

County of Santa Clara

Office of Supportive Housing

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Community Meeting Summary

Wednesday, May 30, 2018

10:30 am – 11:30 am

North County Shelter Facility
999 Hamlin Court
Sunnyvale, CA 94089

Meeting Attendees:

Aurora Olivares, Bill Wilson Center
Charisse Ma Lebron, County Office of Supportive Housing
Chris Anderson, Downtown Streets Team
Christine Mendoza, City of Sunnyvale
Cynthia Elliot, Our Daily Bread
Daniel Strickland, Sunnyvale Guest/Client Collaborative
David Hernandez, Sunnyvale Community Services
Gary Martin, Sunnyvale Guest/Client Collaborative
Glenn Fritz, ProofPoint, Inc
Mayor Glenn Hendricks, City of Sunnyvale
Jose Ramirez, City of Sunnyvale
Kelcy Fleming, HomeFirst Services of SCC
Vice Mayor Larry Klein, Sunnyvale City Council
Linda Jones, HomeFirst Services of SCC
May Chavez, LBA Realty
Michelle Covert, County Office of Supportive Housing
Mila Romero, Sunnyvale Guest/Client Collaborative
Councilmember Russ Melton, Sunnyvale City Council
Sarah Wasserman, Unitarian Universalist Fellowship of Sunnyvale
Shaunn Cartwright
Shila Behzadiaria, City of Sunnyvale

Meeting Summary

- The Office of Supportive Housing (OSH) staff opened up the meeting by noting that extended operations from April – October 2018 will be an opportunity to assess facility resource needs, measure client utilization, evaluate client needs and current practices--- such as length of staff and referral process, and identify potential programmatic enhancements.

- In addition, the outcomes and input from the At-Large Community Meetings and Operations Working Group Meetings are an opportunity for OSH staff to gather stakeholders' feedback, which will inform the final proposal for year-round operations to be presented to the Board of Supervisors in December 2018.
- OSH staff provided a debrief of the outcomes from the last Working Group meetings held on May 9th and May 23rd. HomeFirst is evaluating its best practices to ensure there is alignment with national standards. The group discussed exploring operational plan revisions to facilitate the success of the clients.

Updates

- OSH staff provided updates regarding the sidewalk project and landscape maintenance and enhancements. Sidewalk improvements are anticipated to be completed by the end of the summer. Landscape maintenance is underway, while enhancements are being coordinated with LBA Realty since they offered additional resources to improve the outside aesthetics.

Comments

- Of majority of calls for services, staff has confirmed is attributed to medical emergency calls and responses. Facility staff noted that they expect more calls for service because the facility is open more days, and among the clients are many seniors with medical needs.
- Sunnyvale Mayor Glenn Hendricks offered advocacy and support when it is time for OSH staff to go before the Board of Supervisors with recommendations and requests.
- Facility staff shared that they will be piloting a "new start" program for the summer to help clients gain skills and support to help clients transition out successfully. The Program includes participating clients to maintain a consistent schedule, learn effective life skills, and develop skills and experience in food preparation, janitorial procedures, or landscaping. The intent is that this will lead to gainful employment, enabling economic stability and will support the client's ability to secure permanent housing.
- Downtown Streets Team confirmed that they have a similar program through which they work with Facebook and other tech companies in order to create a pipeline to work in tech. For their program, individuals earn a food handler certificate and they are able to work in a tech company's food service department.
- Facility staff and providers shared that they are seeing more seniors, transitional age youth, and persons with a history of domestic violence referred to the shelter. Clients are being connected to appropriate services, including immigration-related services.

Next Steps

- The next At-Large Meeting is scheduled for August 15th.
- The Working Groups will continue to meet bi-monthly continue tracking utilization, clients' progress, and to address facility issues in a timely fashion.