



# City of Santa Barbara California

## PLANNING COMMISSION STAFF REPORT

**REPORT DATE:** March 28, 2024  
**AGENDA DATE:** April 4, 2024  
**PROJECT ADDRESS:** 621 Chapala Street (PLN2023-00513)  
 Daytime Workforce Development & Navigation Center  
**TO:** Planning Commission  
**FROM:** Planning Division  
 Megan Arciniega, Senior Planner  
 Barbara Burkhart, Assistant Planner

### I. PROJECT DESCRIPTION

The 4,969-square-foot site is currently developed with a 6,376-square-foot, two-story, commercial office building. The proposed project involves a request for a Conditional Use Permit (CUP) to allow a social services facility for a new Daytime Workforce Development and Navigation Center (Center) to serve people experiencing homelessness and housing insecurity. The Center would operate Monday through Friday, from 8:00 am – 2:00 pm, with the explicit goal of helping individuals become document-ready (e.g. acquiring a birth certificate, driver's license, Social Security card) and obtain housing. The services would include documentation readiness, case management, workforce development and life skill building, job search assistance, housing referrals, and health care and mental health support. Additional client meetings would also be offered outside of regular hours, on weekdays no later than 5:00 pm. Establishment of the Center seeks to improve access to support and services to people experiencing homelessness or housing insecurity by operating out of a single central location, eliminating the need for clients to navigate multiple different sites, on different days and times of the week, to reach service providers. See Exhibits B and C for project plans and applicant letter, respectively.

### II. REQUIRED APPLICATIONS

The discretionary applications required at this hearing under the purview of the Planning Commission are:

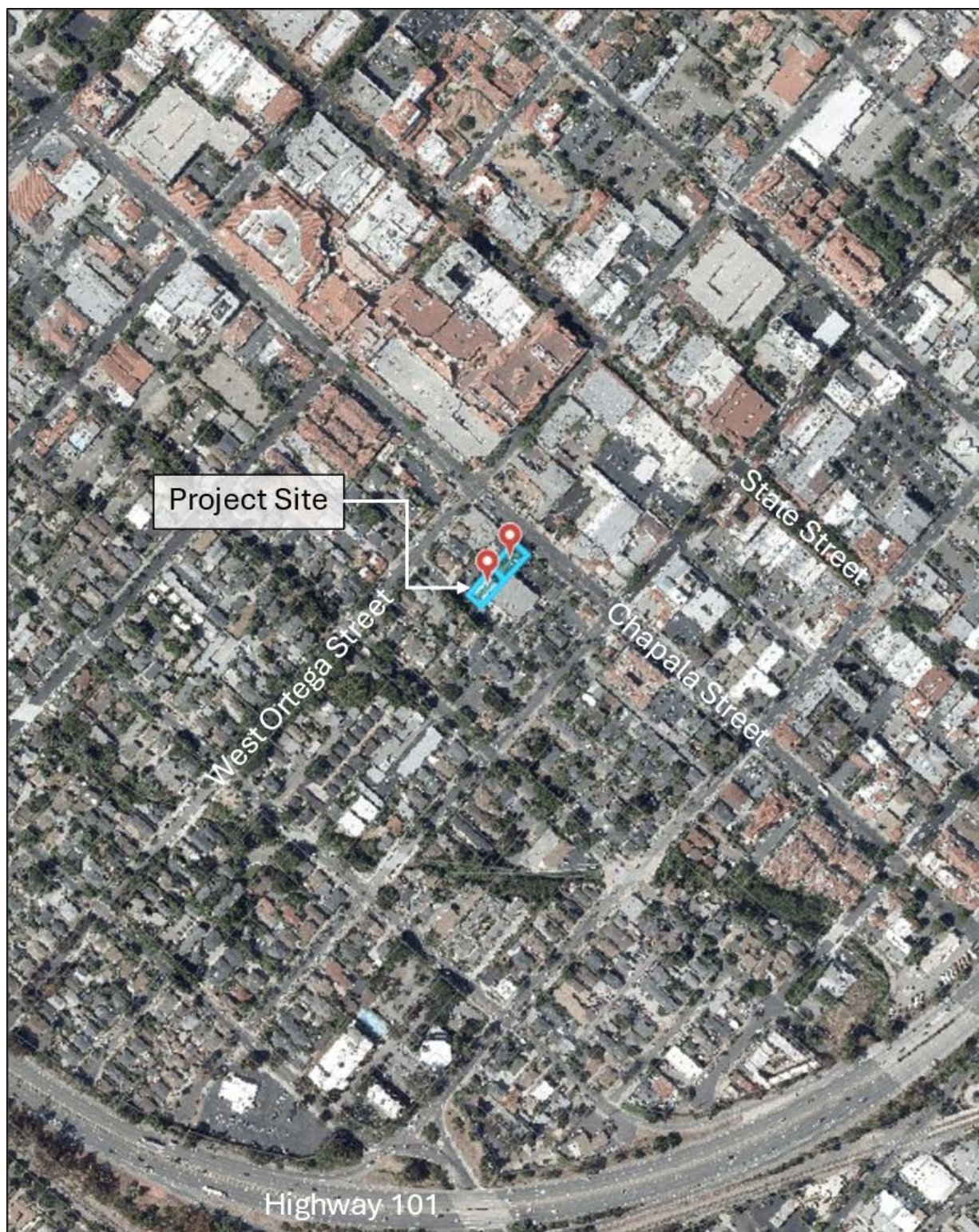
- A. A Conditional Use Permit to allow for social services facility use in a C-G (Commercial General) zone (SBMC Chapter 30.215; and §30.25.020).

**APPLICATION DEEMED COMPLETE: March 23, 2024**

**DATE ACTION REQUIRED: June 21, 2024**

**III. RECOMMENDATION**

If approved as proposed, the project would conform to the City's Zoning and Building Ordinances and policies of the General Plan. No physical changes to the site or the building are proposed as part of this application; therefore, the size and massing of the project are consistent with the surrounding neighborhood. Operation of the Center would include neighborhood impact mitigation measures, as outlined in Exhibit C, that address potential adverse or detrimental impacts, as well as any nuisance issues, to the surrounding neighborhood. Therefore, staff recommends that the Planning Commission approve the project, making the findings outlined in Section VII of this report, and subject to the conditions of approval in Exhibit A.



*Vicinity Map, 621 Chapala Street*

## **BACKGROUND**

The existing building on site was constructed in 1979 as a graphic arts trade shop. The ground floor included reception, office, conference, and storage rooms, as well as areas associated with graphic arts, such as processors, camera rooms, a color enlarger room, worktable, and light table spaces. The second floor included office and storage/ filing rooms. The site was developed with eleven parking spaces in a paved parking lot, with irrigation and trees (Magnolia Grandiflora) lining its edges.

In 1994, an interior tenant improvement to create an office building was approved. Much of the ground floor was converted to offices, with an open space toward the middle for library and brainstorming areas. A fiberglass/ plexiglass cover for the open second floor walkway was also approved to alleviate storm-related water damage. The building has served as commercial office space for various businesses ever since.

Prior to construction of the existing building in 1979, the site operated as a sales lot for used cars, per City archives; and prior to 1957, was developed with a single-unit residence, as indicated by historic aerial photographs accessed through the UCSB Library.

## **IV. SITE INFORMATION AND PROJECT STATISTICS**

### **A. SITE INFORMATION**

<b>Applicant:</b>	Barbara Andersen, City of Santa Barbara	
<b>Property Owner:</b>	621 Partners LLC; Ken Marshall, Managing Member	
<b>Site Information</b>		
<b>Parcel Number:</b> 037-123-006; -016	<b>Lot Area:</b> 4,522.39 sq. ft. (0.10 ac.); 4,969.07 sq. ft. (0.11 ac.)	
<b>General Plan:</b> Commercial-High Density Residential	<b>Zoning:</b> C-G, Commercial General	
<b>Existing Use:</b> Office, Parking	<b>Topography:</b> 3% average slope	
<b>Adjacent Zoning and Land Uses</b>		
North:	C-G	Community Care Facility (Jodi House, Inc.)
West	M-C	Public Right-of-Way (Chapala Street)
South:	C-G	Retail Sales (Sherwin-Williams Paints)
East:	C-G	Public Right-of-Way (Bradbury Avenue)

### **B. PROJECT STATISTICS**

The project constitutes a change of use classification from Commercial Office to Social Services Facility.

	<b>Existing</b>	<b>Proposed</b>
<b>Commercial Floor Area</b>	6,376 sf	0 sf
<b>Social Services Facility Floor Area</b>	0 sf	6,376 sf



**V. POLICY AND ZONING CONSISTENCY ANALYSIS**

**A. ZONING ORDINANCE CONSISTENCY**

The proposed project is compliant with all applicable zoning requirements. No physical changes to the site or building are proposed, with the exception of three new long-term bicycle spaces.

Standard	Requirement/ Allowance	Existing	Proposed
<b>Setbacks</b>			
-Front	0 feet	104 feet	no change, compliant
-Interior	0 feet	0 feet	no change, compliant
<b>Building Height</b>	45 feet	25 feet	no change, compliant
<b>Parking</b>			
-Vehicle	0 spaces*	10 spaces	no change, compliant per AB-2097
-Bicycle	5 spaces (1 short-term, 3 long-term, remainder can be either)	4 spaces (short-term)	4 short-term, 3 long-term** compliant

\*Per AB-2097

\*\*To be added to plans at the Building Permit stage as a Condition of Approval

**1. CONDITIONAL USE PERMIT REQUIREMENTS**

A CUP application shall be approved if the Review Authority can make all of the required findings.

**a. Required Findings**

*The proposed use is allowed with a Conditional Use Permit within the applicable zone district and complies with all specific requirements for the Conditional Use Permit, as well as all other applicable provisions of this title and all other titles of the municipal code.*

A Social Service Facility is allowed in the C-G zone with a CUP if it is located a minimum of 300 feet from any other Social Service Facility or Emergency Shelter. The City's Recommended Homeless Shelter Zones and Current Shelter Facilities Map (Exhibit D), shows all existing shelter facility sites in the City, along with a 300-foot buffer for each.

There are no Social Service Facility or Emergency Shelters located within 300 feet of the subject site. The closest Social Services Facility is the Salvation Army Hospitality House at 425 Chapala Street, which is approximately 920 feet southeast of the subject site.

The Jodi House at 625 Chapala Street (next door) is a brain injury support center which is classified as a Community Care Facility use.

*The proposed use and development is deemed essential or desirable to the public convenience or welfare and is consistent with the General Plan and any applicable specific plan.*

While there is no specific plan that applies to the site, the Center would be consistent with the goals and policies of the City's General Plan. The Center would provide services and support for people experiencing homelessness and housing insecurity, to become document-ready and obtain housing, in an area of the City that is easily accessible to its clients. Establishment of the Center would allow the City to better support other agencies and nonprofit organizations in these efforts, as prescribed by the General Plan's 2023–2031 Housing Element (Housing Element). The Center would be staffed by a Project Manager, Project Coordinator, Contracted Case Manager, Lived Experience Support Staff, Program Administrator, and Executive Director; the duties of each are outlined in Exhibit C.

As of the 2023 Point-in-Time Count, a snapshot census of people experiencing homelessness on a single night, there were an estimated 787 people experiencing homelessness in the City of Santa Barbara. Of this number, 206 were sleeping outdoors, 206 were living in their vehicles, and approximately 375 people were staying in emergency shelters. The City's unhoused population frequently resides in public parks, beaches, near public buildings, and outside businesses within economic corridors of the City.

There is a significant demand for day-to-day basic needs and supportive services for these members of the community.

As the Housing Element describes, the City currently collaborates with the County (the public entity responsible for attending to people experiencing homelessness) and supports various partner agencies to implement an effective multi-pronged effort to assist in the provision of adequate housing and social services to this population. The City is a strong partner in a continuum of care that supports prevention programs, emergency shelter, transitional programs, and permanent supportive housing.

Goal 3 of the Housing Element, Provide Housing Assistance, is to provide financial resources and supportive services for members of the community who need housing assistance, and includes the following policy which would be implemented by this project.

- Policy 3.1: *Shelter for People Experiencing Homelessness*. Partner with and support other agencies and nonprofit organizations in their efforts to provide shelter and services for people experiencing homelessness or those on the verge of homelessness.

While the Center does not provide overnight shelter, it does provide essential daytime services to people experiencing homelessness. The Center would be fully managed by a local nonprofit service provider, Santa Barbara Alliance for Community Transformation (SB ACT), and supported by key service provider

partners, building on the success of Neighborhood Navigation Centers (NNCs). Service providers would include, but not be limited to, the following:

- Case Management: City Net, Good Samaritan, AmeriCorps, People Assisting the Homeless (PATH) and New Beginnings.
- Behavioral Health: Santa Barbara County Department of Behavioral Wellness, Santa Barbara Response Network, Project HEAL of Santa Barbara County, and Mental Wellness Center.
- Healthcare: Doctors Without Walls – Santa Barbara Street Medicine, SEE International, Santa Barbara County Department of Public Health.
- Workforce Development: Santa Barbara Public Library, Santa Barbara County Workforce Development Board, Women’s Economic Ventures, and Santa Barbara Human Resources Association.
- Basic Relief and Support Services: Westmont Urban Initiative, Laguna Blanca School, Christ Presbyterian Church, Trinity Episcopal Church, and Ocean Hills Covenant Church.

These service providers currently operate in three different locations on three separate days of the week. The proposed Chapala Street location would consolidate services currently provided at Alameda Park and the Carrillo-Castillo Commuter Lot, while services currently offered at the Rescue Mission would continue to be offered there.

*The proposed use and development will not be adverse to the public health, safety, or general welfare of the community, nor materially detrimental to surrounding properties or improvements.*

Operations of the Center include objectives toward cultivation and maintenance of a positive relationship with the surrounding community, timely responsiveness to neighborhood concerns, and timely mitigation of any detrimental impact on surrounding properties, as outlined in Exhibit C.

The Center would be staffed by trained professionals with extensive experience in housing navigation, health care, and job search assistance. The staffing structure also includes roles and responsibilities related to community outreach and site monitoring.

The Project Manager would be responsible for overall day-to-day site management and would be tasked with managing community outreach and ensuring compliance with all requirements of the CUP.

Lived Experience Support Staff would provide mentorship to clients toward their housing goals, and would be tasked with site setup and cleanup, and monitoring of outdoor areas. This includes having individual conversations with clients as they leave the building, encouraging positive interactions with the surrounding community.

City staff would also continue their ongoing neighborhood outreach effort, which includes proactive steps to minimize impacts to the surrounding neighborhood. These efforts are detailed in Exhibit C, but include the following:

- Regular open community forums to hear and address neighborhood concerns and questions.
- Dedicated hotline for community members to call with concerns and questions.
- Regulation and monitoring of all outdoor activities (e.g. clients entering and exiting the building).
- Temporary secure storage of large client items (e.g. carts and backpacks) to prevent visual impacts to the exterior of the building.
- Regular “block walks” to pick up any neighborhood litter, report vandalism, and address any illegal dumping on public property.
- Private security firm to conduct nightly exterior patrol during the evening and overnight hours.

*The total area of the site and the setbacks of all facilities from property and street lines are of sufficient magnitude in view of the character of the land and of the proposed development that significant detrimental impact on surrounding properties is avoided.*

No changes to the existing site or building are proposed as part of the project. As discussed in the Background section of this report, the existing building has operated with Commercial Uses since 1979. The proposed use is considered a Public or Semi-Public Use, which has the same site area and setback requirements as a Commercial Use.

Repairs and infrastructure maintenance would be performed by the City of Santa Barbara Facilities Division, while the interior would be maintained by contracted janitorial services.

*The design and operation of the project and its components, including hours or manner of operation, outdoor lighting and noise generating equipment, will not be a nuisance to the use of property in the area, particularly residential use.*

Operation of the Center would include objectives toward cultivation and maintenance of a positive relationship with the surrounding community, timely responsiveness to neighborhood concerns, and timely mitigation of any detrimental impact on surrounding properties. It would operate on weekdays only, with private security conducting nightly exterior patrol during the evening and overnight hours. Furthermore, no physical changes to the existing site or building are proposed as part of this project, with the exception of three new long-term bicycle spaces. Any future change to existing lighting and/ or noise generating equipment would be required to comply with applicable City ordinances, as they relate to nearby residential properties.



The subject building is of a type and size suitable to house a comprehensive range of services. Also of note, the building would accommodate temporary storage areas to secure client belongings (e.g. carts and backpacks) while they access services on site. (This alone is a significant hurdle, as most clients will not seek services if required to leave their belongings unattended, such as on the sidewalk or within a building entry area.)

The Center would initially operate Monday-Friday 10:00 am – 2:00 pm, until an understanding of the average number of visitors per day is established. The Center hours would then expand, opening as early as 8:00 am and closing no later than 2:00 pm. Additional client meetings would be offered by appointment only, weekdays until 5:00 pm.

The Center would provide services and support for people experiencing homelessness and housing insecurity to become document-ready and obtain housing. These services would include document readiness, case management, workforce development and life skill building, job search assistance, housing referrals, and health care and mental health support. The following objectives of the Center are expanded on in Exhibit C.

- Reduce the number of people experiencing homelessness in the City of Santa Barbara.
- Address the diversity of needs of people experiencing homelessness and housing insecurity in the City of Santa Barbara.
- Offer case management and housing navigation services to facilitate referrals to interim housing and permanent housing units.
- Offer resume and interview skill-building services, job search, professional clothing donation, and hygiene for job interviews, in pursuit of gainful employment.
- Utilize private office space for service provider partners to meet with clients and support physical and mental health care.
- Offer workshops and group sessions that align with the needs of people experiencing homelessness.
- Host workshops and training opportunities for service provider partners to support their professional development.
- Host group meetings for service providers to support movement towards community-wide homelessness and housing goals.
- Address the needs for a daytime location during inclement weather and other emergencies.

The Neighborhood Navigation Centers at Alameda Park and the Carrillo-Castillo Commuter Lot serve approximately 30 to 40 unhoused persons at each location over a two-hour period of time, per week. The Center anticipates serving an

estimated 30 to 35 unhoused persons per day at the subject site on Chapala Street, and that each person would spend 90 minutes to two hours at the site, depending on their needs. It is anticipated that the number of people served will increase during inclement weather, during which time the Center will have separate operating protocols to increase staffing and the availability of basic relief services.

The applicant team is engaged in an ongoing neighborhood outreach effort, which has included door-to-door outreach and outreach via Nextdoor.com, as well as open neighborhood meetings to hear and address neighborhood concerns. These efforts would continue, for the life of the project. There are no residentially zoned parcels adjacent to the project site; however residential uses do exist to the southwest across Bradbury Avenue, to the west along West Ortega Street, and to the east along West Cota Street.

*Adequate access and off-street parking including parking for guests is provided in a manner and amount so that the demands of the development for such facilities are adequately met without altering the character of the public streets in the area at any time; and*

The site is located in the Central Business District, which requires automobile parking at 1 space for every 500 square feet of floor area, and has a Parking Zone of Benefit of 20%, which means the number of required automobile parking spaces shall be reduced by 20%. However, the site is subject to AB-2097 which prohibits public agencies from imposing or enforcing a minimum automobile parking requirement on a project that is within one-half mile of public transit. This applies to new ground-up development, as well as projects that require approval for a change of use or site alterations. All classifications of land uses benefit from the prohibition, except event centers and hotel uses. Bicycle parking requirements of the Zoning Ordinance continue to apply.

The Santa Barbara MTD Transit Center is located approximately a third of a mile up (north) Chapala Street, and various MTD bus stops are located even closer. The site is also within walking and biking distance of State Street. Most clients are not expected to need parking.

Ten automobile parking spaces, including one accessible space, currently exist on site. Four short-term bicycle parking exist on site, and if approved, the project would be conditioned to provide 3 long-term spaces, which means covered and secured, at the time of building permit submittal.

*The appearance of the developed site in terms of the arrangement, height, scale and architectural style of the structures, location of parking areas, landscaping, open space and other features is compatible with the character of the area.*

No physical changes to the existing site or building are proposed as part of this project. As discussed in the Background section of this report, the existing building was constructed in 1979 along with its parking lot, irrigation, and landscaping. Interior tenant improvements, and the covering of the open second

floor walkway, were permitted in 1994. No physical changes to the existing site or building are proposed as part of this project.

## **B. GENERAL PLAN CONSISTENCY**

### **1. WEST DOWNTOWN NEIGHBORHOOD**

The site is located within the West Downtown Neighborhood, as delineated by the General Plan. The neighborhood is bounded on the north by Sola Street; on the south and to the west by Highway 101, and on the east by De La Vina, Ortega, and Chapala Streets. It is one of the oldest neighborhoods in the city, and includes portions of the Carrillo, Chapala, and De La Vina Street corridors. It is predominantly developed with multi-family residential and commercial uses.

The majority of the neighborhood has a High Density residential land use designation, but also includes Commercial, Institutional, and Open Space – Parks designations. It is home to the Westside Community Center, as well as two Housing Authority developments: Casa de las Fuentes Downtown Workforce Housing, and El Carrillo Single Room Occupancy apartments.

The subject site has a land use designation of Commercial-High Density Residential and contains a two-story office building and associated 10-space parking lot.

- a. LG15. Sustainable Neighborhood Planning. Neighborhoods shall be encouraged to preserve and enhance the sense of place, provide opportunities for healthy living and accessibility, while reducing the community's carbon footprint.*

The proposed Center would serve to preserve the sense of place, and provide opportunities for healthy living and accessibility, while reducing the community's carbon footprint because it would provide services and support for people experiencing homelessness and housing insecurity, in an area of the City that is easily accessible to its clients, with no physical changes to the existing site or building. The Santa Barbara MTD Transit Center is located approximately a third of a mile up (north) Chapala Street, and various MTD bus stops are located even closer. The site is also within walking and biking distance of State Street. Most clients are anticipated to walk or bus to the site.

- b. HE Policy 3.1: Shelter for People Experiencing Homelessness. Partner with and support other agencies and nonprofit organizations in their efforts to provide shelter and services for people experiencing homelessness or those on the verge of homelessness.*

The project would partner with and support other agencies and nonprofit organizations in their efforts to provide shelter and services for people experiencing homelessness or those on the verge of homelessness because the Center would be fully managed by a local nonprofit service provider, SB ACT, and supported by key service provider partners, building on the success of existing Neighborhood Navigation Centers. Service providers would include, but not be limited to, the following:

- Case Management: City Net, Good Samaritan, AmeriCorps, PATH and New Beginnings.
  - Behavioral Health: Santa Barbara County Department of Behavioral Wellness, Santa Barbara Response Network, Project HEAL of Santa Barbara County, and Mental Wellness Center.
  - Healthcare: Doctors Without Walls – Santa Barbara Street Medicine, SEE International, Santa Barbara County Department of Public Health.
  - Workforce Development: Santa Barbara Public Library, Santa Barbara County Workforce Development Board, Women’s Economic Ventures, and Santa Barbara Human Resources Association.
  - Basic Relief and Support Services: Westmont Urban Initiative, Laguna Blanca School, Christ Presbyterian Church, Trinity Episcopal Church, and Ocean Hills Covenant Church.
- c. ERE11. Native and Other Trees and Landscaping. *Protect and maintain native and other urban trees, and landscaped spaces, and promote the use of native or Mediterranean drought-tolerant species in landscaping to save energy and water, incorporate habitat, and provide shade.*

The project would protect and maintain urban trees and landscaped spaces because no alterations to the existing site landscaping are proposed. The site includes Magnolia Grandiflora trees which line the parking lot area and are proposed to remain.

## VI. RECOMMENDED FINDINGS

The Planning Commission finds the following:

### A. ENVIRONMENTAL REVIEW (SBMC §22.100.160.C; CEQA GUIDELINES)

The project qualifies for an exemption from further environmental review under Section 15303 [New Construction or Conversion of Small Structures] of the California Environmental Quality Act (CEQA) Guidelines. Section 15303 allows for the conversion of existing small structures from one use to another where only minor modifications are made in the exterior of the structure. Based on review of the project, there would be no significant project-specific or cumulative impact on the environment due to unusual circumstances, the project does not have the potential to damage scenic highways or historic resources, and the project site is not identified as a hazardous waste site. None of the exceptions to the exemption under CEQA Guidelines Section 15300.2 apply.

### B. CONDITIONAL USE PERMIT (SBMC §30.215.070)

1. *The proposed use is allowed with a Conditional Use Permit within the applicable zone district and complies with all specific requirements for the Conditional Use Permit, as well as all other applicable provisions of this title and all other titles of the municipal code;*

The proposed use is allowed with a CUP within the C-G zone and complies with all specific requirements for the CUP, as well as all other applicable provisions of this title

and all other titles of the municipal code as described in Section V of the Staff Report dated March 28, 2024. The proposal complies with all applicable zoning standards and conforms to applicable General Plan policies.

A Social Service Facility is allowed in the C-G zone with a CUP because it is located a minimum of 300 feet from any other Social Service Facility or Emergency Shelter. There are no Social Service Facility or Emergency Shelters located within 300 feet of the subject site, as shown on City's Recommended Homeless Shelter Zones and Current Shelter Facilities Map. The closest Social Services Facility is the Salvation Army Hospitality House at 425 Chapala Street, which is approximately 920 feet southeast of the subject site.

2. *The proposed use and development is deemed essential or desirable to the public convenience or welfare and is consistent with the General Plan and any applicable specific plan;*

The proposed use and development is deemed essential or desirable to the public convenience or welfare and is consistent with the General Plan because the Center would provide services and support for homeless and housing insecure individuals, to become document-ready (e.g. acquiring a birth certificate, driver's license, Social Security card) and obtain housing, in an area of the City that is easily accessible to its clients. The Center will allow the City to support other agencies and nonprofit organizations to provide shelter and services for people experiencing homelessness or those on the verge of homelessness, as prescribed by the General Plan Housing Element Policy 3.1. There is no specific plan that applies to the site.

3. *The proposed use and development will not be adverse to the public health, safety, or general welfare of the community, nor materially detrimental to surrounding properties or improvements;*

The proposed use and development will not be adverse to the public health, safety, and general welfare of the community, nor will the project have a detrimental effect on surrounding properties or improvements, as described in Section V of the Staff Report dated March 28, 2024.

The Center would be staffed by trained professionals with extensive experience in housing navigation, health care, and job search assistance. The staffing structure also includes roles and responsibilities related to community outreach and site monitoring.

4. *The total area of the site and the setbacks of all facilities from property and street lines are of sufficient magnitude in view of the character of the land and of the proposed development that significant detrimental impact on surrounding properties is avoided;*

The total area of the site and the setbacks of all facilities from property and street lines are of sufficient magnitude in view of the character of the land and of the proposed development that significant detrimental impact on surrounding properties is avoided because no changes to the existing site or building are proposed as part of the project.

As discussed in the Background section of the Staff Report dated March 28, 2024, the existing building has operated with commercial uses since 1979. The proposed use is

considered a Public or Semi-Public Use, which has the same site area and setback requirements as a Commercial Use.

5. *The design and operation of the project and its components, including hours or manner of operation, outdoor lighting and noise generating equipment, will not be a nuisance to the use of property in the area, particularly residential use;*

The design and operation of the project and its components, including hours or manner of operation, outdoor lighting and noise generating equipment, will not be a nuisance to the use of property in the area, as described in Section V of the Staff Report dated March 28, 2024. No physical change to the existing site or building is proposed as part of this project.

Operation of the Center will include cultivation and maintenance of a positive relationship with the surrounding community, timely responsiveness to neighborhood concerns, and timely mitigation of any detrimental impact on surrounding properties. The Center will operate on weekdays only, with private security conducting nightly exterior patrol during the evening and overnight hours. The ongoing neighborhood outreach effort, which includes proactive steps to minimize impacts to the surrounding neighborhood, will continue for the life of the project.

6. *Adequate access and off-street parking including parking for guests is provided in a manner and amount so that the demands of the development for such facilities are adequately met without altering the character of the public streets in the area at any time; and*

Adequate access and off-street parking including parking for guests is provided in a manner and amount so that the demand of the development for such facilities are adequately met without altering the character of the public streets in the area at any time because no change to existing parking is proposed, with the exception of three new long-term bicycle parking spaces. Ten automobile parking spaces, including one accessible space, currently exist on site. Four short-term bicycle parking currently exist on site, and the project will be conditioned to provide 3 long-term spaces, which means covered and secured, at the time of building permit submittal.

The site is subject to AB-2097 which prohibits public agencies from imposing or enforcing a minimum automobile parking requirement on a project that is within one-half mile of public transit. The Santa Barbara MTD Transit Center is located approximately a third of a mile up (north) Chapala Street, and various MTD bus stops are located even closer. The site is also within walking and biking distance of State Street. Most clients are not anticipated to require parking.

7. *The appearance of the developed site in terms of the arrangement, height, scale and architectural style of the structures, location of parking areas, landscaping, open space and other features is compatible with the character of the area.*

The appearance of the developed site in terms of the arrangement, height, scale and architectural style of the structures, location of parking areas, landscaping, open space and other features is compatible with the character of the area because no physical changes to the existing site or building are proposed as part of this project. As discussed



in the Background section of the Staff Report dated March 28, 2024, the existing building was constructed in 1979 along with its parking lot, irrigation, and landscaping. Interior tenant improvements, and the covering of the open second floor walkway, were permitted in 1994.

Exhibits:

- A. Conditions of Approval
- B. Project Plans
- C. Applicant's Letter, dated December 19, 2023
- D. Recommended Homeless Shelter Zones and Current Shelter Facilities Map

Contact/Case Planner: Barbara Burkhart, Assistant Planner  
(BBurkhart@SantaBarbaraCA.gov)  
630 Garden Street, Santa Barbara, CA 93101  
Phone: (805) 564-5470 x4552

## **DRAFT PLANNING COMMISSION CONDITIONS OF APPROVAL**

621 CHAPALA STREET  
CONDITIONAL USE PERMIT PLN2023-00513  
MARCH 28, 2024

- I. In consideration of the project approval granted by the Planning Commission and for the benefit of the owner(s) and occupant(s) of the Real Property, the owners and occupants of adjacent real property and the public generally, the following terms and conditions are imposed on the use, possession, and enjoyment of the Real Property:

- A. **Order of Development.** In order to accomplish the proposed development, the following steps shall occur in the order identified:

Pay Land Development Team Recovery Fee (30% of all planning fees, as calculated by staff) at time of building permit application.

Submit an application for and obtain a Building Permit (BLD) for the change of use to social service facility.

Record any required documents (see Recorded Conditions Agreement section).

[always include] Permits.

Submit an application for and obtain a Building Permit (BLD) for construction of approved development and complete said development.

Details on implementation of these steps are provided throughout the conditions of approval.

- B. **Recorded Conditions Agreement.** The Owner shall execute a *written instrument*, which shall be prepared by Planning staff, reviewed as to form and content by the City Attorney and Community Development Director, recorded in the Office of the County Recorder, and shall include the following:

**Approved Development.** The development of the Real Property approved by the Planning Commission on April 4, 2024 is limited to a Conditional Use Permit for social service facility for a Workforce Development and Navigation Center located within a ~7,437-square-foot building, as described in the Applicant Letter dated December 19, 2023 and as shown on the plans signed by the chairperson of the Planning Commission on said date and on file at the City of Santa Barbara.

**Use Limitations.** Due to potential traffic and parking impacts, uses other than social service facilities are not permitted without further environmental and/or Planning Commission review and approval. Prior to initiating a change of use, the Owner shall submit a letter to the Community Development Director detailing the proposal, and the Director shall determine the appropriate review procedure and notify the Owner.

**Uninterrupted Water Flow.** The Owner shall allow for the continuation of any historic flow of water onto the Real Property including, but not limited to, swales, natural watercourses, conduits and any access road, as appropriate.

**Recreational Vehicle Storage Prohibition.** No recreational vehicles, boats, or trailers shall be stored on the Real Property.

**Landscape Plan Compliance.** The Owner shall comply with the Landscape Plan, as shown on the Site Plan, approved by the Architectural Board of Review (ABR) on October 17, 1977. Such plan shall not be modified unless prior written approval is obtained from the ABR. The landscaping on the Real Property shall be provided and maintained in accordance with said landscape plan, including any tree protection measures. If said landscaping is removed for any reason without approval by the ABR, the owner is responsible for its immediate replacement.

**Storm Water Pollution Control and Drainage Systems Maintenance.** Owner shall maintain the drainage system and storm water pollution control devices in a functioning state and in accordance with the Storm Water BMP Guidance Manual and Operations and Maintenance Procedure Plan approved by the Creeks Division. Should any of the project's surface or subsurface drainage structures or storm water pollution control methods fail to capture, infiltrate, and/or treat water, or result in increased erosion, the Owner shall be responsible for any necessary repairs to the system and restoration of the eroded area. Should repairs or restoration become necessary, prior to the commencement of such repair or restoration work, the Owner shall submit a repair and restoration plan to the Community Development Director to determine if an amendment or a new Building Permit is required to authorize such work. The Owner is responsible for the adequacy of any project-related drainage facilities and for the continued maintenance thereof in a manner that will preclude any hazard to life, health, or damage to the Real Property or any adjoining property.

**Common Area Maintenance.** All common and/ or shared areas and facilities shall be kept open, available and maintained in the manner in which they were designed and permitted.

**Available for Parking.** All parking areas and access thereto shall be kept open and available in the manner in which it was designed and permitted.

**Long Term Bicycle Parking Space.** A bicycle parking plan shall be required with a building permit submittal that identifies three required long-term bicycle parking space, and shows compliance with the City's Access and Parking Design Standards.

- C. **Requirements Prior to Permit Issuance.** The Owner shall submit the following, or evidence of completion of the following, for review and approval by the Department listed below prior to the issuance of any permit for the project. Some of these conditions may be waived for demolition or rough grading permits, at the discretion of the department listed. Please note that these conditions are in addition to the standard submittal requirements for each department.

**Community Development Department.**

**Recordation of Agreements.** The Owner shall provide evidence of recordation of the written instrument that includes all of the Recorded Conditions identified in

condition B “Recorded Conditions Agreement” to the Community Development Department prior to issuance of any building permits.

**Conditions on Plans/Signatures.** The final Resolution shall be provided on a full size drawing sheet as part of the drawing sets. The following statement shall be signed prior to issuance of and permits: The undersigned have read and understand the required conditions, and agree to abide by any and all conditions which are their usual and customary responsibility to perform, and which are within their authority to perform.

Signed:

_____		_____
Property Owner		Date
_____		
Contractor	Date	License No.
_____		
Architect	Date	License No.
_____		
Engineer	Date	License No.

**D. General Conditions.**

**Compliance with Requirements.** All requirements of the city of Santa Barbara and any other applicable requirements of any law or agency of the State and/or any government entity or District shall be met. This includes, but is not limited to, the Endangered Species Act of 1973 [ESA] and any amendments thereto (16 U.S.C. § 1531 et seq.), the 1979 Air Quality Attainment Plan, and the California Code of Regulations.

Approval Limitations.

The conditions of this approval supersede all conflicting notations, specifications, dimensions, and the like which may be shown on submitted plans.

All buildings, roadways, parking areas and other features shall be located substantially as shown on the plans approved by the Planning Commission.

Any deviations from the project description, approved plans or conditions must be reviewed and approved by the City, in accordance with the Planning Commission Guidelines. Deviations may require changes to the permit and/or further environmental review. Deviations without the above-described approval will constitute a violation of permit approval.

**Litigation Indemnification Agreement.** In the event the Planning Commission approval of the Project is appealed to the City Council, Applicant/Owner hereby agrees to defend the City, its officers, employees, agents, consultants and independent contractors (“City’s Agents”) from any third party legal challenge to the

City Council's denial of the appeal and approval of the Project, including, but not limited to, challenges filed pursuant to the California Environmental Quality Act (collectively "Claims"). Applicant/Owner further agrees to indemnify and hold harmless the City and the City's Agents from any award of attorney fees or court costs made in connection with any Claim.

Applicant/Owner shall execute a written agreement, in a form approved by the City Attorney, evidencing the foregoing commitments of defense and indemnification within thirty (30) days of being notified of a lawsuit regarding the Project. These commitments of defense and indemnification are material conditions of the approval of the Project. If Applicant/Owner fails to execute the required defense and indemnification agreement within the time allotted, the Project approval shall become null and void absent subsequent acceptance of the agreement by the City, which acceptance shall be within the City's sole and absolute discretion. Nothing contained in this condition shall prevent the City or the City's Agents from independently defending any Claim. If the City or the City's Agents decide to independently defend a Claim, the City and the City's Agents shall bear their own attorney fees, expenses, and costs of that independent defense.

## **II. Time Limits:**

### **A. NOTICE OF CONDITIONAL USE PERMIT APPROVAL TIME LIMITS:**

The Planning Commission action approving the Conditional Use Permit shall terminate three (3) years from the effective date of the approval, per Santa Barbara Municipal Code §30.205.120, unless:

1. An extension is granted by the Community Development Director prior to the expiration of the approval; or
2. A Building permit for the use authorized by the approval is issued and the construction authorized by the permit is being diligently pursued to completion and issuance of a Certificate of Occupancy.



# City of Santa Barbara California

**Exhibit B:** Project Plans Dated for the April 4, 2024 Planning Commission Meeting, are available electronically for view online at: [SantaBarbaraCA.gov/PC](https://SantaBarbaraCA.gov/PC) and will be transferred the city's [Archived Agendas & Documents system](#) after the hearing.





# **CITY OF SANTA BARBARA**

## **STAFF MEMORANDUM**

**DATE:** December 19, 2023

**TO:** City of Santa Barbara Community Development Department,  
Planning Division

**FROM:** City Administrator's Office

**SUBJECT:** Conditional Use Permit (CUP) for Workforce Development &  
Navigation Center at 621 Chapala Street

### **BACKGROUND / COMMUNITY BENEFIT**

The City of Santa Barbara is proposing to enter into a three-year lease agreement for the property at 621 Chapala Street in Downtown Santa Barbara as a Workforce Development & Navigation Center (Center) to serve people experiencing homelessness and housing insecurity.

As of the 2023 Point-in-Time Count, there are an estimated 787 people experiencing homelessness in the City of Santa Barbara of which 206 people are sleeping outdoors and another 206 people are living in their vehicles. Although this represents a decrease from the year prior and an overall trend downward since 2020, there continues to be a significant demand for day-to-day basic needs and supportive services for our unhoused population.

Moreover, there are approximately 375 individuals staying in emergency shelters on any given night, but there is limited capacity for these facilities to remain open during the day for overnight guests. Therefore, the City's unhoused population frequently resides in our public parks, beaches, near public buildings, as well as outside of businesses in the economic corridors. This is especially challenging during inclement weather when expanded warming centers are only open in the evening and close in the early morning hours.

The Center will provide a one-stop-shop for people experiencing homelessness and housing insecurity to access services and support with the goal of assisting them to become document ready and secure housing. These services will include documentation readiness (e.g. acquiring a birth certificate, driver's license, Social Security card), case management, workforce development and life skill building, job search assistance, housing referrals, health care and mental health support. By providing these services in

a safe and welcoming environment, the Center will help individuals take steps toward finding and successfully remaining in stable housing.

The Center will be unique in that it will provide a comprehensive range of services in a single, centralized location with the explicit goal of helping individuals find housing. Additionally, the Center will offer these services at consistent hours five days per week with additional client meetings offered by appointment outside of these hours (until no later than 5:00pm). This will eliminate the need for individuals to travel to different sites on different days/times of the week to access the various services that they need.

The Center will be building on the success of the Neighborhood Navigation Centers (NNCs) that are currently operating in three different locations on three separate days during the week. With the Center at a more dignified and safe location, the NNCs at Alameda Park and the Commuter Lot will wind down and providers will then be on a rotating schedule at the physical site. The NNC will continue to operate at the Rescue Mission on Wednesdays to be accessible to our vulnerable population on the Lower Eastside of Santa Barbara.

On any given week, the NNCs at the Commuter Lot and Alameda Park serve approximately 30 to 40 unsheltered individuals at each location. Given that these NNCs are currently limited in hours (90 minutes to two hours) and days of the week, we anticipate serving an estimated 30 to 35 individuals each day at the Daytime Navigation and Workforce Development Center. To start, the Center will be open from 10am to 2pm Monday through Friday and then expand in the morning hours (as early as 8am) once the work flow is more formalized and we have a better understanding of the average number of visitors per day.

The amount of time an individual spends at the Center will vary depending on their needs, but we are estimating an average of 90 minutes to two hours. Some of the planned day-to-day scenarios include, but are not limited to, the following:

- An individual is new to the Center and needs to complete an in-take process and receives a tour of the Center along with an offer of basic relief services. The individual sits for awhile to charge their phone.
- An individual is asking for a specific service provider, and we work to facilitate a “warm hand-off” at the site or schedule an appointment for a future date.
- An individual is at the Center for a regularly scheduled appointment with their Case Manager to assist with housing navigation.
- An individual has a job interview and will need to print their resume, take a shower, and change into professional clothing.
- An individual has lost their prescription medication and needs assistance from a healthcare provider to get their prescription refilled.

We know from experience that the number of people served will expand during inclement weather during which we will have separate operating protocols to increase staffing and the availability of basic relief services.

## OBJECTIVES

The Center will be fully managed by a local nonprofit service provider, Santa Barbara Alliance for Community Transformation (SB ACT), and be supported by key service provider partners that have a proven track record of positive outcomes in reducing homelessness. It will also build on the strong existing network of service providers who currently operate at the NNCs. These providers include, but are not limited to, the following:

- Case Management: City Net, Good Samaritan, AmeriCorps, PATH and New Beginnings.
- Behavioral Health: Santa Barbara County Department of Behavioral Wellness, Santa Barbara Response Network, Project HEAL of Santa Barbara County, and Mental Wellness Center.
- Healthcare: Doctors Without Walls – Santa Barbara Street Medicine, SEE International, Santa Barbara County Department of Public Health.
- Workforce Development: Santa Barbara Public Library, Santa Barbara County Workforce Development Board, Women’s Economic Ventures, and Santa Barbara Human Resources Association.
- Basic Relief and Support Services: Westmont Urban Initiative, Laguna Blanca School, Christ Presbyterian Church, Trinity Episcopal Church, and Ocean Hills Covenant Church.

The specific objectives to be achieved at the Center are as follows:

- (1) **To reduce the number of people experiencing homelessness in the City of Santa Barbara.** All services and service providers at the Center will have a housing-oriented approach to services provided. Staff and service providers will receive training in Motivational Interviewing for the purpose of encouraging clients toward participating in the Homeless Management Information System (HMIS) and moving toward housing goals.
- (2) **To address the diversity of needs of people experiencing homelessness and housing insecurity in the City of Santa Barbara.** People experiencing homelessness and housing insecurity are often in need of basic necessities that can prohibit them from moving forward with their housing goals. In addition to housing-specific resources, the Center will meet basic needs through meal and food donations in partnership with faith communities and community volunteers, hygiene product donations, restroom access, and essential document storage for documents such as birth certificates and Social Security cards. All of these relief

services will be provided with the understanding that the purpose of these services is to assist individuals in their pursuit of housing goals and their general welfare.

- (3) **To offer case management and housing navigation services to facilitate referrals to interim housing and permanent housing units.** The Center will offer full-time onsite case management to facilitate HMIS intakes and case management for individuals who are ready to actively pursue housing goals. The case manager will be available during Center hours and/or by appointment.
- (4) **To offer resume and interview skill-building services, job search, professional clothing donation, and hygiene for job interviews, in pursuit of gainful employment.** The Center will offer a full-time office for Santa Barbara Public Library staff to offer workforce development services and computer access as needed for job searches and interviews. The Center will also offer priority showers by appointment, resume printing services and professional clothing donation to prepare individuals for scheduled job interviews.
- (5) **To utilize private office space for service provider partners to meet with clients and support physical and mental health care.** The Center will offer flexible office space for service providers to utilize full-time for onsite service provision.
- (6) **To offer workshops and group sessions that align with the needs of people experiencing homelessness.** The Center's conference room will be utilized for group meetings and workshops on topics such as personal budgeting, health and nutrition, mental health counseling, sobriety groups, etc.
- (7) **To host workshops and training opportunities for service provider partners to support their professional development.** The Center's conference room will also be utilized for professional development opportunities including trainings on topics such as de-escalation, crisis intervention, overdose prevention, and motivational interviewing as well as other training webinars.
- (8) **To host group meetings for service providers to support movement towards community-wide homelessness and housing goals.** The Center's conference room will also be utilized for group meetings including neighborhood outreach coordination meetings, collaborative steering committee meetings, collaborative working groups, and more in support of the ACT on Homelessness Collaborative that is working to reduce homelessness and its impacts in southern Santa Barbara County.
- (9) **To address the needs for a daytime location during inclement weather and other emergencies.** The Center's main service area will serve as a location to receive emergency information and to support individuals displaced by inclement

weather during the daytime hours to supplement when the Freedom Warming Centers are activated during the evening hours.

## **STAFFING BREAKDOWN**

The Center will build on the strong existing relationships among service providers who currently work at the Neighborhood Navigation Centers (NNCs). The Center will be staffed by trained professionals with extensive experience in areas such as housing navigation, health care, and job search assistance. These services will provide clients with the support they need to find housing. The proposed staffing structure includes the following roles and designated responsibilities:

### **Project Manager (1.0 FTE):**

- Overall day-to-day site management
- Staff/volunteer recruitment, training and supervision
- Supervision of direct service provision via partner agencies
- Cultivating positive relationship with surrounding community and responding to neighborhood concerns to mitigate any detrimental impact on surrounding properties, including:
  - Open neighborhood meetings to hear and address neighborhood concerns
  - Ongoing outreach to local neighbors through nextdoor.com and door-to-door outreach
  - Offering a contact number and email address for neighborhood concerns
- Onsite program development
- Responding to client and staff concerns
- Tracking metrics and managing reporting
- Ensuring compliance with all requirements of the Conditional Use Permit

### **Project Coordinator (1.0 FTE):**

- Handling client intakes and referrals
- Administrative functions, including answering phones/emails, entering client data into the Coordinated Entry System (CES)
- Resolving facility-related matters
- Coordinating volunteers
- Responding to clients and staff concerns
- Ensuring compliance with program policies and procedures

### **Contracted Case Manager (1.0 FTE):**

- Onsite case management services
- Homeless Management Information System (HMIS) access
- Assisting with client issues and needs as necessary
- Assisting with regional outreach in surrounding community

### **Lived Experience Support Staff (1.0 FTE):**

- Providing mentorship to clients toward housing goals
- Assisting with day-to-day tasks, including walking clients to restrooms or appointments, site setup and cleanup, and monitoring outdoor areas
- Referring clients and staff concerns to Project Manager and Project Coordinator

**Program Administrator (0.125 FTE):**

- Assistance with data collection and management
- Reporting and communications for key stakeholders and funders
- Grant writing and fund development for onsite programming
- General administrative support for Program Manager

**Executive Director (0.05 FTE):**

- General program oversight
- Visioning for program development for the purposes of public welfare
- Staff supervision
- Fundraising for onsite programming

**ROOM / SPACE UTILIZATION**

The exterior of the building will not be modified in any way. The interior of the building will also remain the same with some minor modifications to the number of workstations currently on the first floor and additional capacity for personal document storage. The interior will be maintained by contracted janitorial services and any repairs or infrastructure maintenance will be performed by the City of Santa Barbara Facilities Division.

**Outdoor Space**

**Parking Lot:**

- Adequate off-street parking for Center staff and service providers that utilize mobile vans for service delivery

**Patio:**

- Designated outdoor area for clients, as needed

**First Floor**

**Entryway and Waiting Room:**

- Front desk for Project Coordinator, restroom pass
- Counter space for serving packaged and non-perishable food
- "Waiting area" for clients accessing services
- Chairs and end tables
- Charging stations

**Conference Room:**



- Meeting room for case conferencing, homelessness collaborative meetings, and other program workshops and trainings, as needed

Computer Lab + Employment Assistance Office:

- Computer stations for client access (job & housing applicants, benefits management, etc.)
- Office desks for workforce development staff
- Both rooms managed by workforce development staff

SB ACT Project Manager Office:

- Desk and chairs for Project Manager

SB ACT Assistant Director Office:

- Desk and chairs for Assistant Director

Clothing & Document Storage:

- Storage for donated clothing (to be access by clients for job interviews, meetings as needed)
- Client document storage (e.g. birth certificates, ID, other documentation needed to obtain housing)

Kitchenette:

- Designated area for meal preparation by faith communities and other community organizations
- Microwave, sink

Restrooms:

- Two restrooms
- One shower included in second restroom (to be accessed by clients for interviews, meetings)

Copy Room:

- Cabinets for offices supplies, space for copier

Storage / LAN Room:

- Temporary storage for large client items (e.g. carts and backpacks) while they access services

SB ACT Project Coordinator & Program Administrator Office:

- Desk and chairs for Project Coordinator and Program Administrator

Case Worker #1:

- Desk and chairs for Case Management / Outreach Services / Housing Navigation partner agency

Case Worker #2:

- Desk and chairs for Case Management / Outreach Services / Housing Navigation partner agency

Behavioral Health / Meeting Room:

- Table and chairs for behavioral health provider(s)

Healthcare:

- Table and chairs for healthcare provider(s)

SB ACT Executive Director Office:

- Desk and chairs for Executive Director

**Second Floor**

The Daytime Navigation & Workforce Development Center will only occupy the first floor of the building, leaving the second floor available for sublessees. The second floor is comprised of three different suites totaling 1,250 square feet, 695 square feet, and 555 square feet, respectively. Each suite contains multiple offices, cubicles, and a conference room. The second floor includes a private entrance on the back of the building and a common restroom.

SB ACT and the City of Santa Barbara is working to identify sublessees for the three suites from the local nonprofit community that are working to address homelessness and behavioral health issues. This will assist in sustaining the significant investment the City has made over the last three years in coordination and collaboration among the 30+ agencies that are working to address homelessness through the newly-expanded southern Santa Barbara County ACT on Homelessness Collaborative.

**NEIGHBORHOOD IMPACT MITIGATION**

City staff, in partnership with SB ACT, have actively engaged with the neighborhood about this proposal, including residents and business owners in the area surrounding the property as well as throughout the downtown corridor. This outreach will continue as we are committed to building strong relationships and being responsive to any questions or concerns.

The Center will take several proactive steps to minimize impacts to the surrounding neighborhood, including:

- (a) Building relationships with neighboring residents and businesses through partnership with organizations such as Downtown Santa Barbara, Visit Santa Barbara, and the Santa Barbara South Coast Chamber of Commerce, door-to-door outreach, and hosting open community forums both before the Center opens

and regularly thereafter. The purpose of these forums will be to address community concerns and questions.

- (b) Utilizing staff to develop positive relationships with neighbors through at least weekly neighborhood walks targeted at directly engaging residents and business beginning before the Center opens.
- (c) Utilizing staff with Lived Experience to encourage clients toward positive interactions with the surrounding community through signage and individual conversations with clients as they leave the building.
- (d) Ensuring that all outdoor activities (i.e. clients entering and exiting the building) are regulated and monitored by staff.
- (e) Ensuring that large client items (e.g. carts and backpacks) are temporarily and securely stored in a locked room in the building or fenced in outdoor area to prevent any visual impacts to the exterior of the building.
- (f) Conducting regular outreach to individuals experiencing homelessness in the surrounding neighborhood to encourage engagement with service providers at the Center and discourage loitering. The staff with Lived Experience of homelessness will coordinate weekly neighborhood walks.
- (g) Conducting regular “block walks” to pick up any neighborhood litter, report vandalism, and address any illegal dumping on public property.
- (h) Offering a dedicated hotline for community members to call with concerns or questions.
- (i) Hiring a private security firm to conduct nightly exterior patrol during the evening and overnight hours.
- (j) Generally monitoring of the surrounding neighborhood to respond to adverse impacts to public health, safety and the general welfare of the community.

