

County of Santa Clara

Office of Supportive Housing

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Community Meeting Summary

Wednesday, August 15, 2018

10:30 am – 11:30 am

North County Shelter Facility

999 Hamlin Court

Sunnyvale, CA 94089

Meeting Attendees:

Aurora Olivares, Bill Wilson Center
Bruce Ives, LifeMoves
Carolyn Alexander, Sunnyvale Community Services
Charisse Ma Lebron, County Office of Supportive Housing
Cristal Olivas, YWCA Silicon Valley
Cynthia Elliot, Our Daily Bread
Donna Beres, Our Daily Bread
Gary Martin, Sunnyvale Guest/Client Collaborative
Glenn Fritz, ProofPoint, Inc
Janice Bonello, Community Services Agency
Jelaine Smith, West Valley Community Services
Joseph Shin, City of Sunnyvale
Keisha Miller, Sunnyvale Community Services
Kelcy Fleming, HomeFirst Services of SCC
Kristina Loquist, Office of Board President Simitian
Vice Mayor Larry Klein, Sunnyvale City Council
Laurel Beecher, Unitarian Universalist Fellowship of Sunnyvale
Marie Bernard, Sunnyvale Community Services
Michelle Covert, County Office of Supportive Housing
Mila Romero, Sunnyvale Guest/Client Collaborative
Naomi Nakano-Matsumoto, YWCA Silicon Valley
Nicole Sandoval, Community Services Agency
Philip Dah, LifeMoves
Rene Ramirez, HomeFirst Services of SCC
Councilmember Russ Melton, Sunnyvale City Council
Sarah Wasserman, Unitarian Universalist Fellowship of Sunnyvale
Sharon McKnight
Shaunn Cartwright

Meeting Summary

- The Office of Supportive Housing (OSH) staff opened up the meeting by giving a presentation to the group focused on the North County Shelter and its role as a part of the Supportive Housing Ecosystem. The presentation included:
 - Overview of the different components and activities of the Supportive Housing System.
 - Overview of the role of shelters in the Crisis Response System.
 - North County Shelter's Short- and Long-Term Objectives and Activities.
 - Metrics for Shelter Success: decrease in average length of stay for clients, increase in number of clients transitioned into permanent housing, decrease return of clients to homelessness, and reduce calls for service.
 - Identifying next steps in the Shelter's ongoing work.
- A group discussion followed the presentation:
 - OSH staff noted that while domestic violence affected clients are not identified in HMIS in order to protect their identity, the clients are still referred to critical programs and services.
 - A provider noted the importance of a warm hand-off of clients for a seamless transition into programs and services.
 - A stakeholder shared that we want to ensure the Shelter functions as a low-barrier facility, and not kick people out because of punitive rules.
 - Stakeholders agreed that the Shelter would want to tailor services to the demand (e.g. shuttles may not be utilized in the summer afternoons, but need double the capacity/services in winter because of higher utilization).
 - The Group is identifying additional providers to work with.
 - The focus of the Shelter includes producing better housing outcomes and refining the referral system to ensure case management needs are met.
 - The length of stay for clients should be based upon a client's case plan needs.
 - Shelter staff would like to create Office space to offer privacy.
 - The next steps for the Shelter:
 - Strengthen Supportive Services
 - Revisions to operations plan, referral process
 - Craft first draft of recommendations from Working Groups
 - Stakeholders expressed concern that Overnight Walking locations operate too late (9 pm, etc...). OSH staff shared that the cities that operate these sites have received feedback regarding this concern.

Questions posed by the Group

- Is there an opportunity to highlight the places that conduct after-hours/weekend assessments?
- Are there opportunities to coordinate with vehicle dwellers / non shelter clients to meet their needs?
- Is it possible to have a safe parking program at the facility?

Updates

- OSH staff shared that the Board of Supervisors approved the funding for construction/facility expansion on August 14th, with work expected to start in October. The work is expected to be completed in under 12 months. Among the additions to the facility: additional handicap accessible parking, additional accessible building access, additional windows, additional bathrooms and showers, additional storage space, installing a track system to be able to create separation and make better use of the floor space, and additional HVAC equipment.
- The sidewalk improvements work are nearly complete.
- The County is working with the City to conduct the required study to create a crosswalk.

Next Steps

- OSH staff will follow-up with the Library and other means to provide the information related to the Shelter and its progress so it may be more readily accessible to the public.
- OSH staff to report back to the group after clarifying scope of the Committee regarding additional questions raised.
- The next At-Large Meeting is scheduled for September 26th.