

CCICH Meeting  
March 9, 2012  
10-12

I. Introductions

II. BH Integration

- a. Lavonna Introduction of Process
- b. Stephen Grolnic-McClurg Review of Steering Committee
  - i. Want stakeholder feedback –
    - 1. What's working, what should we keep?
    - 2. How to make system of care more welcoming, with higher level of customer service
  - c. What's Working? What should we keep?
    - i. Were you aware of BH Integration Process?
      - 1. Most knew it was happening, but didn't know specifics of roll-out process
      - 2. Are listservs and outreach meetings sufficient?
      - 3. What about website? Currently integrating websites internally; maybe we should have link on each dept's webpage to informational page?
      - 4. What is "change agent" – want to keep process open so anyone who can effect change
      - 5. Keep meeting process open so newcomers can plug in
    - ii. What is Consumer Experience?
      - 1. Consumer Board may be good way to gather feedback
      - 2. Maybe do some surveys before integration, during, and after?
      - 3. Electronic feedback submission would be helpful (survey monkey); addresses anonymity concerns
      - 4. Focus groups? Should have one with House Councils at Shelters
      - 5. Need to ensure feedback continues after process ends
      - 6. How can we ensure that participants feel free to provide criticism without worrying about losing that service (they're savvy about funder requirements on consumer feedback)
      - 7. Outreach teams should have survey forms to take surveys in the field –
      - 8. Bill Shinn – For focus groups, focus on
        - a. What do you want to know
        - b. ID information you need and what information you already have
    - iii. Piper to send email to CCICH listserv about change agents

III. CoC Checkup

- a. Governance and Structure
- b. Plan and Planning Process

- i. Increase Participation Suggestions?
  - 1. County Interfaith Council – Exec Brian Steinweber (?) comes, but County AODS Advisory Rep wants more info
- ii. More media involvement needed – public and elected officials don't know what we're doing
  - 1. Concord Mayor – Need to address perception that panhandling allows Hn to stay on streets and refuse services; Concord is creating committee to address educating community about Hn – rather than giving directly to homeless, but rather to homeless services providers – Invite CCICH members to participate
  - 2. Concord Mayor to send meeting information to PE for listserv
  - 3. Piper suggested Denver Change for Homeless (name?) Program
- c. Infrastructure and Admin Capacity
  - i. Landlord-Tenant Mediation – Seems to be disconnect between our providers and the County/City funded organizations that fund landlord-tenant services – although because of budget cuts the landlord-tenant services are over-capacity and/or open at inconvenient times (i.e., not after hours)
  - ii. We are looking to streamline the services that are out there
  - iii. Need single, physical point of entry where they can be linked to Hn services- phone lines can be busy and/or messages not returned
  - iv. Youth services customer wanted direct linkages between youth and adult life skills workers
  - v. Rely more on volunteer community for resources to create coordinated/centralized entry
- d. Housing and Services

#### IV. Saffron Strand Presentation

#### V. Updates

- a. PHC 8 – June 14, 2012 in Concord Willow Pass Center; Save the Date sent out next week (transportation to and from provided)
- b. SSVF Update – In first quarter of program
  - i. Eligibility: DD-214 required, homeless or at-risk, less than 50% AMI, looking for housing (Shelter Inc. referring those with dishonorable discharges to other services)
  - ii. Services provided: Housing, comprehensive case management
  - iii. Served so far: 214 veterans and their families – 76 actual veterans (22 placed into stable housing)
- c. VA Update
  - i. East Bay Stand-Down in August in Pleasanton; more info to follow
- d. AB 109 Update

- i. Hn services underway; BH Division as whole providing services (housing, MH and AODS services)
  - ii. Discharge to family/friends finding that not to be the case, so they are ending up homeless, so need housing services
  - iii. Lavonna to circulate AB 109 reentry numbers
  - iv. First point of contact for AB 109 population is probation officer
  - v. May want Probation/AB 109 Coordinator to present at next CCICH? Lavonna to circulate more information
- e. CNWS Update
  - i. Concord Mayor – loss of redevelopment agency means 15 or more years for full build-out
  - ii. Trying to figure out finance plan with agency that works specifically with decommissioned military bases
  - iii. Cleanup – records of decision hoped for by end of 2012, but there are additional problems being discovered (1-5 years for cleanup); some spots have 10-year cleanup schedule but those are not designated for residential high-density development
    - 1. Concern for Restoration Advisory Board is that once fences come down homeless will squat in what is unsafe, uninhabitable barracks
- f. HMIS Reports
  - i. Reports posted on Hn Programs website and archived
- g. Fresh Start (Horace Crawford and Joanne)
  - i. Homeless and working poor drop-in center in Walnut Creek, Tuesday and Thursday
  - ii. Some services (Social Security, crisis counseling, other linkages)
  - iii. Central County populations served
  - iv. Four Questions
    - 1. Where do homeless people who live in cars can legally and safely park overnight?
    - 2. Any plans to develop winter housing for adult men? Will approach Interfaith Housing?
    - 3. Place for homeless to obtain meals on weekends?
    - 4. Winter shelter for adult women?
- h. May 18, 2012 – Rubicon and County Health providing informational program on integration of primary and behavioral health care

## VI. Next Meeting Topics

- a. Loss of Redevelopment
- b. Medicaid Changes