

# County of Santa Clara

Office of Supportive Housing

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## Operations Working Group Meeting Summary

Wednesday, August 29, 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  
Chris Anderson, Downtown Streets Team  
Cristal Olivas, YWCA Silicon Valley  
Cynthia Bojorquez, City of Sunnyvale  
Donna Beres, Our Daily Bread  
David Hernandez, Sunnyvale Community Services  
Gary Martin, Sunnyvale Guest/Client Collaborative  
Gerardo Loera, Native TAVF Program, Washoe Tribe of CA  
Glenn Fritz, ProofPoint, Inc.  
Janice Bonello, Community Services Agency  
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  
Naomi Nakano-Matsumoto, YWCA Silicon Valley  
Nicole Sandoval, Community Services Agency  
Shaunn Cartwright, self  
Shila Behzadiaria, City of Sunnyvale  
Stephanie Johnson, Native TANF Program, Washoe Tribe of CA  
Sylvia Barron, Sunnyvale Guest/Client Collaborative  
Valerie Soares, SNAIL  
Vernon Medicine Cloud, Indian Health Center of Santa Clara Valley

## Meeting Summary

- Office of Supportive Housing (OSH) staff opened the meeting by asking shelter staff to share updates on shelter operations:
  - There was a slight decrease in the calls for service.
  - Staff is starting to communicate with clinics (e.g. Roots Clinic, County, and MayView) to discuss patient needs and promote better health outcomes. OSH staff started to do outreach to the clinics to support shelter efforts.
  - Clients are being hired by local businesses and UPS.
- OSH staff introduced the group to new meeting attendees, Gerardo Loera with the Native TANF Program, Washoe Tribe of CA and Vernon Medicine Cloud and Stephanie Reynolds with the Indian Health Center (IHC).
  - Both organizations provided a brief overview of their programs and services.
  - IHC noted they have a community wellness and outreach facility. They also work with Santa Clara County mental health providers, food banks, and help clients with their genealogy search based upon the Vital Records available to demonstrate their native heritage.
  - While IHC does not require clients to be identified as Native American to receive services, the Native TANF Program does require this, per federal guidelines.
- Shelter staff shared that it is difficult to refer clients to an organization if there is a requirement to have proper identification. The Native TANF Program representative noted to just send clients over and the organization will work with them to explore what is possible.
- YWCA representatives announced that they are doing outreach to clients and vetting them for program and services eligibility. Those who are eligible are enrolled into programs.
- OSH presented a question to the group based on the previous meetings' discussions: What are the group's thoughts on having the shelter also provide daytime walk-in programs and services?
  - This idea was proposed by a couple of stakeholders because the issue of the need for a multi-service center has been raised.
  - OSH qualified that this proposal would be a big change in operations and functions for the shelter. There would need to be significant outreach and engagement conducted to local businesses and the community in considering this proposal.
  - A stakeholder expressed support for this idea, but only specifically a daytime center for existing clients of the shelter.
  - Other stakeholders agreed that if the shelter were to incorporate a daytime walk-in center, it should be more thoroughly considered as a part of a more holistic plan on homelessness for North County.
  - Other stakeholders expressed concerns about the shelter providing a daytime service center:
    - This would create significant logistical challenges for shelter staff, such as ensuring the bathrooms are cleaned more frequently.

- This would create more security concerns.
    - Additional protections will be needed since the shelter serves many underage clients and children.
  - Another stakeholder shared that the shelter should consider allowing RV dwellers onsite.
- Stakeholders proposed additional shelter programs and services to be available for clients:
  - Childcare\*\*\*
  - Mobile showers \*\*\*
  - Shuttle to transport clients to different services and programs
  - Day services for non-shelter clients \*\*\*

### **Next Steps**

- OSH staff will schedule group discussions among interested stakeholders on the topics needing further discussion:
  - Daytime Services
  - Cold Weather Beds Management (consider option to reserve a certain # of beds as they become vacant for clients during winter )
- OSH staff will share the following documents with stakeholders:
  - Schedule of City of Sunnyvale crosswalk project and process.
  - Construction timeline regarding the facility construction/expansion.
- The next Working Group meeting is scheduled for September 19<sup>th</sup>. OSH staff will follow-up with invitations and details.

The next At-Large meeting is scheduled for September 26<sup>th</sup>. Working Group members have already received a calendar invitation for the meeting.

**\*\*\* DETERMINED THESE ITEMS ARE BEYOND SCOPE OF WORK GROUP**