

COMMISSION TO END HOMELESSNESS

Friday, May 30, 2014 9:00 am – 1:00 pm

Orange County Department of Education Headquarters
200 Kalmus Drive, Building D
Rooms D1002 and D1003
Costa Mesa, CA 92626

TEAMBUILDING OFFSITE MINUTES

Board Member Names and Appointing Bodies

Shawn Nelson, Board of Supervisors
Allan Roeder, City Managers Association*
Tom Burnham, Orange County Business Council *
Max Gardner, H&CD Commission
Tita Smith, City Selection Committee
Larry Haynes, HomeAid Orange County*
Kim Goll, OC Funders Roundtable
Tom Gazsi, Police Chiefs/Sheriffs Association
Carolyn McInerney, County Executive Office
Al Mijares, Orange County Department of Education

Bob Dunek, City Managers Association
Bill Balfour, Orange County Business Council
Scott Larson, H&CD Commission*
Kathryn McCullough, City Selection Committee
Barbara Jennings, HomeAid Orange County
Sister Regina Fox, OC Funders Roundtable
Wolfgang Knabe, OC Fire Chiefs Association
Cate Murphy, H&CD Commission
Mark Refowitz, Health Care Agency

*Members also on Executive Committee

The Commission to End Homelessness welcomes you to this meeting. This agenda contains a brief general description of each item to be considered. The Commission encourages your participation. If you wish to speak on an item contained in the agenda, please complete a Speaker Form identifying the item(s) and deposit it in the Speaker Form Return box located on the side of the podium. If you wish to speak on a matter which does not appear on the agenda, you may do so during the Public Comment period at the close of the meeting. Except as otherwise provided by law, no action shall be taken on any item not appearing in the agenda. When addressing the Commission, please state your name for the record. Please address the Commission as a whole through the Chair. Comments to individual Commissioners or staff are not permitted. Speakers will be limited to three (3) minutes. Power Point and video presentations must be requested prior to start of meeting.

CALL TO ORDER: Chair Scott Larson

Chair Larson called the meeting to order at 9:05 am.

WELCOME NEW MEMBER: Scott Larson/Members welcome Max Gardner to Commission

Chair Larson welcomed Max Gardner, United Way, as the Commission's new member, appointed by the Housing and Community Development Commission.

PLEDGE OF ALLEGIANCE: Tom Burnham

Tom Burnham led the Pledge of Allegiance.

INVOCATION: Tom Burnham

Tom Burnham gave the invocation.

ROLL CALL: Karen Roper

Present: B. Balfour, T. Burnham, Sister R. Fox, M. Gardner, K. Goll, L. Haynes, B. Jennings, S. Larson, K. McCullough, A. Mijares, C. Murphy, A. Roeder, T. Smith

Absent: B. Dunek, T. Gazsi, W. Knabe, C. McInerney, S. Nelson, M. Refowitz

MINUTES

May 30, 2014

PRESENTATIONS:

Recognition of Jim Palmer

Supervisor John M.W. Moorlach & Karen Roper

Supervisor John Moorlach recognized Jim Palmer's many years of Service to the County on the Commission to End Homeless and the Housing and Community Development Commission and both he and Scott Carpenter from Supervisor Nelson's office thanked Jim.

CONSENT CALENDAR:

All matters are approved by one motion unless pulled by a Commissioner for discussion or separate action. At this time, any member of the public may ask the Commission to be heard on the following items on the Consent Calendar:

1. Approval of March 28, 2014 Commission Minutes

Chair Larson asked for a motion to approve the consent calendar. A motion was made by Tom Burnham and seconded by Allan Roeder. The motion passed.

DISCUSSION CALENDAR:

2. 2014 Continuum of Care Application Process and Reallocation Policies Recommendations – Scott Larson/Kim Goll/Sister Regina Fox/Allan Roeder

- a. Approve 2014 Continuum of Care Policy Recommendations

Julia Bidwell reviewed Addendum # 1 to the Policy Recommendations.

Kim Goll made verbal recommendations to add substance abuse to item 3 of the Transitional Housing policy recommendations.

Karen Roper confirmed convening a meeting with HUD representatives to discuss recommendations.

Allan Roeder requested a summary of the meeting with HUD be provided.

Max Gardner asked to clarify what questions were asked by providers on the recommendations.

Kim Goll reviewed the process the CoC Ad Hoc Committee used for developing the recommendations.

Larry Haynes indicated that the measures should look at whatever programs are most cost effective.

A motion was made by Allan Roeder to refer to the Executive Committee; it was seconded by Max Gardner, the motion passed.

- b. Authorize the Chair to transmit a memo outlining policy changes to the Board of Supervisors

A motion was made by Tom Burnham to authorize, it was seconded by Al Mijares, the motion passed.

There was one Public Comment:

Billy O'Connell spoke that:

- **Certain population is overlooked**
- **Transitional Housing is cost effective, getting people into permanent housing is \$1900-\$4000**
- **86% of homeless have never lived in housing**
- **Some people are not ready for Rapid Rehousing**

SPECIAL WORKSHOP

3. Commission to End Homelessness Team Building Workshop - Facilitated by Wallace Walrod of OCBC

- a. Overview of Vision, Mission and Accomplishments (Dashboard Accomplishments by Implementing Group) – Karen Roper & Scott Larson
- b. Commission Member Perspectives/Survey Responses for Discussion
 - i. Why do you serve on the Commission?
 - ii. What are the Commission’s challenges and areas of needed improvement?
 - iii. What do you see as key goals of the Commission?
 - iv. What has the Commission done well?
 - v. What should the Commission accomplish in the next 12 months?
- c. Next Steps

Scott Larson introduced and gave an overview of the Workshop.

Karen Roper presented the Dash Board with an overview of past accomplishments.

Wallace Walrod conducted the Team Building Workshop. See Attachment 1 to these minutes for a summary.

PUBLIC COMMENTS:

At this time, members of the public may address the Commission regarding any off-agenda items within the subject matter jurisdiction of the Commission provided that NO action may be taken on off-agenda items unless authorized by law. Comments shall be limited to three minutes per person and twenty minutes for all comments, unless different time limits are set by the Chairman subject to the approval of the Board.

Kathy Tillotson spoke about how Anaheim is succeeding in helping homeless.

Jim Miller spoke about Faith Based help and the need for emergency shelter, transitional housing, rapid rehousing & permanent housing.

MEMBER COMMENTS:

ADJOURNED:

Chair Larson thanked Dr. Mijares for providing the location for this month’s meeting. The meeting was adjourned at 1:05 pm

NEXT MEETING: **August 29, 2014 9:00 am to 11:00 am**

Location: To Be Determined

Further Commission information: www.ocpartnership.net

**Commission to End Homelessness
Special Workshop
May 30, 2014**

Summary of Survey of Commission Members

1. Why do you serve on the Commission?

Summary of Comments from Survey

- a. A strong desire to end or alleviate homelessness in Orange County, particularly for families
- b. To learn more about current activities in homelessness reduction and about the barriers preventing their development
- c. Successfully implement goals of Ten-Year Plan (TYP)

Summary of Comments made at May 30 Meeting

- Max – Main United Way focus – Housing
UW has Ten-Year goal to end homelessness and support housing
- Allan - Represent OC cities; establish better collaboration between providers, non-profits, local governments
Many pieces fall in cracks and lots of good work but great opportunity to develop firmer understanding and meet goals
- Larry - Stop “managing” the homeless and end homelessness
Fund the right things based on evidence/data
Need to evolve away from agency to system changes
- Bill - Professional: They support healthy communities
Personal: Core value of family
- Kim - Personal mission: Help people through Housing (Children & Families Commission & shelter beds)
Right thing to do; housing is critical to individual success
Believe in Public/Private process & transparency
- Kathryn - Believes everyone should have food, shelter, safety
Believes in Single Room Only (SRO) housing as good option
Need permanent shelters w/services
- Barbara - Service provider connection-need better data
Personal relationship/ niece w/homeless struggle; with housing & case management can stay off street

- Tita - She can lend her background to help homeless in Orange County
- Cate - She is formerly homeless; voice of consciousness; need to keep momentum and urgency
- Sister Regina –
Funder's Roundtable Representative – Commission helps Funders know where to put the money
Health of family builds health of Community
- Al - The matter of education is tied to the home; aware of social & emotional aspects of life and connection w/education
Opportunity to work together & solve problems
Ending homelessness is a possibility
- Tom - At retirement decided to be actively involved
Sees opportunity for transformational change
Needs to be outcome focused to engage private sector; rhetoric is good but outcome is most important
Focused on success and moving needle
- Scott - HomeAid is singular in focus; Commission is platform to elevate discussion & breakdown barriers
People need to not be working independently
Opportunity to make a difference

2. What are the Commission's challenges and areas of needed improvement?

Summary of Comments from Survey

- a. Measurable results – make the most of meeting time with less procedure and more creating actionable goals determined as a result of each meeting. Make adjustments to the TYP when necessary.
- b. Member accountability - making sure members can budget enough time and energy to maximize their impact. If they cannot commit enough resources, allow in others who are able
- c. Communicating the good done by the Commission thus far – change the perception that “if the Commission didn’t exist, no one would notice.”
- d. Governance and funding, particularly regarding service providers, and communicating the need

Summary of Comments made at May 30 Meeting

- Kathryn - Need to end NIMBYism
Need to educate people that homeless are not “those” people
- Tom - Issues take place at local level/city
Role of municipal government vs. Orange County
Influence has to change w/more city focus
Point in Time Count should be city level/granular; support cities to do it
- Tita - Challenge – many hats of Commission Members
Clearer action plan for a member to do (reasonable, doable & specific)
- Max - Need better understanding of resources & authority of Commission
Not sure Commission has resources & authority to make the goals happen; except HUD money
- Kim - Bigger challenge around data
Data needed for identifying cost savings
Need data to prove number & impact
- Allan - Doesn't like seeing some of the issues tossed to law enforcement, it's by default & not correct
Cities struggling w/open space & facilities for youth & communities; cities deal with their issues (they don't send them away)
Shared responsibilities need to be part of solution; cities don't want to be magnets
Need to have better education around homelessness
Can be enhancement not detriment
Can't all happen by government telling public what's good for them

- Bill - Narrow goals that are measurable, achievable & have buy in; simple & straight forward
- Sister Regina –
Part of role is to change narrative
Tell stories w/successes & real numbers
Homelessness is our community problem & challenge
- Larry - At basic level Commission Members 'Have to Believe' in the Ten-Year Plan
What is goal? Don't have cohesive power but do have persuasive power
Communicate clear & compelling message
- Cate - Treat like development campaign
PR campaign to raise money, awareness to meet specific goal
Visible campaign
- Barbara - Homeless individuals feel it all takes too long
- Scott - We have a structural problem (too tied to government) – don't want to dismiss money/resources/authority
Change Commission responsibility so all members have "to do" after meetings
– personal challenge for each member
- Al - The matter of homelessness is misunderstood
Need marketing; pieces of information
Remove stigma; we all suffer when people are homeless

3. What do you see as key goals of the Commission?

Summary of Comments from Survey

- a. Ending homelessness in the county – aligning the resources and social services available and making them both visible and accessible.
- b. Assessing the effectiveness of the homeless system of care
- c. Facilitate collaboration among service providers to pool knowledge and resources

Summary of Comments made at May 30 Meeting

- Max - Educate community on overall homeless issues & ending homelessness
Need facts/data to communicate effectively
- Tita - Create referral system for service providers to send people to
Who & where to call
- Kathryn - Need personal goals to work within key goals
Get behind Rapid Rehousing & Year-Round Shelter w/service
Educate cities on laws & zoning especially different in South County that relate to homeless
Need to pick 3 things & need data goals for those that don't have personal goals
Need obtainable goals (12-24 months)
- Barbara - Dashboard already reflects C2eH goals-Goals are inside Ten-Year Plan
- Bill - Goal: Set 1-2 measurable goals
Get data & right data
Get cities on board
Get Year-Round Shelter open
- Tom - 3 Shelters (1 in South County)
Commission needs to learn from outside success (i.e. Anaheim success in getting people off the street)
Celebrate successes in advocacy way
- Larry - "Do-able" Goals
Data-Embrace data; need city counts to embrace results
Emergency Shelters & Outreach
Centralized intake & assessment
Transitional housing retooling to interim /Permanent Supportive Housing (Laguna Beach & Costa Mesa permanent shelter)
Communication-simple concise message
- Allan – Members each take message back to represent (various entities);
It is each member's responsibility
- Scott - Need goals that represent all providers
Should be the provider's commission; common mission statement & goals; not "Us" vs." Them"

4. What has the Commission done well?

Summary of Comments from Survey

- a. Bringing public/private/nonprofit entities together to share information and discuss issues in homelessness.
- b. Creating a forum for service providers to help shape priorities and communicate their concerns on policy and decisions involving funding.
- c. Responsibly managed its budget and made adjustments based on its funding sources, including HUD.

Summary of Comments made at May 30 Meeting

- Allan - Good forum for debate, views, opinions
Good influence in Public Policy arena (i.e., Laura's Law)
- Kim - Process and dialogue
Platform to advocate (to her bosses) for Emergency Shelter
- Cate - Each Member is potential change agent
Great education and meeting of minds
- Sister Regina –
Agrees to forum, conversation and learning
Has put teeth into issue that County has put on back burner
- Al - Influence around table
- Barbara -CA/CI has come a long way
Staff involved in implementing groups/learn and share
- Tita - Gather ideas from different perspectives with common goals to solve severe social problem
- Scott - People around table has raised political bar with cities
Solidarity at Board level with Commission (institutional)
- Kathryn - Homeless community feels C2eH is Hope for them. They expect their needs get heard
- Tom - Dealing with restlessness
County gets credit for bringing Commission together
OCP/211 great spinoff to get data; 211 to become network flow

5. What should the Commission accomplish in the next 12 months?

Summary of Comments from Survey

- a. Expand the number of available shelters in north/central/south Orange County – Create at least one year-round emergency shelter.
- b. Conduct educational outreach and increase public awareness of homelessness in Orange County.
- c. Seek greater leadership from the business community to help serve and direct the Commission.
- d. Strengthen the strategic plan with county-wide objectives, informed by data on the current regional homelessness population and actively available resources.

Summary of Comments made at May 30 Meeting

➤ **Implementing Group #4 – Advocate for Community Support/Social Policy/Systems Change**

Point in Time Ad Hoc Committee

Data Sub-Committee

Lead Designees: Karen Williams, Jennifer Lee-Anderson, Kim Goll or Max Gardner

- Identify number of homeless
- Use Point in Time Count
- Define other homeless data points (cities) we need (i.e., motel # of homeless)
- Identify data needed and how we're getting it
- Identify number of people effectively served through our current services/systems
- Universe # in 2007; 2015 using similar methodology
- Identify 3 cities where we could do city count – include Laguna Beach
- Annualized report on # & for cities
- Number of chronically homeless individual and cost of housing them
 - Cost savings to house them
- July 2015 Select Transitional Housing providers who are making changes to their programs and track data

- Ground level data/local community data
- Definition of homeless and chronic homeless
 - HUD definition vs. Community definition
- Define what we will do with data
 - Cost savings
 - PR campaign
 - Measure successes

Implementing Group #4 – Advocate for Community Support/Social Policy/Systems Change

Data Sub-Committee

- Costs of getting people through system effectively
- Performance Improvement Calculator (PIC) maybe donors can request report & support

Implementing Group #4 – Advocate for Community Support/Social Policy/Systems Change

PR/Funding/Advocacy Sub-Committee

Data Subcommittee

Faith Based Outreach

Lead Designees: Tom Burnham, Bill Balfour, Max Gardner

➤ **Outreach**

➤ **Education/Public Awareness**

Public Relations:

- Get message/Info out in advance of Board of Supervisors or City action (not reaction to potential action)
 - May be focused but also general
- 3 Points/Aspects to PR
 - Raising money
 - General community awareness
 - Prepared advocacy Plan for when Year-Round Shelter is being developed (ready when needed)
- Develop 3 – 4 key issues to take out to public
 - Fold in data points needed to sell issue
 - PR campaign to focus on specific goal

- Create fact sheet for Commission Members to use as needed
- Need to do both educate and advocate.

Faith Based Outreach:

- Expand Faith based advocacy
- Outreach to faith based organization to come to table (they are under radar) – resource
- Action Item – create Implementing Group for faith based involvement and Youth/High School
 - Get them on grid
- Mobilize faith based and colleges and youth/high school

Data:

- Make measurable moves to get data and state goal-reduce by %
- Performance measure
- Create communication plan with measurable outcomes (identify who we are talking to)
- Need data to communicate impact of Year-Round Shelter
- Do statistical work (regression analysis)- who are the homeless?

Implementing Group #2 – Improve Emergency Shelter System/Improve Transitional Housing System

Lead Designees: Barbara Jennings and Maria Mazzenga-Avellaneda

➤ Emergency Shelters

- Develop 3 emergency shelters (North, South & Central)
 - Find way to have neighboring cities participate
- 3 emergency shelters with low threshold – with 200 beds at each, with multi service centers
- 2 to open together / link strategies together
 - Under commission

- Need to layer with permanent housing to be successful

Implementing Group #4 – Advocate for Community Support/Social Policy/Systems Change

Lead Designees: Karen Williams, Jennifer Lee-Anderson, Max Gardner or Kim Goll

➤ **CA/CI – One year from now CA/CI in place**

- Get all agencies involved
- Look at “pay for use” by agencies