

# County of Santa Clara

## Office of Supportive Housing

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### **Working Group Meeting Summary**

Wednesday, July 11, 2018  
10:30 am – 11:30 am

North County Shelter Facility  
999 Hamlin Court  
Sunnyvale, CA 94089

#### **Meeting Attendees:**

Amanda Olson, Downtown Streets Team  
Aurora Olivares, Bill Wilson Center  
Charisse Ma Lebron, County Office of Supportive Housing  
Cynthia Elliot, Our Daily Bread  
Donna Beres, Our Daily Bread  
Gary Martin, Sunnyvale Guest/Client Collaborative  
Jelaine Smith, West Valley Community Services  
Keisha Miller, Sunnyvale Community Services  
Kelcy Fleming, HomeFirst Services of SCC  
Michelle Covert, County Office of Supportive Housing  
Mila Romero, Sunnyvale Guest/Client Collaborative  
Nicole Fargo Nosich, Community Services Agency  
Samuel Wilborn, LifeMoves Opportunity Center  
Shaunn Cartwright  
Shila Behzadiaria, City of Sunnyvale

#### **Meeting Summary**

- Office of Supportive Housing (OSH) staff opened the meeting and solicited input from Working Group members about additional outcomes from today's meeting.
  - Working Group members discussed the importance of continuing to collect good demographic information on clients. The information informs the Group about growing needs in the community and trends among those becoming displaced.
  - Working Group members requested additional data about where clients reside prior to coming to the North County Shelter Facility.
- OSH staff shared the latest data regarding the demographics and facility utilization.

- Data showed an increase of seniors referred to the Facility. Working Group members would like to discuss and further investigate the reasons for this since it is not evident why more seniors are in the shelter.
- As additional data is collected and monitoring of facility utilization continues, among the Group's recommendations may be that the shelter needs to provide senior specific programs and services to meet their unique needs.
- Among the Group's suggestions was:
  - to conduct a comparative analysis of the North County Shelter's clients and other facilities' clients
  - to potentially invite Temporary Assistance for Needy family (TANF) representatives since the facility is seeing more Native American self-identifying clients
- Shelter staff provided several updates:
  - There were eight or fewer emergency calls this past month, and the calls made were due to medical issues among senior or ailing clients. There were reduced calls related to disruptions.
  - More families continue to be referred to the Facility.
  - Staff is seeing more children at the Facility. For example, on the evening of July 10<sup>th</sup> there were 35 children staying at the Facility.
  - Staff will be conducting a pilot for the New Starts Program as of August. The Program will create volunteer opportunities for clients to build skills and experience.
- OSH staff shared that they held a Case Conferencing meeting with service providers in order to review which families are in need of case management and referral status of those in need of Rapid Rehousing or Permanent Supportive Housing. This will reduce duplication of services.
- OSH staff reported the following facility updates:
  - The women's restroom is being repaired due to damage caused by a leak. Men are using portable restrooms outdoors, while women and children are using the indoor restrooms. Dignity on Wheels is providing showers in the evenings. The repairs will be completed no later than July 21<sup>st</sup>.
  - The sidewalk work is underway. The shrubs are being cleaned up in the area first. The sidewalk project is anticipated to be completed by the end of the summer.
  - LBA Realty has offered to provide assistance with landscape improvements. The County Facilities Department is waiting to receive their Scope of Work.
- A Working Group member asked if there are any entities that do maintenance or repairs on RVs. Among the responses was to see if St. Vincent DePaul provides financial support for car repairs.

## Updates

- The CSA has hired a new Outreach Coordinator.

- OSH staff also shared that the County Board of Supervisors has approved funding a safe parking program in Mountain View. The Program is funded for two years. The goal is to have up to 40 vehicles accommodated in safe parking lots. Some sites are open to cars not RVs but efforts are being made to focus on RV's. CSA is serving as the screening agency.
- Hotel de Zink has six spots vacant.

### **Next Steps**

- OSH staff will share demographic data electronically with the Working Group.
- The next Working Group meeting is scheduled for August 8<sup>th</sup>. OSH staff will follow-up with invitations and details.
- The next At-Large meeting is scheduled for August 15<sup>th</sup>. Working Group members have already received information about the meeting.