

**HOMELESS SERVICES OVERSIGHT COUNCIL**  
**Homeless Services Coordinating Committee**  
**January 12, 2015, 1:00-2:30pm**  
**El Camino Homeless Organization**  
**Dining room**

<b>MEMBERS PRESENT</b>	<b>MEMBERS ABSENT</b>	<b>STAFF &amp; GUESTS</b>	
Patty Beck Jim Patterson Miriam Shah Grace McIntosh Bob Kelley		Laurel Weir Jessica Lorange Sue Warren Jim Harness Scott Luscomb Mimi Rodriguez Beth Quaintance Sharon West Jennifer Beirmann Anna Bliss Rachel Gementnen Sue Warren Liz Koll Bianca Terrazos Shawn Ison Pastor Kirkley Kevin Reeder Jim Patterson	
<b>AGENDA ITEM</b>		<b>CONCLUSIONS/ACTIONS</b>	<b>FOLLOW UP</b>
1. Call to Order and Introductions of Guests			
2. Public Comment	No comments were given.		
<b>ACTION/INFORMATION/DISCUSSION</b>			
3. 1 Report back from Mobile Assistance and Services Addressing Homelessness (MASH) event in Paso Robles and discuss recommendations for future	Laurel reported on the Mobile Assistance and Services Addressing Homelessness (MASH) event. The event was held at Paso Robles Event Center and brought together 23 different service agencies to offer services to homeless persons at a one day event.		

events	<p>Participating agencies included the Department of Motor Vehicles, which took applications for replacement IDs); County Animal Services, which provided pet vaccinations, Supercuts, Community Health Centers, Transitional Food and Shelter, the County Department of Social Services. 81 people attended the event. Clients were surveyed at the event about their satisfaction with the event and also whether there were services or resources they were hoping to see at the event that weren't there. The event was well received by clients. In terms of what additional resources would be desirable, clients indicated tents, blankets, gloves and hats.</p> <p>Sue Warren said it was one of the most effective events she has seen happen in the county, it was fun, informal, and relaxed. For a first time event, she thought it was very successful. Cherie Michaelson shared that one of their clients was very excited about obtaining his ID.</p> <p>Laurel noted that the cost to rent the event center (which was paid for by CenCal Health) was more than they'd like to pay in the future. She asked groups to suggest possible alternative locations for next year's event.</p> <p>Laurel thanked People's Kitchen for their support and for providing the meal to the event.. Cherie suggested different plans with dogs coming into the events. Sue Warren shared how important it was to clients to be able to have their dogs with them.</p> <p>Pat Beck asked about transportation to the event. Laurel commented that this particular event was located near the existing lunch program and the lunch program was moved to the Event Center for the day. Since the Event Center is only a few blocks from the meal program, it meant that it was within walking distance for most clients.</p>		
--------	--	--	--

<p>3.2 Update on Warming Centers, identification of needs, and discuss recommendations for further HSOC action</p>	<p>Cherie suggested advertising needs to be sent out earlier next time around. Bob Ellis shared that the SSVF program obtained additional clients due to the event. Patty Beck informed the group that other MASH events will be planned in other parts of the county. The HSCC is looking to hold events in San Luis Obispo, South County, North County, and the coast if there is local support in each region.</p> <p>Laurel began with an explanation of the general definition of a Warming Center and noted the primary function of a warming center is to protect lives by bringing people in from the elements, whereas a shelter has multiple functions,, including not only shelter but also providing services.</p> <p>Grace McIntosh provided an update on CAPSLO's Warming Center, which is located at the Prado Day Center. Their Center opens when the temperature is forecasted to 32 degrees F or below, or when there is a 50% chance or greater that there will be rain for two consecutive nights.</p> <p>CAPSLO's Center has been open 6 days, and the numbers have slowly increased to 31, as of last night. CAPSLO tries to have 1 staff member and 1 volunteer for the 16 hour shift. They currently need more volunteers. The warming center started in 2009.</p> <p>There are currently contracts open with the county and city, which help with some, but not all, of the expenses. All of the staff so far have been paid overtime for working the overnight shift. CAPLSO is currently close to running out of money.</p> <p>Clients who have been banned from Prado or Maxine Lewis may still be eligible to come to the Warming Center, but must request a panel review. The review</p>		
--	--	--	--

	<p>will be looking at the reason for the ban. Shawn shared with the group that the rules allowing people to “panel back in” have been concerning to the volunteers which may be why their volunteer numbers have been less. Also, persons under the influence are still eligible. Some clients have left due to clients being under the influence have been welcome.</p> <p>KSBY and the tribune have all advertised for the warming center at Prado day center. Grace McIntosh shared that at the new center they will only need staff at one location instead of cover 3 different locations. Grace shared that on KCBX a recent grand jury action from Los Angeles. The California report says that most clients prefer to not be in county or city shelter but would be happier to be sheltered in churches or places with fewer constrictions. The Prado center does allow pets but Maxine Lewis does not due to lack of space.</p> <p>Janna Nichols reported that the 5 Cities Homeless Coalition warming center opened last Monday at the department of social services in Arroyo Grande. The number of clients has gradually increased to 13 after being open 4 days. They have not yet reached full capacity on any given night. The rules for when they would open the Warming Center have been changed this year to be when the temperature is forecasted to be below 40 degree or there is a 50% chance or greater that there will be rain on a single night.</p> <p>5Cities is using volunteers to operate the Warming Centers this year. To provide paid staff for the warming center would increase the Worker’s Comp insurance for 5 cities homeless coalition by \$6000.</p> <p>Additional volunteers are needed to help at this warming center. Volunteers are needed for February as there is quite a bit of rain forecasted. The</p>		
--	--	--	--

	<p>community has been generous with blankets, boots and other times. Volunteers are still needed for shifts. The overnight shifts are the biggest problems. The conference room capacity is about 20-30. The Warming Center is prepared for individuals who can care for themselves. Volunteers can help some situations but not medical issues.</p> <p>Jim Patterson asked both CAPSLO and 5 Cities homeless coalition how they make the call for volunteers. Janna Nichols shared that they notify their volunteers 48 hours in advance. 5 Cities has been giving out business cards with information about the center including a phone number that they can call to see if the warming center will be open. They use a behaviorally based model. Once clients are at the Warming Centers, they are “in” for the night. If they come in, they must stay in. There is no re-entry.</p> <p>Cherie Michaelson shared that Paso Cares opened their Warming Center in December. The capacity is only 12. This is a pilot program. Most of the people that have been coming in are regulars at the local soup kitchen Monday through Friday operated by the People’s Kitchen at First Baptist Church in Paso Robles. Ride On picks clients up from the dinner program, transports them to the Warming Center, and returns them in the morning. The Warming Center has not yet reached full capacity, but has come close at least once.</p> <p>There are volunteer chaperones every night. Two volunteer trainings have happened for the volunteers at the center including CPR. More trainings will be offered. Liz Koll has also been a large part of the success of this particular center. Cherie Michaelson explained to the group that she has noted a decrease in alcohol consumption from the homeless community members that have been staying in the</p>		
--	--	--	--

	<p>center.</p> <p>The warming center in Paso Robles currently adheres to Megan’s Law screening as per the churches request since it is their property being used as the warming center.</p> <p>Pastor Kirkley from the First Assembly Church in Atascadero shared with the group about the warming center at their church. The center is for adults only and is it run and chaperoned by a homeless member of the community. The center is in the multi-purpose room that is unlocked nightly. There is storage space available for visitors to put their belongings. The Pastor explained that they work on and “open and close audit.”</p> <p>There is space enough for 20-30 people. So far their nightly average has been about 8. There are mats available for people to sleep on. The center is non-smoking and walk-in. The church only ask that visitors be respectful to other in the center and the churches neighbors. The center is open Tuesdays, Thursdays and Fridays. No pets are permitted.</p> <p>Tim Hartness from Atascadero Baptist Church informed the group about their warming shelter that is located at their church and is open only on Sunday evenings. The capacity at the church is about 40, although the average count per night so far has been 12. Behaved pets are welcome here. A member of the homeless community acts as a volunteer and chaperones this center. There are church staff on call for emergencies.</p> <p>This center is walk-in. Basic services are available at this warming center: outdoor toilet, water, coffee, tea, and hot chocolate are donated by the church.</p> <p>The group then discussed reasons why some</p>		
--	--	--	--

	<p>homeless persons are not coming to the Warming Centers even though there is available space at all Centers. Tim shared with the group that after speaking with homeless community members he had come to find that most of the preferred being away from people and would rather not stay in the warming centers due to that and strict rules. Pastor Kirkley confirmed that he had heard the same thing. Grace McIntosh informed the group that one of her clients suggested surveying the homeless community members to find out what is keeping them from coming to the centers and what would entice them to come? CAPSLO will try surveying as a pilot test at Prado day center. Kevin Reeder suggested a suggestion box that would be anonymous for clients to fill out at each one of the warming centers as well as the MASH events.</p> <p>Tim Hartness mentioned he was seeking to build a shower trailer that could be available for future events as well as warming center use.</p> <p>Shawn Ison expressed concern to the group passed to her by clients that by leaving their camp sites, they are losing their territory. Janna Nichols added that violence against homeless persons by other homeless persons appears to have increased in the south county.</p> <p>Laurel Weir thanked the group for sharing their information and opened the discussion about volunteer needs and the possibility of a formal volunteer training. Sue Warren suggested that Transitions Mental Health Association's mental health first aid training would be beneficial to the groups and their volunteers. Grace McIntosh expressed how important volunteer training is but also how important it is that an experienced volunteer also be on site at each one of the centers every night to help those volunteers that are new and less experienced</p>		
--	--	--	--

	<p>with the homeless community.</p> <p>Kevin Reeder recommended making a handbook of what to do in particular situations for the less experienced volunteers. Shawn Ison let the group know that their volunteers are told to call the police if the situation calls for it. Jim Patterson asked the group: If there was a big volunteer training, would that be helpful? The consensus was yes. Janna Nichols remarked that even a short health informational video would be helpful.</p> <p>Grace McIntosh expressed interest in having centers or shelters staffed with government employees from Behavioral health, Mental health or Social services due to their experience. CAPSLO currently has only 24 staff members and volunteers.</p> <p>It was suggested to break the volunteer shifts at CAPSLO's warming center into 4 hour shifts instead of 10-16 hours ones. Shawn Ison explained that this method has been attempted and was unsuccessful due to no volunteers wanting to take the 10pm-2am shift. Rick London from United Way offered up a volunteer solution to the group and suggested that everyone try volunteerslo.org. There are high value volunteers on that site. Rick London also recommended that the group inform 211 about the warming centers to pass along more information to more people. Rick also shared with the group about the upcoming VOAD meeting happening on January 27 from 2:30-4:30PM at PG&amp;E training center on Kendall dr in San Luis Obispo. Grace McIntosh informed the group that she would be attending that meeting to discuss the issue that Prado day center is sitting on a flood zone. Sue Warren reminded the group that it is illegal to deny entry to anyone to the warming centers if they have a service animal with them and pets are not allowed.</p> <p>Laurel offered to work with Cherie Michaelson on the</p>		
--	--	--	--



	<p>issue of getting more volunteer training resources. Rick London, Grace McIntosh and Janna Nichols plan on brainstorming furthering volunteer efforts. The group also shared that if Red Cross emergency centers were to open, they welcome everyone including homeless members of the community.</p>		
6. Future Discussion/Report Items:	Volunteer training.		
7. Next Meeting Date:	TBD		
8. Adjournment	Laurel Weir adjourned the meeting at 3:00pm		