

County of Santa Clara

Office of Supportive Housing

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Operations Working Group Meeting Summary

Wednesday, August 8, 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
Brandi Jothimani, Community Services Agency
Charisse Ma Lebron, County Office of Supportive Housing
Cristal Olivas, YWCA Silicon Valley
Cynthia Elliot, Our Daily Bread
Donna Beres, Our Daily Bread
David Hernandez, Sunnyvale Community Services
Gary Martin, Sunnyvale Guest/Client Collaborative
Joseph Shin, City of Sunnyvale
Keisha Miller, Sunnyvale Community Services
Kelcy Fleming, HomeFirst Services of SCC
Michelle Covert, County Office of Supportive Housing
Mila Romero, Sunnyvale Guest/Client Collaborative
Naomi Nakano-Matsumoto, YWCA Silicon Valley
Philip Dah, LifeMoves
Rene Ramirez, HomeFirst Services of SCC
Samuel Wilborn, LifeMoves Opportunity Center
Stephanie Johnson, Native TANF Program, Washoe Tribe of CA

Meeting Summary

- Office of Supportive Housing (OSH) staff opened the meeting by reporting to the group the facility utilization and client demographics data to-date:
 - There are a significant number of clients with domestic violence in their background.

- There is a steady number of senior clients, with a significant portion being over 55 years old.
- The average stay among clients is 50 days.
- Shelter staff provided updates:
 - There were no calls made the past month due to medical issues; there were three service calls made related to disruption involving the same client.
 - Staff have not officially launched the New Starts Program pilot.
 - There are many clients moving out and transitioning on, including those who received their Section 8 reinstatement voucher.
- OSH staff introduced the group to the new meeting attendees, Naomi Nakano-Matsumoto and Cristal Olivas with YWCA Silicon Valley and Stephanie Johnson, Native TANF Program, Washoe Tribe of CA.
 - YWCA representatives shared the following information:
 - YWCA has programs and contracts with the County of Santa Clara to serve domestic violence victims.
 - YWCA would like to be a resource to the shelter---providing information on legal services, mental health counseling, and other tools to help address needs related to abuse.
 - They have a satellite office in Sunnyvale.
 - Native TANF program, Washoe Tribe of CA share the following information:
 - Native TANF is essentially CalWorks for Native Americans.
 - They provide education to enable access to services, such as housing.
 - Their office is located in San Jose at 2480 N. 1st Street, Suite 140.
 - There are requirements that need to be met in order to access Native TANF services and support. Individuals need to have children, have low-income eligibility, and show proof that they are ¼ or more blood quantum of a federally recognized tribe.
 - It can take 2-18 months to qualify to access services.
- HomeFirst shared that they are in the process of recruiting for a Director of Programs.
- OSH staff announced that Indian Health Services will attend the next Operations Working Group meeting and share information on the programs and services they offer.
- OSH staff and the group discussed next steps in enhancing the operations and procedures of the facility:
 - Cultivate a strong family resources and case conferencing component.
 - The group will have a follow-up conversation about length of stay recommendations and options.
- Discussion regarding preparing for winter - Providers sought information on cold weather specific beds during pilot project as winter is coming and site is at capacity. Providers noted some individuals may have left in the spring and may seek winter shelter again.
- A member of the Sunnyvale Guest Collaborative asked if there was an opportunity to modify how individuals qualify for housing. Specifically, is there a tiered process for qualifying? What is the criteria? Is there any flexibility?

- OSH staff reported the following facility updates:
 - The County Facility Department is going to the Board of Supervisors in August for approval of construction related to the facility. The construction may start in September/October and take approximately 9 months to complete.
 - The sidewalk project is being executed as we speak.

Next Steps

- OSH staff will inform neighbors of the reasons for the recent calls for service.
- OSH staff will check with the City of Sunnyvale regarding a timeline / process for sidewalks and possibly speedbumps.
- The County and HomeFirst need to discuss the process for winter shelter operations for 20-30 cold weather specific beds.
- Explore option of generating a list of venues for resources for cold weather shelters.
- Information on shared-housing will be shared with the group.

Announcements

- St. Vincent De Paul provide the information for those who need car repair support in the areas with a zip code of 94086.
- Sunnyvale Community Services has some funds and may be able to supplement the St. Vincent Program.
- The next Working Group meeting is scheduled for August 29th. OSH staff will follow-up with invitations and details.
- The next At-Large meeting is scheduled for September 26th. Working Group members have already received a calendar invitation for the meeting.