

**HOPE Interagency Council (IAC) Meeting Minutes
May 11, 2022**

Present: Supervisor Horsley, Paul Bains, Laura Bent, Mary Bier, Matthew Chidester, Teri Chin, Ken Cole, Kate Comfort Harr, Eloiza Murillo-Garcia, Brian Greenberg, Judith Guerrero, Raymond Hodges, Aubrey Merriman, Peggy Jensen, Mark Nagales, Melissa Platte, Diana Reddy, Mariana Rocha, Juslyn Manalo

Guests: Lissette Espinoza-Garnica, Brae Hunter, Marci Dragun, Selina Toy Lee, Jessica Silverberg, Tammie Sweetser, Matthew Hayes, Khalia Parish, Rozeena Jhinnu, Marianne Tessier, Maia Kosek, Alicia Garcia, Lody Saba, Jenny Valencia, Brooke Lewellyn, Jacob Stone, Anna Kelleher, Jim Beaumont, Anita Rees, Sofia Recalde, Barbara Flores, Estefania Paredes.

Topic	Discussion
Zoom overview and meeting logistics	A brief overview of using Zoom videoconferencing was given.
Welcome	Supervisor Horsley called the meeting to order at 10:05 a.m.
Resolution Authorizing Virtual HOPE IAC Meeting Jessica Silverberg (Human Services Agency)	<p>Adopt a resolution finding that the COVID-19 pandemic state of emergency continues to present imminent risks to the health or safety of attendees and that it continues to directly impact the ability of the HOPE IAC to meet safely in person.</p> <p>See Attachment 1a and Attachment 1B.</p> <p>Motion made by Brian Greenberg to approve resolution; motion seconded by Diana Reddy.</p> <p>Vote: Paul Bains – yea Laura Bent – yea Mary Bier – yea Matthew Chidester – yea Teri Chin – yea Ken Cole – not present Kate Comfort Harr – not present Eloiza Murillo-Garcia – yea Brian Greenberg – yea Judith Guerrero – not present Raymond Hodges – yea Don Horsley – yea Aubrey Merriman – yea Peggy Jensen – not present Mark Nagales – yea Melissa Platte – yea Diana Reddy – yea</p>

	<p>Mariana Rocha – yea Warren Slocum – not present Juslyn Manalo – not present</p> <p>Motion passed.</p>
Public Comment	No public comments.
Action to Set Agenda and Approve Minutes	<p>Motion made by Brian Greenberg to set the agenda, and to approve February 9, 2021 minutes; motion seconded made by Mary Bier.</p> <p>Member vote: Paul Bains – [no response] Laura Bent – yea Mary Bier – yea Matthew Chidester – yea Teri Chin – yea Ken Cole – not present Kate Comfort Harr – not present Eloiza Murillo-Garcia – yea Brian Greenberg – yea Judith Guerrero – not present Raymond Hodges – yea Don Horsley – yea Aubrey Merriman – yea Peggy Jensen – not present Mark Nagales – yea Melissa Platte – yea Diana Reddy – yea Mariana Rocha – yea Warren Slocum – not present Juslyn Manalo – not present</p> <p>Motion passed.</p>
Strategies For Engaging and Serving People Living in Encampments	<ul style="list-style-type: none"> • Background <ul style="list-style-type: none"> ○ Encampments <ul style="list-style-type: none"> ▪ Most encampments have some or all of the following characteristics: <ul style="list-style-type: none"> • The presence of structure (tents, boxes, etc.)

Matthew Hayes (HSA),
Barbara Flores
(LifeMoves), Alicia
Garcia (WeHOPE),
Marina Hernandez and
Anita Rees (Pacifica
Resource Center)

- The continuity of location
- The permanency of people staying there
- The number of people living together (minimum 2)
- The presence of personal belongings
- A sense of community or social support among encampment residents
- Homeless crisis response system
 - Goal: homelessness is rare, brief, and non-recurrent
 - Prevent homelessness whenever possible
 - Assist people experiencing homelessness with returning to permanent housing as quickly as possible via a cohesive Housing Crisis Resolution System
 - Housing First/Lowering Barriers, shelter, rapid rehousing, permanent supportive housing
 - Includes many strategies to connect those who are unsheltered with services and housing
- Homeless outreach teams
 - HSA contracts with 3 agencies to do homeless outreach
 - LifeMoves, Pacifica Resource Center, WeHOPE
 - Homeless outreach staff provide outreach and services to people experiencing unsheltered homelessness, including those living in encampments
 - Work with Coordinated Entry System to refer clients to shelter and housing programs
 - Medical services, legal, etc.
 - Can take a long time to build up trust with these communities
 - Homeless outreach services are Countywide, structured regionally
 - Past work with local jurisdictions that were taking action on encampments
 - Outreach staff focused on providing services
 - Providing targeted, persistent outreach
 - LifeMoves shared about the Homeless Outreach Team (HOT)
 - Encampments are complex. People are hesitant to leave a location they've spent a lot of time at.
 - General outreach at encampments during our work and also we sometimes receive specific requests to outreach to specific locations/encampments
 - Help individuals connect with health care, recovery services, legal services and help them navigate those services
 - Staff go to encampment, engage individuals, ask permission to enter residence, ask if they're interested in any services
 - If yes, we conduct a general assessment to start to get to know them and their needs
 - We refer to other LifeMoves programs and other agencies who provide services

on healthcare, employment, etc.

- Start wherever the client wants to start
 - If they just want healthcare, we offer that in the hopes they'll trust us enough to get other services and maybe become open to other services, like shelter
- It frequently takes time to build rapport
- Encampment clearing
 - We don't do the clearings ourselves, but we do get referrals to outreach and support individuals in encampments when the local jurisdiction has made plans for an encampment to be removed
- Pacifica Resource Center shared about their Unhoused on the Coast outreach program
 - Similar to LifeMoves HOT, these outreach workers go to encampment in pairs and try to establish rapport with the people living there.
 - It's a presumption from housed people that everyone wants to be in shelter.
 - But some people in encampments have a network of support and some feel more in control staying outside
 - Shared an example of an encampment area that flooded in December
 - Inclement Weather Program had been activated, so we used that program to get clients into temporary hotel shelter stays
 - Inclement Weather and intensive services from Pacifica Resource Center and LifeMoves were able to support them while they were in the Inclement Weather Program and also after that activation ended. The outreach program assisted clients with doing a CES assessment and some were referred into Coast House and many are on their way to finding long-term housing.
 - Our program helped these individuals make incremental changes and some of them ended up becoming more open to accessing services over time.
 - Meeting individuals where they are is an important part of this work.
- WeHOPE shared out their homeless outreach program
 - The program provides outreach services and case management to people who are unsheltered.
 - Before we enter an encampment, we ask permission from residents, as one way that we show respect for them.
 - We talk with the individuals and ask them what they need. We try to meet their felt need first. We may be able to provide a bus ticket or gift card or something immediately. We also bring water and hot meals. We ask if they want to go to shelter. If they say no, we continue to go out to them and provide other services, and we continue to offer shelter throughout our work with them.
 - We also offer support to help clients get COVID vaccinations.
 - We can provide transportation assistance to medical, dental appointments and/or drug treatment.

	<ul style="list-style-type: none"> • HSA shared about the encampment response toolkit <ul style="list-style-type: none"> ○ This toolkit is information that a local jurisdiction could use when it has decided to take action related to an encampment <ul style="list-style-type: none"> ▪ Provides an overview of strategies to use to connect people living in encampments to resources ○ Guiding principles <ul style="list-style-type: none"> ▪ Outreach services provided will be adequate and personalized ▪ Plans should focus on lasting solutions ▪ Outreach services should include offering assistance with accessing a variety of options ▪ For encampment residents who are not connected with services, efforts will be made to connect with services ▪ All organizations and staff involved in an encampment response process will utilize respectful, client-centered approaches ○ Each jurisdiction decides how to move forward with a response to an encampment <ul style="list-style-type: none"> ▪ Dependent on applicable laws, enforcement decisions, and local conditions and resources ▪ The tool kit focuses on how to connect people living in encampments with resources • Questions <ul style="list-style-type: none"> ○ Brian: HOT team estimate 80% of clients served have an untreated addiction disorder. How can we better serve these populations? <ul style="list-style-type: none"> ▪ Lissette: Could we open more places that are safe for consumption? ▪ Melissa: Provide intensive services and also set expectations of how we engage with clients. ○ Lissette: How do we work with state agencies so they follow our principles? <ul style="list-style-type: none"> ▪ Barbara: We work with jurisdictions to understand their timeline and sometimes suggest more time to reach out to encampments before a site is cleared, establish rapport and offer services, help them try to find places for them to store their belongings, etc. ▪ Teri: Redwood City is establishing both high-level and on the ground communications with Caltrans regarding encampments.
<p>Non-Congregate and Congregate Shelter Updates Lody Saba (HSA), Anna Kelleher and Jacob Stone (LifeMoves), Estefania Paredes (Samaritan House),</p>	<ul style="list-style-type: none"> • Coast House <ul style="list-style-type: none"> ○ Overview <ul style="list-style-type: none"> ▪ Non-congregate shelter in Half Moon Bay, operated by LifeMoves ▪ the full program opened in Apr 2021 <ul style="list-style-type: none"> • initially, there were some concerns from the community, but we've worked with the Community Advisory Committee, and other local stakeholders and ensured that they have information about the program and have addressed questions and concerns

Alicia Garcia (WeHOPE)

- 51 fully furnished rooms for single adults, couples, and families
 - 45 rooms renovated and occupied
 - 6 rooms undergoing ADA renovations
- Amenities include reception area, laundry room, and a breakfast area
- 24/7 staffing, ensure clients are safe as well as provide clients with services at all hours
- Privacy and dignity
 - Each household has its own room, including a restroom. .
- Who we're serving:
 - 53% over 50 years old
 - 75% report some disability
 - 61% chronically homeless
 - 54% have no income upon entry
 - 75% exits to Stable Housing
- Meet with Coast House Community Advisory Committee
 - Local residents
 - Used to meet monthly, now meet quarterly
 - Field any concerns folks are hearing, share information and our successes
- Pacific Shelter
 - Non-congregate shelter in Redwood City, operated by Samaritan House
 - Big ramp up! Opened March 2021.
 - Out of 206 clients, 119 are considered chronically homeless – meaning they have been homeless for a long period of time and have a disability
 - 64 clients have moved to permanent housing – whether connected to vouchers, other housing subsidies or other permanent housing options
 - 169 clients served are over 45 years old. 54 of those are over the age of 62.
 - Some individuals need a higher level of care such as In Home Support Services, complex medical care, and/or even hospice care which makes navigating and obtaining services for these people very difficult as many of them do not have the medical coverage needed to obtain or qualify for the extra long-term support.
 - Partners make the difference
 - To support some of these barriers our Case Management Team and staff collaborate with partners at:
 - San Mateo County Behavioral Health and Recovery Services
 - LifeMoves and Abode Rapid Rehousing Services
 - San Mateo County Onsite Medical Services
 - SMC Veterinary Clinic Services for pets, companion, and service animals
 - SMC IMAT and AOD Services
 - Bridges to Wellness and County Care Navigators
 - Samaritan House Financial Empowerment Services
- WeHOPE expansion

	<ul style="list-style-type: none">○ WeHOPE shelter is expanding to add additional space and to be able to serve more clients.○ Timelines<ul style="list-style-type: none">▪ We recently have obtained the ability to expand the shelter into a property adjacent to our current shelter.▪ Currently doing construction to turn it into a shelter space. Expected to be complete May 15.○ Overview<ul style="list-style-type: none">▪ This expansion will add 20 beds (within the current COVID guidance) (may be as high as 40 beds in the future)▪ Clients will have individual locked storage▪ Comprehensive case management▪ Computer lab access▪ Nutritious meals○ Life skills classes offered include the following:<ul style="list-style-type: none">▪ Steps to betterment (effects of drugs on your life)▪ Anger management▪ 12 step recovery▪ Financial literacy▪ Communication/problem solving▪ Resume writing/interviewing○ Job training<ul style="list-style-type: none">▪ Custodial technician training▪ Security training (California Guard Card)▪ Food handlers
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Updates

Peggy Jensen (County Manager's Office),
Rozeena Jhinu (HSA),
Matthew Hayes (HSA),
Jessica Silverberg (HSA)

- Working Together to End Homelessness
 - Over 300 attendees at the first event in the series. Recording of first event is on the website.
 - Second event is on May 20 and will be focused on interim housing.
 - <https://www.smcgov.org/ceo/2022-our-year-working-together-end-homelessness>
- Emergency Rental Assistance Program
 - State Rent Relief Portal closed on April 1. State confirmed that all eligible applications submitted on or before March 31 will be paid for eligible expenses.
 - On March 31, the State signed AB 2179 into law, which has extended the eviction protections for tenants who have a pending rental assistance application that was submitted on or before March 31, 2022. The eviction protections have been extended through June 30, 2022.
 - The Core Service Agencies have local funding to provide rent relief assistance to eligible applicants.
 - Encourage community members to contact a Core Service Agency to apply for rent relief assistance, if they:
 - Need assistance with current rent
 - Are waiting for a decision from the State
 - Have been denied due to ineligibility for the State Rent Relief Program
 - Based on the latest State data received on May 7th. Our County's Rental Assistance Pipeline shows:
 - Total Tenant Cases: 9,364
 - Total Utilities Requested: \$6,912,250
 - Total Rent Requested: \$176,411,861
 - Total Rent Obligated: \$89,825,902
 - Total Rent Paid: \$81,486,708
 - Total Households Assisted: 6,000 Households
- Navigation Center
 - Groundbreaking event was held on April 13
 - This program will provide 240 interim housing units for individuals and couples, as well as intensive support services to transition people into permanent housing
 - Construction is on target to be completed late this year.
- Stone Villa
 - Former hotel acquired by County to be used as a non-congregate shelter
 - County received a Homekey award for this program
 - Rehabilitation work is underway regarding ADA and additional renovation needs
 - Planned timeline for clients moving into the shelter is in October

<p>Roundtable Announcements</p>	<p>Diana Reddy shared that she was at a recent regional group talking about homelessness and that San Mateo County is doing so much in terms of opening new shelters and working to reach zero functional homelessness.</p> <p>Ray Hodges shared that, similar to Stone Villa, Comfort Inn was another hotel that the County acquired recently with support of Homekey funds. There will be renovations completed to make the site permanent supportive housing, including adding kitchenettes to the units.</p>
<p>Closure</p>	<p>Meeting Adjourned at 11:34 a.m.</p>
<p>Next Meeting</p>	<p>August 10, 2022</p>