

# County of Santa Clara

## Office of Supportive Housing

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### **Operations Working Group Meeting Summary**

Wednesday, September 19, 2018

10:30 am – 11:30 am

North County Shelter Facility  
999 Hamlin Court  
Sunnyvale, CA 94089

#### **Meeting Attendees:**

Aurora Olivares, Bill Wilson Center  
Brandi Jothimani, Community Services Agency  
Charisse Ma Lebron, County Office of Supportive Housing  
Cristal Olivas, YWCA Silicon Valley  
Donna Beres, Our Daily Bread  
Gary Martin, Sunnyvale Guest/Client Collaborative  
Glenn Fritz, ProofPoint, Inc.  
Jacqueline Ramos, Bill Wilson Center  
Jerri Handy, Opportunity Service Center - LifeMoves  
Joseph Shin, City of Sunnyvale  
Keisha Miller, Sunnyvale Community Services  
Kelcy Fleming, HomeFirst Services of SCC  
Marie Bernard, Sunnyvale Community Services  
Michelle Covert, County Office of Supportive Housing  
Mila Romero, Sunnyvale Guest/Client Collaborative  
Shaunn Cartwright, self  
Sylvia Barron, Sunnyvale Guest/Client Collaborative  
Valerie Soares, SNAIL

#### **Meeting Summary**

- Office of Supportive Housing (OSH) staff opened the meeting by sharing updates on shelter operations:

- There were four calls for service in the last three weeks: two calls were related to public safety, one call for medical support, and one call due to a minor dog incident.
- There have been no neighborhood meetings held in the last three weeks (since last Working Group meeting).
- OSH staff transitioned to discussing Operations and Procedures updates:
  - RE: Follow-up on the last Working Group meeting discussions related to a potential Drop-in Center, Childcare, and Winter Beds Referral process.
    - Staff consulted with provider partners, the Board of Supervisors, OSH Leadership, and Sunnyvale City leaders.
    - Based upon input from leadership, while these suggestions are valuable, OSH staff understand these are issues beyond the scope of work and parameters of what they have been authorized to do with the Working Groups and At-Large convenings.
    - For this pilot period the Board of Supervisors, in consultation with City of Sunnyvale City Council and City Administration, have directed staff to:
      - Execute the pilot year-round operations of the shelter,
      - Oversee the facility expansion,
      - Monitor client needs and program utilization,
      - Document outcomes from the pilot period, and
      - Identify staff and stakeholders' recommendations to be considered by the Board of Supervisors in December of 2018 regarding future facility operations, processes, and standards.
    - Stakeholder items of interest for potential future exploration will be included in the memo to the Board in the fall.
    - OSH staff noted that proposals related to childcare or a drop-in center, and any other suggested changes in operations and functions for the shelter require significant outreach and engagement in the community and to all relevant stakeholders to explore such options. Most important, initial discussions need to occur at the Board of Supervisors, County Executive's Office, OSH leadership, and the City of Sunnyvale leadership before considering the issues. Thereafter, the Board of Supervisors decides what they direct OSH staff to do.
    - A provider clarified that they understand being consistent with the parameters of the Working Group's purpose, but wanted to draw a distinction between proposing day services for shelter versus non-shelter clients.
  - RE: Client Referrals for Beds during the winter period.
    - OSH is working with shelter staff as we approach inclement weather days to set aside 5-10 beds for identified individuals --- and to prioritize vulnerable adults to get beds.
  - RE: New Start Volunteer Pilot Project.
    - New Start Program participants are getting trained for various skills building tasks at the facility. They help with washing towels, organizing

beds and rack areas, stocking shelves with supplies, and helping maintain a clean area. Volunteers are asked to commit to approximately 12 hours a week in the Program.

- Draft Recommendations for Potential Operational Plan Revisions
  - RE: Existing Clients getting access to daytime services, workshops:
    - Shelter staff expressed that this was a good idea for existing clients because they are comfortable at the facility and more likely to access resources, adhere to programs and services for their stability, etc...
    - A member of the Client Collaborative noted it would be good for clients who don't have access to transportation to get to their programs.
    - An Opportunity Center representative agreed it was a great idea to have an extension of programs/services provided at the shelter--- without being duplicative, but complimenting efforts of provider organizations. This would need to be well-coordinated with partners.
    - Another stakeholder commented that it would be good to have a space for domestic violence clients, space for scheduled meetings, and a private meeting area.
    - OSH staff agreed that daytime services and workshops for existing clients at the shelter would benefit case management and provide necessary services and workshops. However, there are multiple factors to consider as the group continues to explore this possibility:
      - What are parameters? Ie, only those who have appointment or
      - Staffing needs?
      - Configuration of space before and after construction/expansion of the facility.
    - Providers asked if the space in back of the facility can be used for meetings and workshops until construction starts in October.
  - RE: Set aside up to 50 beds (of 175) for North County Orgs for clients.
    - Providers confirm that it is necessary to have beds dedicated to clients who already receive intensive case management (would strengthen success of employment search, etc..). This would definitely work for specific organizations.
  - Discussion on the possible opportunity to enhance services based upon leveraging state funds (diversion, prevention). This is already happening informally, but potentially formalize this to build greater capacity of organizations. Purpose of Diversion services prevent and address needs as people come to the shelter or providers' facilities in order to prevent homelessness.

- A stakeholder commented that it would be great to provide additional medical services at the shelter.
  - RE: Consider designating an average length of stay at the shelter as a starting point, such as 60 days.
    - The average length of stay is already 60 days, even taking into account the cold weather season.
    - Extensions of length of stay may be considered based upon case manager assessment and recommendations.
    - A proposed model could consider possibility of length of stay extension depending upon client's progress achieved.
    - Sunnyvale Community Services proposed: 120 days total length of stay (includes 60 days and then the client earns two-week extensions) based upon progress and demonstrated need if the client meets specific criteria.
    - Stakeholders proposed having a road map for client resources. This allows for documentation, and incorporating a checklist. Consider having a booklet for clients to document their progress. They would keep the booklet at the shelter.
    - The shelter could have a policy that the controlled length of stay practice may be on hold if major disasters occur.
    - OSH staff noted that these guiding principles and procedures need to be incorporated into the operations plan, and not in a memo to the Board. OSH staff will develop operational language, and consult with providers and shelter staff.
- Bay Area Furniture Bank (BAFB) representative, Ray Piontek, shared the organization's mission to recycle gently used furniture and provide it to individuals and families moving out of homelessness. Families and individuals in need are referred to BAFB from a growing list of 58+ Community Partners. Case workers, social workers or eligibility workers identify families who have no furniture and need a helping hand to gain stability. The agencies then submit a request form for the items needed. BAFB will deliver the selection to the client home within 7 days of receiving a request. All clients come to BAFB by this referral process.

### **Announcements & Next Steps**

- The City of Sunnyvale Mayor and City Council recognized stakeholders at the City of Sunnyvale State of the City ceremonies on Saturday, September 14th. Shelter volunteers, organizations, and staff were honored for their dedication to the shelter clients and ensuring a successful pilot. In particular, from April 1, 2018 – September 11, 2018, stakeholders have dedicated 800+ volunteer hours and served 42,000 meals at the facility.
- OSH staff will continue to update stakeholders regarding:
  - Schedule of City of Sunnyvale crosswalk project and process.
  - Construction timeline regarding the facility construction/expansion.

- A stakeholder requested a session for Project Homeless Connect (for residents and nonresidents) – OSH staff will explore if feasible at the shelter site.
- The next Working Group meeting is scheduled for October 10<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.
- There will be a zoning hearing on September 26<sup>th</sup> regarding the shelter at Trinity United Methodist Church.
- The Gilroy shelter will open on October 15<sup>th</sup>; the Ochoa family shelter is scheduled to operate this winter for up to 40 families, date of opening is TBD.