

# County of Santa Clara

## Office of Supportive Housing

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### **Community Meeting Summary**

Wednesday, April 18, 2018

10:30 am – 11:30 am

North County Shelter Facility  
999 Hamlin Court  
Sunnyvale, CA 94089

#### **Meeting Attendees:**

Amanda Olson, Downtown Streets Team  
Arcadio Morales, Sunnyvale Community Services  
Charisse Ma Lebron, County Office of Supportive Housing  
Chris Anderson, Downtown Streets Team  
Cynthia Bojorquez, City of Sunnyvale  
Cynthia Elliot, Our Daily Bread  
David Hernandez, Sunnyvale Community Services  
Donna Beres, Our Daily Bread  
Glenn Fritz, ProofPoint, Inc  
Grace Davis, West Valley Community Services  
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  
Linda Jones, HomeFirst Services of SCC  
May Chavez, LBA Realty  
Michelle Covert, County Office of Supportive Housing  
Nicole Sandoval, Community Services Agency  
Rene Ramirez, HomeFirst Services of SCC  
Rose Gregorio  
Councilmember Russ Melton, Sunnyvale City Council  
Sarah Wasserman, Unitarian Universalist Fellowship of Sunnyvale  
Sharon McKnight  
Teri Silva, City of Sunnyvale  
Valerie Soares, (SNAIL Neighborhood)

## Meeting Summary

- OSH staff provided an overview of the current shelter operations, including hours of service, referral system process, and onsite and ongoing client services.
- OSH discussed the impetus for the pilot extension of shelter operations at Hamlin Court.
  - The County Board of Supervisors voted for a pilot extension of the Cold Weather Shelter Program from six months to a year-round operations. The County's intent is to address unmet need by providing much-needed shelter to unhoused individuals and families in North County.
- OSH staff noted 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. While there are plans to increase the site's capacity by another 50 beds, there will be no major service changes during the pilot expansion.
- OSH staff are soliciting stakeholders input to help refine the final proposal for year-round operations to be presented to the Board of Supervisors in December 2018.

## Updates

- Trucks parking along near the shelter have obstructed the view to the street and have caused safety concerns. The City of Sunnyvale has been informed of this concern. OSH has reached out to City Staff and informed them of request from business representatives for a meeting/ resolution.
- The 999 Hamlin Court sidewalk improvements are underway. OSH received information from the County Fleet & Facilities Department that the work is expected to be complete by end of June.

## Comments

- Sunnyvale Councilmember Russ Melton expressed to stakeholders that he wanted to continue to be informed about all community concerns related to the shelter.
- Library and Community Services Director Cynthia Bojorquez shared that the North County Shelter facility staff have been responsive to concerns related to the ongoing security at the library. With the pilot expansion of the shelter, she articulated that there may be ongoing concerns. She asked for additional resources for the Library Department to be budgeted to provide additional staffing capacity.
- Sunnyvale Vice Mayor Klein encouraged the County to explore if the current facility has capacity or could progress toward becoming a transitional housing facility ---since the ultimate shared goal is for unhoused individuals to get access to permanent housing

opportunities for the clients. He also supports efforts to ensure providers and volunteers seamlessly provide same quality of support for clients as during winter.

### **Next Steps**

- Meeting attendees agreed that the at-large group (multi-disciplinary stakeholders, volunteers, county and city staff, and elected officials) would convene every 6 weeks, while a bi-monthly working group will meet to discuss operational items:
  - Onsite and service assessment (utilization and resources)
  - Identify client needs (e.g. need a benefits specialist onsite additional days?)
  - Facility updates (e.g. full service kitchen, climate control)
  - Volunteer outreach, growth, and retention
- OSH Team will follow-up w/ attendees to share brief notes, the formation of the working group, and scheduling the at-large meeting.