

Better Health for All*County of Santa Clara Health System*

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DATE: December 14, 2021

TO: Honorable Members of the Board of Supervisors

Jeffrey V. Smith, M.D., J.D., County Executive

FROM: René G. Santiago, Deputy County Executive/Director, County of Santa Clara Health System (Health System) Sherri Terao, Director of Behavioral Health Services Department (BHSD) **SUBJECT: San Jose allcove Safety Update**

During a November 9, 2021 meeting, Supervisor Simitian's office requested the Behavioral Health Services Department (BHSD) provide an off-agenda report regarding safety and security issues related to allcove San Jose, located at the corner of 2nd Street and Keyes Street. The San Jose allcove occupies one of the commercial spaces collocated in a building also occupied by Second Street Studios building at 1144 Second Street, San Jose. The San Jose allcove location is currently open Monday through Friday from 10:00 a.m. through 7:00 p.m., with plans to open on Saturdays from 10:00 a.m. to 2:00 p.m. in early 2022. Since the opening of this allcove location on June 25, 2021 there has been significant safety incidents impacting allcove staff and youth clients. The neighborhood is known as a hotspot for suspected human trafficking, drug sales, and gang activity. The Office of Supportive Housing (OSH) and BHSD share the same safety concerns and are collaborating to address the concerns raised by the activity in the neighborhood that affects both sites.

Before the initial implementation of allcove, a security assessment was completed in September 2020, along with an Anticipated Impact Report, which were presented to the Board of Supervisors on March 9, 2021. During the construction, security equipment was installed, including panic buzzers, security door alarms, a front door mirror and buzzer, and frosting of windows. During the initial implementation, a safety committee was established, that included allcove partners, Stanford Center for Youth Mental Health and Well-being, Alum Rock Counseling Center (ARCC), Youth Advisory Group (YAG), and the BHSD to discuss needs related to safety. On July 16, 2021, the County Director of Facilities Security provided initial training to the allcove center staff on safety protocols, evacuation processes, and assessing critical incidents.

On September 3, 2021, staff raised safety concerns related to activities occurring in front of the Second Street Studios and allcove San Jose that had been observed in the six weeks since opening day. In response, BHSD administration has closely monitored safety and crime issues and reviewed safety and security protocols. This off-agenda report includes a summary of incidents within the



1100 block of Second Street which is where the center is located that have impacted allcove staff and clients. This report also includes crime statistics from June 25, 2021, through December 3, 2021, for incidents within 500 feet of the allcove address with a detailed summary in **Attachment 1**.

Substance Use and Sales

Staff have witnessed individuals using and discarding needles, pipes, and other drug paraphernalia at the facility entrance on several occasions. Staff have witnessed, what is believed to be, multiple drug sales on the nearby sidewalks and streets. Numerous incidents have occurred involving individuals knocking on the various doors at allcove appearing to be under the influence, asking to be let in, for directions, or for other reasons. More specifically, on November 8, 2021, three individuals appeared to be selling drugs out of their vehicle along the side of the allcove portion of the building. On November 19, 2021, a man outside the front door of allcove San Jose was stumbling around and then passed out, unresponsive, requiring emergency personnel to be called to assist. On November 23, 2021, a youth client reported to allcove staff that a man approached him outside the facility near the young person's vehicle and began conversing with him about his music. The man subsequently began to smoke a substance from a pipe in front of the youth. Crime statistics show 21 records related to narcotics within 500 feet of the allcove entrance, with 12 of those records occurring before 7 pm.

Human Trafficking and Sexually Inappropriate Behavior

Reports of suspected human trafficking and sexually inappropriate behavior have also occurred outside the facility. On one occasion, a man began to masturbate when he saw a female staff member walking outside the facility. San Jose Police Department (SJPd) have shared that the area is a hotspot for human trafficking and that undercover officers cover the area regularly. Crime statistics show 21 records related to sex crimes within 500 feet of the allcove entrance, with eight of the records occurring before 7 pm.

Fighting, Yelling, Leering, Loitering, and Emergency Personnel

There have been multiple episodes of individuals leering, yelling, catcalling, or fighting around youth and staff. Several youth clients have shared they are worried about their cars or bikes being stolen and will leave their activities inside allcove to check on their property. On one occasion, a group of people played their music so loudly it could be heard inside the facility and when a staff member requested the group turn down the music, and a man responded to her with a veiled threat. Staff report that people are often hear yelling and screaming outside the facility, including one situation where a woman was heard yelling "help, let me out" repeatedly from the Keyes Street side of the facility. On November 18, 2021, a female staff member was returning from lunch and could not park in the garage because a firetruck blocked it. A man spoke to her through the window, asking her for a date, and then he began yelling at her when she did not respond.



Loitering at the facility is a daily occurrence, and it is not uncommon for individuals to wait near the garage exit and to enter the garage as staff drive away. On November 9, 2021, a woman wrapped in a blanket was lying in front of the allcove door for three hours before she would leave, despite attempts made by staff and security to get her to leave. Food, vomit, feces, and beer were left in the same area. In addition, a different individual left their car unattended in the street and walked with bare feet to the facility and repeatedly rang the doorbell. The individual appeared to be under the influence or mentally impaired.

There are a number of medical, fire, and police calls for service that have raised concern from youth and staff. An example is on the morning of November 22, 2021, there was a suspicious death that was investigated. This resulted in a high level of police activity and crime scene investigators on-site which led to the street being blocked off and the center delaying its opening by three hours. On the afternoon of December 3, 2021, staff noticed what appeared to be bloody handprints on an exterior wall near the parking garage. Staff connected with the building maintenance person, who shared that a woman had vandalized the building by putting red paint on her hands, creating handprints, and throwing rocks at the building windows. SJPd was called, and she was arrested.

Incidents requiring fire, police, or an ambulance response inside or directly outside the building occurs multiple times per week. Crime statistics show 16 records related to assault or disturbing the peace within 500 feet of the allcove entrance, with 9 of the records occurring before 7 pm.

Weapons

In June 2021, San Jose Fire Department stopped by allcove to alert staff of someone in the area with a firearm and advised staff to stay indoors and be mindful of allowing people into the facility. On October 30, 2021, a man and his dog were shot at 9:45 in the morning within approximately 100 feet of the allcove front door. The SJPd states the investigation is ongoing but confirmed that the victim and his dog had non-life-threatening gunshot wounds inflicted by a gang "check" because the man was wearing a blue shirt.

Another incident with firearms occurred on November 1, 2021, around 4:00 p.m., when several police arrived with their guns drawn at a person on the corner of Second and Keyes Street due to concerns that the individual was carrying a weapon. The police firearms were pointed toward the man and the inside of allcove was within the line of fire. Staff quickly responded to shelter themselves and the youth clientele towards the back corner of the facility out of potential harm's way.

On November 24, 2021, an individual was loitering at the front entrance holding a large metal pipe and pacing back and forth. Due to the pipe potentially being used as a weapon, police were called. Police intervened, but the woman was refusing to leave, and the Police suggested a staff member

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press charges so the individual could be removed. Fortunately, a nearby resident knew the person and helped escort the person away from the area.

BHSD Response

Since September 8, 2021, BHSD has worked closely with the County Director of Facilities Security to enhance site security and staff training. On September 10, 2021, an on-site meeting occurred to walk through the center and review current safety protocols and procedures. As a result, an action plan was developed, including hiring security personnel, a plan to install live-feed cameras, giving youth clients access to park their vehicles in the staff garage, working to create a drop-off zone, boost staff training, and working more closely with community partners. Safety is a discussion at the weekly team meeting and the staff have practiced safety drills with vignettes of various critical incidents. The action plan and status is included in **Attachment 2**.

BHSD has been collaborating with our partners and community stakeholders with an enhanced focus on the ongoing safety concerns. In a special meeting with the allcove San Jose Community Consortium, members validated safety concerns within the 1100 block of Second Street. A neighboring community-based organization shared they go on lockdown several times a year due to problems related to weapons or hostile individuals. They also instruct youth clients to avoid wearing blue or red when coming to appointments, and they keep a supply of white shirts for youth to wear if they come to the facility in a red or blue shirt. This is a suggested protocol for allcove. Another member shared that the allcove center sits just outside the perimeter of a triad of gang territory and that community centers and programs have at times in various areas had to close as a safety precaution.

ARCC, BHSD, and the County Director of Facilities Security met with the SJPd area Captain on November 11, 2021 to discuss the crime activity in the community. Additionally, BHSD is collaborating with the OSH on safety measures that can be pursued together and in conjunction with First Community Housing, the owner of Second Street Studios. For instance, OSH and BHSD would like to see the security teams working together to provide more active patrolling in and around the building.

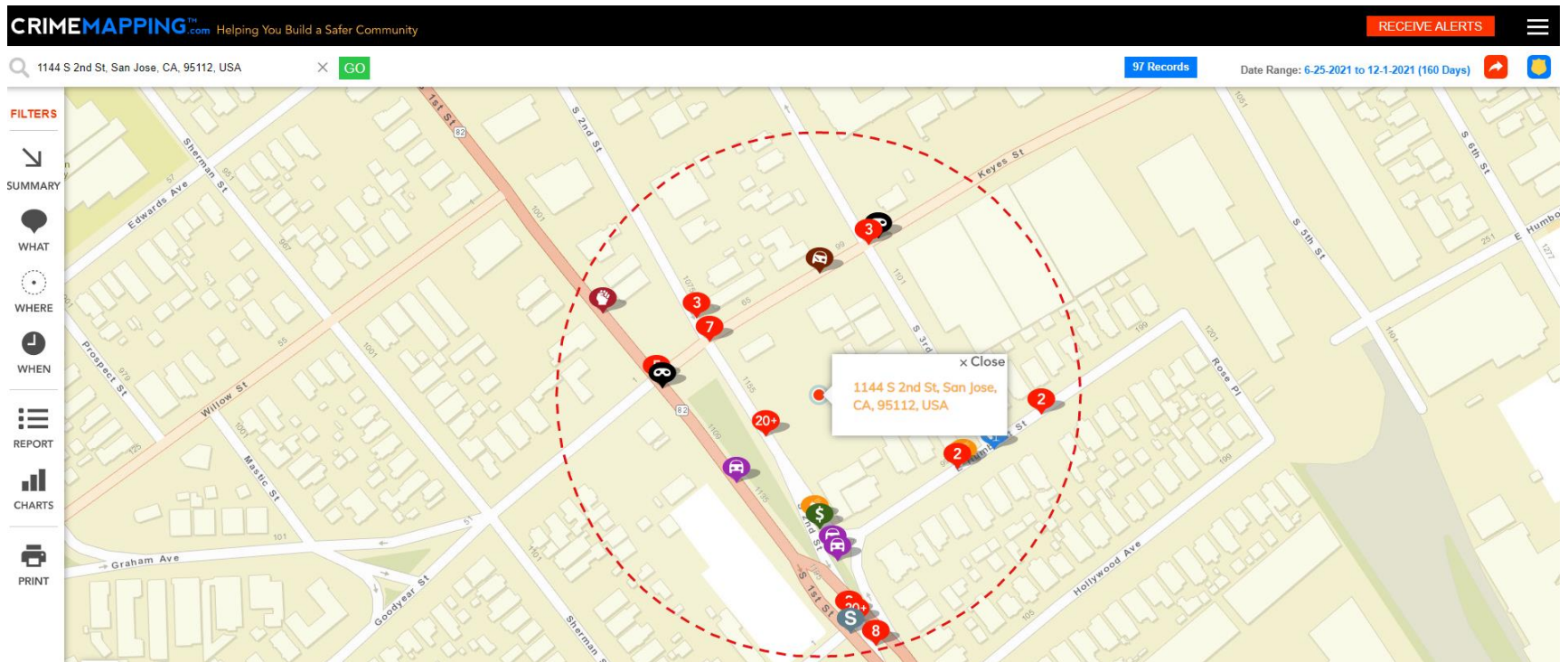
cc: Miguel Marquez, Chief Operating Officer
James R. Williams, County Counsel
Tiffany Lennear, Acting Clerk of the Board
Chief Board Aides
Bianca Jones, OBA
Agenda Review Administrator

Attachment 1

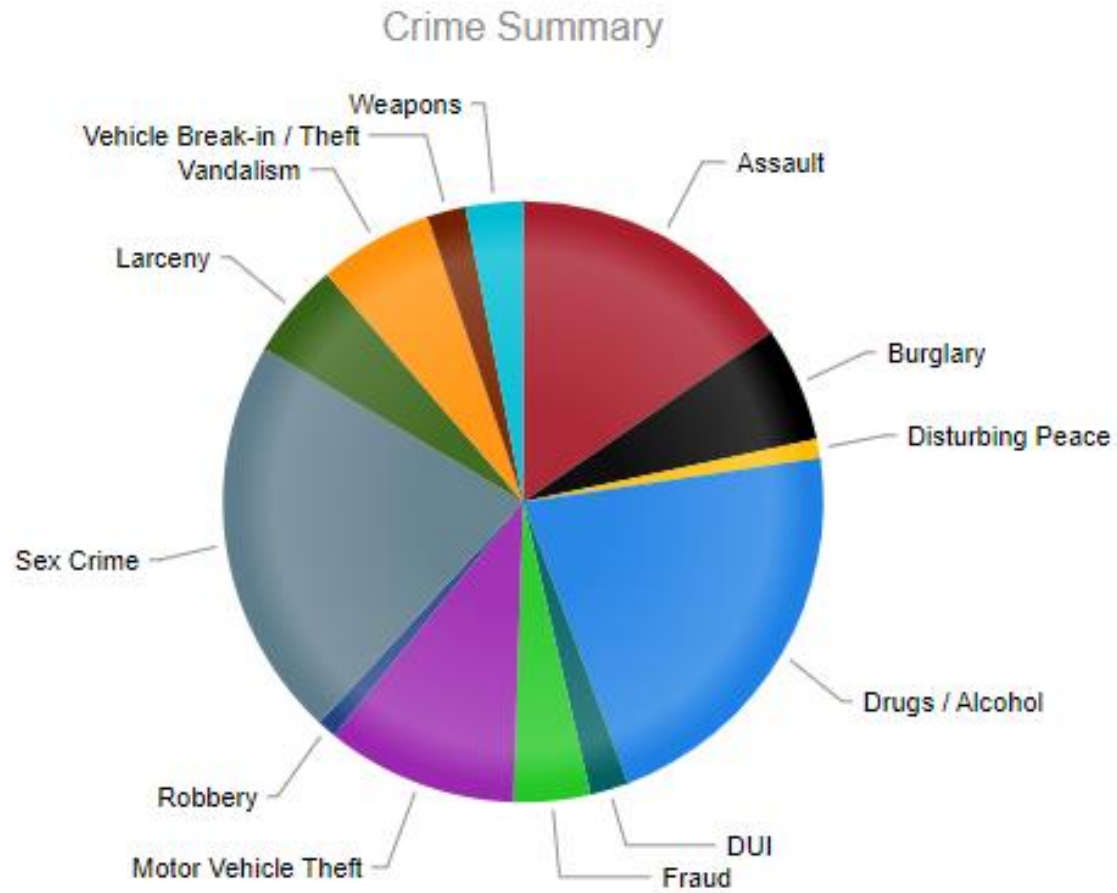
Crime Records

Incidents within 500 feet of 1144 S. Second Street

June 25, 2021 – December 1, 2021



CRIME SUMMARY WITHIN 500 FEET OF FACILITY


















CRIME INCIDENTS SORTED BY DESCRIPTION

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Crime Incidents

06-25-2021 to 12-01-2021 (160 Days)

97 Records

	Type	Description ▲	Incident #	Location	Agency	Date
Map it		AGG ASSAULT	213300851	1100 BLK S 2ND ST	San Jose Police	11-26-2021 9:35 PM
Map it		AGG ASSAULT	213030326	1100 BLK S 2ND ST	San Jose Police	10-30-2021 9:34 AM
Map it		AGG ASSAULT	212910622	1100 BLK S 2ND ST	San Jose Police	10-18-2021 4:07 PM
Map it		AGG ASSAULT	212800429	1100 BLK S 2ND ST	San Jose Police	10-7-2021 11:20 AM
Map it		AGG ASSAULT	212660919	1100 BLK S 2ND ST	San Jose Police	9-23-2021 8:40 PM
Map it		AGG ASSAULT	212510214	1100 BLK S 2ND ST	San Jose Police	9-8-2021 8:45 AM
Map it		ASSAULT	213270750	1100 BLK S 2ND ST	San Jose Police	11-23-2021 7:43 PM
Map it		ASSAULT	212980321	S 1ST ST / W HUMBOLDT ST	San Jose Police	10-25-2021 10:27 AM
Map it		ASSAULT	212599800	100 BLK E HUMBOLDT ST	San Jose Police	9-16-2021 9:40 AM
Map it		ASSAULT	212599501	100 BLK E HUMBOLDT ST	San Jose Police	9-16-2021 8:40 AM
Map it		ASSAULT	212540005	1200 BLK S 1ST ST	San Jose Police	9-11-2021 1:14 AM
Map it		ASSAULT	212420432	1100 BLK S 2ND ST	San Jose Police	8-30-2021 10:36 AM
Map it		ASSAULT	212050775	KEYES ST / S 1ST ST	San Jose Police	7-24-2021 7:11 PM
Map it		ASSAULT	211910875	1000 BLK S 1ST ST	San Jose Police	7-10-2021 8:38 PM
Map it		ASSAULT	211820476	1200 BLK S 1ST ST	San Jose Police	7-1-2021 11:50 AM

CRIME INCIDENTS SORTED BY DESCRIPTION


















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Crime Incidents 06-25-2021 to 12-01-2021 (160 Days) 97 Records

	Type	Description ▲	Incident #	Location	Agency	Date
Map it		AUTO THEFT	213310466	1100 BLK S 2ND ST	San Jose Police	11-27-2021 1:42 PM
Map it		AUTO THEFT	213100514	S 2ND ST / E HUMBOLDT ST	San Jose Police	11-6-2021 2:37 PM
Map it		AUTO THEFT	213080771	1100 BLK S 1ST ST	San Jose Police	11-4-2021 7:29 PM
Map it		AUTO THEFT	213070298	1000 BLK S 2ND ST	San Jose Police	11-3-2021 9:58 AM
Map it		AUTO THEFT	212890598	1100 BLK S 2ND ST	San Jose Police	10-16-2021 4:12 PM
Map it		AUTO THEFT	212771076	1100 BLK S 2ND ST	San Jose Police	10-4-2021 10:37 PM
Map it		AUTO THEFT	212500969	1100 BLK S 2ND ST	San Jose Police	9-7-2021 11:29 PM
Map it		AUTO THEFT	212100201	1200 BLK S 2ND ST	San Jose Police	7-29-2021 7:48 AM
Map it		AUTO THEFT	212010766	1100 BLK S 2ND ST	San Jose Police	7-20-2021 6:19 PM
Map it		AUTO THEFT	212000728	1100 BLK S 2ND ST	San Jose Police	7-19-2021 8:47 PM
Map it		BURGLARY	212400575	100 BLK KEYES ST	San Jose Police	8-28-2021 3:40 PM
Map it		BURGLARY	212230350	1100 BLK S 1ST ST	San Jose Police	8-11-2021 9:43 AM
Map it		BURGLARY	212160641	1100 BLK S 2ND ST	San Jose Police	8-4-2021 10:59 PM
Map it		BURGLARY	211830524	0 BLK E HUMBOLDT ST	San Jose Police	7-2-2021 2:19 PM
Map it		BURGLARY	211810888	1100 BLK S 3RD ST	San Jose Police	6-30-2021 8:39 PM

CRIME INCIDENTS SORTED BY DESCRIPTION

Crime Incidents					06-25-2021 to 12-01-2021 (160 Days)	97 Records
	Type	Description ▲	Incident #	Location	Agency	Date
Map it		BURGLARY	211740364	1100 BLK S 2ND ST	San Jose Police	6-25-2021 11:52 AM
Map it		CREDIT CARD	213143254	1100 BLK S 2ND ST	San Jose Police	11-10-2021 12:30 PM
Map it		CREDIT CARD	212783240	1000 BLK S 2ND ST	San Jose Police	10-5-2021 7:43 PM
Map it		DISTURB PEACE	212450996	1100 BLK S 2ND ST	San Jose Police	9-2-2021 11:12 PM
Map it		DUI	211810057	S 3RD ST / KEYES ST	San Jose Police	6-30-2021 1:37 AM
Map it		DUI	211771131	S 1ST ST / W HUMBOLDT ST	San Jose Police	6-26-2021 11:24 PM
Map it		FORGERY/FRAUD	212519516	1100 BLK S 2ND ST	San Jose Police	9-8-2021 3:58 PM
Map it		FORGERY/FRAUD	212383206	1100 BLK S 2ND ST	San Jose Police	8-26-2021 3:33 PM
Map it		GRAND THEFT	211890929	1100 BLK S 2ND ST	San Jose Police	7-8-2021 9:35 PM
Map it		NARCOTICS	213210609	1100 BLK S 2ND ST	San Jose Police	11-17-2021 4:01 PM
Map it		NARCOTICS	213080328	HUMBOLT/ S 3RD ST	San Jose Police	11-4-2021 10:54 AM
Map it		NARCOTICS	213050643	1100 BLK S 2ND ST	San Jose Police	11-1-2021 3:51 PM
Map it		NARCOTICS	212860310	1200 BLK S 1ST ST	San Jose Police	10-13-2021 6:15 PM
Map it		NARCOTICS	212840966	KEYES ST / S 2ND ST	San Jose Police	10-11-2021 10:25 PM
Map it		NARCOTICS	212800831	S 2ND ST/ KEYES ST	San Jose Police	10-7-2021 6:57 PM

CRIME INCIDENTS SORTED BY DESCRIPTION



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Crime Incidents

06-25-2021 to 12-01-2021 (160 Days)

97 Records

	Type	Description ▲	Incident #	Location	Agency	Date	
Map It		NARCOTICS	212770820	1100 BLK S 2ND ST	San Jose Police	10-4-2021 5:40 PM	▲
Map It		NARCOTICS	212740661	KEYES ST / S 3RD ST	San Jose Police	10-1-2021 8:16 PM	
Map It		NARCOTICS	212630800	1100 BLK S 2ND ST	San Jose Police	9-20-2021 6:28 PM	
Map It		NARCOTICS	212420975	1100 BLK S 2ND ST	San Jose Police	8-30-2021 7:41 PM	
Map It		NARCOTICS	212260691	S 1ST ST / KEYES ST	San Jose Police	8-14-2021 5:44 PM	
Map It		NARCOTICS	212180325	300 BLK ST / KEYES ST	San Jose Police	8-6-2021 5:31 PM	
Map It		NARCOTICS	212150556	1200 BLK S 1ST ST	San Jose Police	8-3-2021 12:50 PM	
Map It		NARCOTICS	212050465	S 1ST ST / W HUMBOLDT ST	San Jose Police	7-24-2021 12:50 PM	
Map It		NARCOTICS	211970596	S 1ST ST / GOODYEAR ST	San Jose Police	7-16-2021 4:47 PM	
Map It		NARCOTICS	211950829	S 1ST ST / W HUMBOLDT ST	San Jose Police	7-14-2021 9:15 PM	
Map It		NARCOTICS	211930923	1100 BLK S 2ND ST	San Jose Police	7-12-2021 10:45 PM	
Map It		NARCOTICS	211920948	S 1ST ST / W HUMBOLDT ST	San Jose Police	7-11-2021 10:50 PM	
Map It		NARCOTICS	211860944	S 2ND ST / KEYES ST	San Jose Police	7-5-2021 7:55 PM	
Map It		NARCOTICS	211811170	KEYES ST / S 2ND ST	San Jose Police	6-30-2021 10:01 PM	
Map It		NARCOTICS	211761002	KEYES ST / S 2ND ST	San Jose Police	6-25-2021 11:15 PM	▼

CRIME INCIDENTS SORTED BY DESCRIPTION

Crime Incidents					06-25-2021 to 12-01-2021 (160 Days)	97 Records
	Type	Description ▲	Incident #	Location	Agency	Date
Map it		PETTY THEFT	213090380	0 BLK KEYES ST	San Jose Police	11-5-2021 9:52 PM
Map it		PETTY THEFT	212523228	1100 BLK S 2ND ST	San Jose Police	9-9-2021 11:11 AM
Map it		PETTY THEFT	212280612	1200 BLK S 1ST ST	San Jose Police	8-16-2021 8:07 PM
Map it		PETTY THEFT	212090281	1100 BLK S 2ND ST	San Jose Police	7-28-2021 11:45 AM
Map it		PETTY THEFT	212093216	1100 BLK S 2ND ST	San Jose Police	7-28-2021 10:50 AM
Map it		PETTY THEFT	211951079	1100 BLK S 1ST ST	San Jose Police	7-14-2021 10:31 PM
Map it		PROSTITUTION	213190941	S 1ST ST / GOODYEAR ST	San Jose Police	11-15-2021 10:18 PM
Map it		PROSTITUTION	212860864	W HUMBOLDT ST/S 1ST ST	San Jose Police	10-13-2021 6:33 PM
Map it		PROSTITUTION	212860676	W HUMBOLDT ST/S 1ST ST	San Jose Police	10-13-2021 3:30 PM
Map it		PROSTITUTION	212860635	W HUMBOLDT ST/S 1ST ST	San Jose Police	10-13-2021 2:51 PM
Map it		PROSTITUTION	212860610	W HUMBOLDT ST / S 1ST ST	San Jose Police	10-13-2021 2:30 PM
Map it		PROSTITUTION	212860506	S 1ST ST / W HUMBOLDT ST	San Jose Police	10-13-2021 12:55 PM
Map it		PROSTITUTION	212850994	S 2ND ST / KEYES ST	San Jose Police	10-12-2021 10:08 PM
Map it		PROSTITUTION	212700984	W HUMBOLDT ST / S 1ST ST	San Jose Police	9-27-2021 9:40 PM
Map it		PROSTITUTION	212490960	S 1ST ST / W HUMBOLDT ST	San Jose Police	9-6-2021 10:35 PM

CRIME INCIDENTS SORTED BY DESCRIPTION



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Crime Incidents				06-25-2021 to 12-01-2021 (160 Days)		97 Records
	Type	Description ▲	Incident #	Location	Agency	Date
Map It	S	PROSTITUTION	212471018	S 1ST ST / W HUMBOLDT ST	San Jose Police	9-5-2021 12:34 AM
Map It	S	PROSTITUTION	212460930	S 1ST ST/W HUMBOLDT ST	San Jose Police	9-3-2021 11:25 PM
Map It	S	PROSTITUTION	212441172	W HUMBOLDT ST / S 1ST ST	San Jose Police	9-1-2021 11:45 PM
Map It	S	PROSTITUTION	212431066	GOODYEAR ST / S 1ST ST	San Jose Police	8-31-2021 9:12 PM
Map It	S	PROSTITUTION	212401068	W HUMBOLDT ST / S 1ST ST	San Jose Police	8-28-2021 11:13 PM
Map It	S	PROSTITUTION	212220956	S 1ST ST / W HUMBOLDT ST	San Jose Police	8-10-2021 9:58 PM
Map It	S	PROSTITUTION	212190030	1200 BLK S 1ST ST	San Jose Police	8-7-2021 1:40 AM
Map It	S	PROSTITUTION	211950783	S 1ST ST/W HUMBOLDT ST	San Jose Police	7-14-2021 5:13 PM
Map It	S	PROSTITUTION	211950618	S 1ST ST / W HUMBOLDT ST	San Jose Police	7-14-2021 2:15 PM
Map It	S	PROSTITUTION	211950546	S 1ST ST/W HUMBOLDT ST	San Jose Police	7-14-2021 1:10 PM
Map It	S	PROSTITUTION	211941090	S FIRST ST/HUMBOLDT ST	San Jose Police	7-13-2021 10:34 PM
Map It	S	PROSTITUTION	211801019	FIRST ST/HUMBOLDT ST	San Jose Police	6-29-2021 10:10 PM
Map It	👤	ROBBERY	212750739	1200 BLK S 1ST ST	San Jose Police	10-3-2021 2:21 AM
Map It	👤	VANDALISM	213320061	1100 BLK S 2ND ST	San Jose Police	11-28-2021 12:54 AM
Map It	👤	VANDALISM	213210854	1100 BLK S 2ND ST	San Jose Police	11-17-2021 6:45 PM

97 Records

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Attachment 2

Allcove Safety/Action Plan and Status 12.03.2021

Item	Status	Details
Hire security personnel	Complete	Security person was hired and is on-site daily from 11:00 am – 7:30 pm.
Youth access to allcove garage	In Progress	Quotes in progress to install “switch” in the garage to power the camera and remote feed.
	Temporary measures in place	For now, youth are offered the opportunity to call the center to park in the garage and security will walk to the garage to open the gate.
Live feed (no recording) camera viewing of garage and side area on Keyes	In Progress	Working to obtain quotes on installation of an electrical power “switch” needed for cameras and remote opening of the garage.
	Temporary measures in place	Security is walking the outside perimeter of the facility 3-4 times per hour.
Increased lighting in the garage	Complete	In a reassessment of the lighting, it appears the lighting is sufficient. The garage lights are on sensor – which is why things looked “dim” during the daylight hours.
Create Drop Off Zone	In Progress	Working with intergovernmental affairs at the CEO’s office, who is assisting with the communication to the city.
	Temporary measures in place	Typically, there is parking across the street. Security can be called to meet youth in that area, or another safe area for drop offs.
Staff training on safety and de-escalation.	Complete	On-site in-person training and practice drills held on 11/5/2021. On-site in-person de-escalation training held on 11/19/2021.
Community Partnerships	In Progress	<p>The safety presentation was shared with the SJ YAG for their awareness and input.</p> <p>ARCC, BHSD and County Director of Facilities Security met with SJPd the Police Captain for the Spartan/Keyes.</p> <p>BHSD has met with the Abode manager, ongoing are in the process of being scheduled to discuss collaboration on safety of the building exterior.</p> <p>BHSD is working with the Office of Supportive Housing to collaborate on safety measures and to support building a partnership with Second Street Studios property management</p> <p>Second Street Studios and BHSD are working together to address maintenance and safety issues.</p> <p>The San Jose Community Consortium is involved and providing advisement related to neighborhood safety.</p> <p>Both ARCC and BHSD are working to meet jointly with Spartan Keys Neighborhood Association and BHSD will regularly attend Neighborhood Association meetings.</p>