet (resources) discussed of changes to make before having the final product           | Created pamphlet (resources)                                   | October/November    | Alex Amezcua<br>Rosa Torres |
| Made changes to both pamphlets  | Met with team for approval                                     | November / December | Alex Amezcua<br>Rosa Torres |

### Capstone Questions

All questions are voluntary. No names, anonymity is welcome. You are not required to answer all questions, this just gives me an insight of ways that we can support you and future tenants. All suggestions for improvement in the housing department are welcome. If more space is needed for



answers, you can use the back of the paper, along with the question number. Thank you for taking your time with these questions. You can email this document to [havalos@interiminc.org](mailto:havalos@interiminc.org)

1. How long have you been living here at this property?
2. Are you on the waitlist for other properties with us? If so, which ones? How long of a wait?
3. How has your transition been from being homeless (at some point) to be living on your own now and having more responsibilities such as paying rent, obeying lease agreements, reporting to counselors and so on? Do you still have any difficulties?
4. Was your move-in easy? Are the forms easy to understand? Should there be more explanation regarding these forms?
5. Are you understanding the HUD paperwork? (Only for HUD properties)
6. Did you have any questions after the move in? If so, which ones?
7. Are there ways that we can improve to make future tenants transition smoother? For example, would move-in vouchers or taxi voucher information be helpful? Fast and easy cooking recipes? Store/restaurant directions? Any suggestions you can give us that would have been helpful at the time of your move-in?
8. Is it difficult for you to separate housing and the programs? For example, counselors and housing? Would you need more clarity?
9. Do you have a hard time reaching housing?
10. Going back to the waitlist, how do you feel about the waiting process? Is there any advice or support that you would give to someone on the waitlist that is still not housed with us? They might still be finding themselves homeless.
11. Have you had any lease violations? (No need to disclose what kind, just a yes or no answer) Was there communication between you and the housing team about the lease violation(s)? How do you feel about the lease violations?



### FOR MORE INFORMATION AND REFERRALS

Contact Interim directly at 831.649.4522 or your Monterey County Behavioral Health or Interim Case Coordinator. Community Housing accepts clients based on referrals from the Monterey County Behavioral Health Bureau.



### ABOUT INTERIM

Interim, Inc. is a private nonprofit organization whose mission is to provide services and affordable housing, supporting members of our community with mental illness to build productive and satisfying lives. Interim offers a wide variety of programs that support more than 1,700 clients each year using a strength-based social rehabilitation model that provides an alternative to institutionalization and offers culturally sensitive services that encourage self-direction, hope, healing and recovery



### DONATIONS

To make a donation to support Interim's programs, please visit our website, [www.interiminc.org](http://www.interiminc.org), or call our office at 831.649.4522.



Interim, Inc. is a private nonprofit organization that provides a unique combination of support services, housing and treatment for adults with mental illness in Monterey County. Services provided include affordable supportive housing, residential treatment, mental health and dual-recovery services, case coordination, therapeutic services, outreach and intensive support for homeless adults, supported education and employment, day treatment and peer support.

Interim, Inc. is funded through contracts with Monterey County Department of Health—Behavioral Health Bureau (including Mental Health Services Act funds) and the California Department of Rehabilitation. Other funding sources include: U.S. Department of Housing and Urban Development Continuum of Care (CoC) Program, City of Monterey, City of Salinas, client fees and rents, foundation grants, and contributions. Our Federal Tax ID is #51- 0159122.

Interim, inc. is an equal opportunity employer and does not discriminate against employees or job applicants on the basis of race, religion creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, registered domestic partner status, sex, gender, gender identity, gender expression, age, sexual orientation, military and veteran status, or any other characteristic protected by federal, state, or local laws. Any questions relating to this policy may be referred to the Deputy Director at 831.649.4522. TTY users may call 711.



P.O. BOX 3222 • MONTEREY, CA 93942  
831.649.4522 • WWW.INTERIMINC.ORG



## Frequently Asked Questions



### Housing, Healing, Hope: The Path To Mental Health

*“The permanent housing and the program structure provided me security that I didn’t have before... this program saved my life.”*

~ Permanent Housing Resident



## OUR MISSION

Interim's mission is to provide services and affordable housing supporting members of our community with mental illness in building productive and satisfying lives.



## OUR VISION

Interim, Inc. envisions a world in which people with mental illness are able to live, work, learn, and participate fully in the community.

## OUR VALUES

In all we do, we instill HOPE. We promote mutual respect, self-determination and self-responsibility. We value the whole person and build on each person's abilities. We create welcoming, caring and empowering communities. We provide opportunities for growth and encourage appropriate risk taking to learn new skills. We promote peer support as a powerful tool in the recovery process. We value the diversity within our staff, and our services are designed to meet the diverse cultural needs of our clients. We believe in meaningful work as a path to recovery. We focus on clients not only as recipients of service but as providers of enrichment to our community, to each other, and to our staff. We actively involve clients, family members, and staff in decision making in the delivery of all our services. We honor diversity of people, talents, and ideas. We are proud to hire clients and family members in all levels of our organization. Above all, we value kindness as the foundation for what we do.



## HOUSING DEPARTMENT

The housing department performs a variety of activities including, but not limited to, lease signing, move ins/ move outs, tenant complaints, inspections, rent payments/ balances, etc. The housing department works with the community housing program that offers permanent, affordable supportive housing in a variety of locations for over 150 residents. Housing options include six and eight-bedroom cooperative group residences, studios and one and two-bedroom apartment

Email: [HousingTeam@interiminc.org](mailto:HousingTeam@interiminc.org)

### Who to contact:

|               |   |
|---------------|---|
| Rosa Torres   | Housing Operation Manager<br>831-649-4522 Ext. 324<br><a href="mailto:rtorres@interiminc.org">rtorres@interiminc.org</a>  |
| Gina Chua     | Casa de Perla / Catalyst Apartments / Casa de Paloma / Pearl St Apartments / Casa de Robles / Lupine Gardens / Catalyst Apartments / Rockrose Apartments<br>831-649-4522 Ext. 323<br><a href="mailto:gchua@interiminc.org">gchua@interiminc.org</a> |
| Jacob Verania | McHope / Shelter Cove / Shelter Plus Care / Horizons Apartments<br>831-649-4522 Ext.329<br><a href="mailto:jverania@interiminc.org">jverania@interiminc.org</a>   |
| Nancy Rubio   | Acacia House / California House / Sandy Shores / Mariposa Apartments / Sunflower Gardens<br>831-649-4522 Ext 321<br><a href="mailto:nrubio@interiminc.org">nrubio@interiminc.org</a>  |

### Frequently asked questions...

- Give the notice to move out
- Maintech work orders
- Tenant complaints about housing
- Lease/ House Rules questions
- Rent payments/ balances
- Income eligibility questions
- Annually Inspections
- Notices posted by Housing
- Annual Recertifications
- Change of income questions
- ESA Questions
- Reasonable accommodations

## AS A COUNSELOR

Counselors perform a variety of activities including, but not limited to, case management, medication assistance, development of treatment plans and goals, counseling and skills building, assisting clients with managing their mental health symptoms. They may also assist clients in establishing recreation, education, employment, and other daily community engagement.

### Who to contact:

|                  |  |
|------------------|--|
| Carmen Aguilar   | Casa de Paloma / Catalyst Apartments<br>831-759-9410<br><a href="mailto:caguilar@interiminc.org">caguilar@interiminc.org</a>                   |
| ReAnn Ramos      | Mariposa Apartments/ California House<br>831-771-1012 x884<br><a href="mailto:rramos@interiminc.org">rramos@interiminc.org</a>                 |
| Jazmin Patino    | Sunflower Gardens<br>831-783-3060<br><a href="mailto:jpatino@interiminc.org">jpatino@interiminc.org</a>  |
| Ana Calderon     | Acacia House / Lupine Gardens<br>831-751-1905 x813<br><a href="mailto:scalderon@interiminc.org">scalderon@interiminc.org</a>                   |
| Victoria Jimenez | Sunflower Gardens<br>831-783-3060 x821<br><a href="mailto:vjimenez@interiminc.org">vjimenez@interiminc.org</a>                                 |
| Yeira Reneteria  | Rockrose Apartments / Casa de Robles<br>831-649-4522 x470<br><a href="mailto:yreneteria@interiminc.org">yreneteria@interiminc.org</a>          |
| Nakiya Parker    | Horizon Apartments / Pearl St Apartments / Casa de Perla<br>831-324-6421<br><a href="mailto:nparker@interiminc.org">nparker@interiminc.org</a> |
| Celeste Alonzo   | Shelter Cove<br>831-384-7231<br><a href="mailto:calonzo@interiminc.org">calonzo@interiminc.org</a>   |
| Amanda Young     | Shelter Cove<br>831-676-3715 x404<br><a href="mailto:ayoung@interiminc.org">ayoung@interiminc.org</a>  |
| Diana Munoz      | Shelter Cove<br>831-649-4522<br><a href="mailto:dmunoz@interiminc.org">dmunoz@interiminc.org</a>   |

## Food Banks of Monterey County

### Salinas

**St Ansgar's Lutheran Church**  
3<sup>rd</sup> Wednesday of every month  
72 E. San Joaquin St  
8:30am-9:30am

**Primera Iglesia Bautista Del Sur**  
Every Wednesday  
1212 East Alisal St  
2pm-4pm

**Grace Christian Fellowship**  
Every Thursday  
1111 Prado Street  
9am-11am

**Victory Mission**  
Every Day  
43 Soledad St  
11am-1pm & 2pm-4pm

### Marina

**Holy Assembly Missionary Baptist Church**  
3<sup>rd</sup> Saturday of every month  
3305 Adby Way  
10am-12pm

**Marina Library**  
188 Seaside Ave, Marina, CA 93933  
1<sup>st</sup> Monday of every month  
9:30am-10:30am

### Seaside

**St Francis Xavier Church**  
1475 La Salle Avenue  
Every Tuesday  
9:30am-10:30am

**Bethel Baptist Church**  
390 Elm Avenue  
Every Tuesday  
4pm-6pm

**Seaside High School**  
2200 Noche Buena St  
Every Wednesday  
4:30pm-5:30pm



Interim, Inc. is a private nonprofit organization that provides a unique combination of support services, housing and treatment for adults with mental illness in Monterey County. Services provided include affordable supportive housing, residential treatment, mental health and dual-recovery services, case coordination, therapeutic services, outreach and intensive support for homeless adults, supported education and employment, day treatment and peer support.

Interim, Inc. is funded through contracts with Monterey County Department of Health—Behavioral Health Bureau (including Mental Health Services Act funds) and the California Department of Rehabilitation. Other funding sources include: U.S. Department of Housing and Urban Development Continuum of Care (CoC) Program, City of Monterey, City of Salinas, client fees and rents, foundation grants, and contributions. Our Federal Tax ID is #51- 0159122.

Interim, inc. is an equal opportunity employer and does not discriminate against employees or job applicants on the basis of race, religion creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, registered domestic partner status, sex, gender, gender identity, gender expression, age, sexual orientation, military and veteran status, or any other characteristic protected by federal, state, or local laws. Any questions relating to this policy may be referred to the Deputy Director at 831.649.4522. TTY users may call 711.



P.O. BOX 3222 • MONTEREY, CA 93942  
831.649.4522 • WWW.INTERIMINC.ORG



## Resources



## Support for Homeless Adults with Mental Illness



**Shelters**

**\*(Non-Referrals & for Men & Women)\***

**Chinatown Navigation Center (CNC)**  
 115 E Lake St, Salinas, CA 93901  
 831-272-3042  
 24hr shelter  
 10:30am-8pm (Intake hours)

**BACS Share Center**  
 845 E Laurel Dr, Salinas, CA 93905  
 831-382-6582  
 Mon-Fri 8am-4pm

**Monterey County Safe Parking**  
 (Addresses or sites are not provided to protect the safety and privacy of guest. Please call for more information)  
 831-204-0230

**Interfaith Homeless Emergency Lodging Program (I-HELP) \*Men Only\***  
 501 El Dorado St, Monterey, CA 93940  
 831-251-8663  
 Mon-Sun 4pm-7am (Arrive by 4pm to ensure a spot)

**Also try calling:**



**What are 988, 911, & 211?**

**988** Suicide and mental health crisis care  
 Suicide and mental health crisis care  
 Prevention Lifeline

**911** Dispatching emergency medical services, fire and police

**211** Suicide & mental health crisis care with emphasis on local community resources and care coordination

**2-1-1**

**Other Resources**



**DON'T FORGET TO ASK FOR THE TAXI VOUCHER!**



Taxi Voucher program (by MST) is for seniors, persons with disabilities, and veterans.

**CALL:** 1-888-678-2871  
 Monday-Friday  
 8 a.m. – 5 p.m.

**\*Note\*** People with disabilities need to be certified in the MST Rides ADA paratransit program. They can call at 1-888-678-2871, or email [mobility@mst.org](mailto:mobility@mst.org)

**How do the vouchers work?**

- The individual needs to call the corresponding phone numbers according to the city they reside to ask for a voucher. They might help you get a voucher by phone or by appointment
- Every person will be assigned a customer ID # which works as an identification factor along with your name and signature. This information is necessary to completely fill out your voucher and giving it to the taxi driver
- Each month will receive a package of 30 vouchers every 3 months (per request)
- 10 vouchers each month (one way trip)
- Copy of \$3 with each voucher as each voucher only holds a value of \$17. After the \$17 is maximized, the individual is responsible to pay the difference.

**Taxi Voucher Service Areas**

**Area 1:** Anywhere within the city limits of Salinas  
**Area 2:** Anywhere within the city limits of Carmel, Carmel Valley, Del Rey Oaks, Marina, Monterey, Pacific Grove, Pebble Beach, Sand City, or Seaside.

To schedule a ride, please call one of the following authorized taxi providers, and let them know of your intent to use a MST Taxi Voucher:

- Central Coast Cab .....831-626-3333
- Orange Cab .....831-757-7778
- Salinas Yellow Cab .....831-333-1234
- Marina Taxi Co.....831-384-3894
- Sal's Taxi.....831-422-7276

**Soup kitchens / Meal Programs**

**Victory Missions**  
 43 Soledad St, Salinas, CA 93901  
 Dinner Mon-Sun 6:30pm-7pm  
 831-424-5688

**First United Methodist Church**  
 404 Lincoln Ave, Salinas, CA 93901  
 Breakfast Sun-Fri 7am-8am  
 Lunch Sun-Fri 11:30am-12:30pm  
 831-424-0855

**Franciscan Workers**  
 30 Soledad St, Salinas, CA 93901  
 Breakfast Mon-Sat 8:30am-9:30am  
 Lunch Sun-Fri 1pm-2pm  
 831-757-3838

**The Salvation Army Monterey Peninsula Corps**  
 1491 Contra Costa St, Seaside, CA 93955  
 Mon-Sun 8:30am-4pm  
 831-899-4911

**Other Food Distribution Centers**

**Primera Iglesia Bautista Del Sur**  
 1212 East Alisal St, Salinas, CA 93905  
 831-758-5656  
 Wednesday 4pm-6pm

**Salinas New Life Church of the Nazarene**  
 800 North Main St, Salinas, CA 93906  
 831-444-6064  
 Wednesday 12pm-2pm

**Veteran's Transition center**  
 220 12<sup>th</sup> Street, Marina, CA 93933  
 831-883-8387  
 Mon-Fri 9am-Noon

**Thomas Carman Food Pantry**  
 425 Carmel Ave, Marina, CA 93933  
 831-582-3608  
 Tuesday 4pm-6pm  
 Saturday 9am-11am

**Marina Church of God of Prophecy**  
 226 Carmel Ave, Marina, CA 93933  
 831-884-3262  
 Last Friday of the Month 5pm-7pm  
 (Hours and days can vary. Please call)

**Fort Ord Environmental Justice Network**  
 1106 Airport Road, Monterey, CA 93940  
 831-277-5441  
 Tuesdays 2pm-5pm