



MEETING MINUTES

CoC Stakeholder Meeting: “Consumer Engagement”

The Contra Costa Continuum of Care (CoC) Stakeholder meetings are biannual meetings designed to create a forum for stakeholders to provide input on issues related to homelessness.

Monday, February 8, 2021; 1:00 pm – 3:00 PM

Recording link:

<https://contracosta.webex.com/contracosta/ldr.php?RCID=d0dd3aa71e95436b8fb4b8f294ea1b6d>

Password: Qg3PG6SX

Attendance: Aisha L. Banks, CCHS, Community Crisis Initiative; Alejandra Chamberlain, Contra Costa Office of Education; Arlinda Timmons-Love, Reentry Health Conductor; Carolyn Hidalgo, Mental Health Systems; Cassie Blazer, Life Learning Academy ; Cassie Hourlland, H3; Chaplain Creekmore, Community Member; Chelsy Corcoran, H3; Chris Capdevielle, Veteran Accession House; Claudia Ramirez, St. Vincent De Paul; Colleen Awad, Office of Supervisor Mitchoff; Darrell Olson, H3; Dawn Morrow, Office of Supervisor Burgis; Elizabeth Verdin, Community Member; Enedina Mendoza, H3; Erin Cassady, H3; Fadi Elhayek, H3; George Fulmore, Community Member; Guita Bahramipour, Mental Health Commission; Gwen Watson, Community Member; Hillary Bowers , H3; Irma Bodden, Consumer & Hope Solutions REP Program; Jaime Jenett, H3; Jazmin Ridley, City of Antioch; Jen Quallick, Assemblymember Jim Frazier's office; Jo Bruno, Consumer & Council on Homelessness; John Stewart, Community Member; Jose Villa, H3; Justin Pennell, H3; Justin Jarratt, Contra Costa Crisis Center; Kim Jinnett, Community Member; Lakisha Langston, H3; Laura Sharples, H3; Lenore McDonald , Center for Elders' Independence; Leonard Ramirez, Veteran Accession House; Leslie Gleason, Trinity Center & Council on Homelessness; Lillian Roselin, John Muir Health; Linda Del Matto, Contra Costa Crisis Center; Lori Michele, Hope Solutions REP Program & Consumer; Maria Solorzano, Contra Costa Family Justice Center; Michael Fischer, H3; Nina Jorgensen, Hope Solutions REP Program & Consumer; Pete Gaughan, Community Member; Randy Scott, SOS Richmond & Consumer; Regina Keels, SparkPoint Contra Costa West; Renee Juno Hedrick, Youth Action Council, Council on Homelessness & Consumer; Rosina Shipman, Hope Solutions; Samuel Cowper, Community Member; Shelby Ferguson, H3; Stephanie Stovall, Contra Costa Behavioral Health; Tony Ucciferri, Housing Authority of Contra Costa County & Council on Homelessness; William Goodwin, Hope Solutions REP Program & Consumer; Yuri Secoquian, Contra Costa Probation Department

AGENDA

Purpose of the meeting: Learn how the homeless Continuum of Care (CoC) can do a better job of creating opportunities for consumers (people using the system) to provide input and direction in the operations and planning of the homeless system of care.

I. Welcome and Introductions

Jaime Jenett provided a brief overview of the Contra Costa Continuum of Care (CoC), the different types of CoC meetings, invited attendees to enter their name and affiliation in chat and invited people calling in to introduce themselves verbally.



II. What is Consumer Engagement and Why Is It Important?

Juno Hedrick facilitated a conversation about consumer engagement and why it's important.

Key points:

- Nothing about me without me!
- Need input from consumers to know our programs meet their needs the way we intend
- People using services have great input on how well the services are working and what the experience is like. These services were built for the people utilizing them and we want this to be a good experience in the middle of a crisis.
- Consumer engagement also means being willing to address the elephant in the room. The elephant may be that we "think" something is working well for "others". What does it mean when we hear it actually isn't working well? The "elephants in the room" might be different depending on which field you work in.
- Consumer engagement is participating in the way and how systems are delivered that impact our community by those who are impacted the most, and that is why it is important.
- Consumer engagement is listening/learning to the folks most impacted by the operating system. This is important because consumers are often most knowledgeable about the system from a holistic view.

Other

- Consumer struggling to get accurate information about what programs are available and/or getting the right phone numbers for programs.
- SOS Richmond struggling with identifying where to dump the trash once it's picked up. Yard where were dumping is no longer available.
- East Bay Times articles re: homelessness explains what's happening in Richmond.
- Drug addiction is a big issue and major driver of homelessness that needs to be addressed.

III. Overview of Current Contra Costa CoC Consumer Engagement Opportunities

Consumer and Youth Seats on COH

Jo Bruno, Consumer Representative for the Council on Homelessness, provided background on her experience with homelessness. Feels that the crisis aspect and humanity of people experiencing homelessness sometimes gets lost in focus on system so Consumer and Youth seats on Council on Homelessness function to keep that perspective and voice front and center.

Youth Action Council (YAC)

Juno Hedrick, Youth Representative on the Council on Homelessness and YAC member, provided information on the Youth Action Council (YAC). The YAC is a youth led group comprised of current/former participants in the Contra Costa Youth Continuum of Services. The group tries to focus on actionable things and educate community on issues of youth homelessness. Their current focus is helping develop tools and programming to help youth with housing readiness.



Provider Resident groups

Irma Bodden, Lori Michelle, Nina Jorgensen and William Goodwin provided information about the Hope Solutions Resident Empowerment Program (REP). (see slides 11-17)

BARHII Racial Equity Action Lab (REAL) Cohort

William Goodwin provided information about the Racial Equity Action Lab (REAL). (see slide 19)

Point in Time Count (PIT) planning and participation

Jaime Jenett provided information about Point in Time Count (PIT) planning and participation. (see slide 21)

Program and CoC required surveys

Jaime Jenett provided information about Program and CoC required surveys. (see slide 23).

IV. Break Out Sessions

Participants were broken out into 6 different groups and asked to elect one note taker, one time-keeper and one reporter. The groups were given 40 minutes answer the following questions:

Section 1: How are you getting input from consumers?

- How is your agency or field getting input from and working together with consumers?
- How is your agency or field creating or yielding space for consumers to be decision makers?
- How do the agencies you work with learn from consumers?
- Who is doing this well? What makes it good? What are best practices in your field?
- What have you tried? Why did/didn't it work?
- What/who are your trusted resources on this topic?

Section 2: What are you doing with input/feedback?

- How do you see input getting used for decision making?
- What are your ideas for how different systems can share consumer feedback and experiences to work together to better support consumers and to improve systems?

V. Report out

Group 1 (Elizabeth, Gwen and Irma)

- Member who was in this breakout group and had to leave early (name not captured) was a staffer at Project Roomkey and reported clients say they want more mental health and substance abuse resources.
- Rapid Resolutions staff: we give a lot of resources out and sometimes clients go to those resources and discover that there are changes (like being closed for the holidays) that referring staff didn't know about. Staff need up to date information about available resources so don't send clients to dead ends.

Group 2 (Fadi, Guita, Justin, Juno, Laura Sharples, Nina, Stephanie)



CONTRA COSTA CONTINUUM OF CARE

- Need dedicated times for consumers to share experiences and thoughts. Focus groups centering on experiences of consumers. Maybe house meetings. Have set space where consumers can share information and grievances.
- Alcohol and drug addiction is leading cause of chronic homelessness and unsheltered homelessness. Hard to have drugs around in shelters and encampments if trying to get clean/sober.
- Importance of voice and choice of youth
- Shared quote: “putting youth into gymnastics when they want to be playing tennis”. Youth could be wanting/needing to do one thing but programming is geared towards something totally different.
- Lack of attention/services for single fathers
- Remember to focus on people being least served. Trying to figure out how to do more personal, individual outreach
- Good things to say about CORE and 211

Group 3 (Chelsy, George, Jo, Linda, Regina, William)

- Not enough housing. Developers, capitalism, red-tape of system: how to change this?
- A consumer calls in looking for help and they just get referrals to another organizations/program instead of actual help.
- Voice of consumer is important
- Discussion re CORE team and Concord. Outreach trying to do follow up program
- Process of intake for services is impersonal, there’s not enough time and people end up feeling like just another number. Want to have unlimited time to talk to providers/intake workers.
- Process of transitioning into housing can be hard for people- lots of things need to happen for someone to get into housing including finding first/last month rent, applications, working on credit, etc.
- Have self-regulated encampments with rules but still not getting consumer voice on how to change system
- Questions about funding: who can get it, process or applying
- Set up complaint line so consumers can provide feedback about system they are using
- Success stories: get stories from organizations that are working with consumers and share with CoC and larger community re what worked, best practices
- Know your consumer

Group 4 (CCACS User, Claudia, Leonard, Leslie Gleason, Lori, Tony)

- No organized way of gathering feedback and responding to it
- One person in the group is at an organization that has a form for complaints
- How do you use the input, especially when verbal? The best way is to enact immediate and useful change in response to those complaints. If it’s not possible, explain why not. Otherwise, consumers feel like they’re just getting lip service or being told what they need rather than asked what they need.



CONTRA COSTA CONTINUUM OF CARE

- Encouraging consumers to participate in committees, etc is hard b/c it's usually the same small group of people who are the outgoing talkers and others who will stay quiet.
- If have a mix of consumers/staff in a group, make sure more than just ONE consumer there.
- How do we help providers share information about consumer so that we can better help consumers without breaking trust of consumer and maintaining privacy?
- Trust is a big issue.

Group 5 (Aisha, Justin Pennell, Laurie)

- PSH manager (Justin) explained that his program sends out anonymous surveys to program participants. Includes narrative piece to offer suggestions for changes or issues or things that are working.
- Meeting with clients directly
- Asking them directly for their input about how services are being delivered and how they do/don't address their needs
- One agency is exploring using different tech platforms for real time feedback that is visible for people to see
- Hard time answering the 2nd question about how consumer input gets used
- Some said their agency might not actually use consumer input
- H3 PSH programs use survey data internally but not sure getting broad feedback that could initiate change. Not sure they're getting super impactful feedback that would change how they deliver their programs.

Group 6 (Cassie, Hillary, Sam, Randy)

- Create a suggestion box
- Need to create conduit between people using services and agencies providing them
- Include consumers on workgroups and boards- requirement in mental health field
- Create surveys for consumers to give input
- Need for accurate resources for consumer and providers. Hard for people in crisis to get inaccurate information. Can a one stop portal be created? [211 is supposed to be that kind of portal in our system].
- Create networks between consumers and providers.

From Chat:

- Providing services for families and have challenge balancing the needs of the entire family.
- Is there away clients can get home owner assistance? [Numerous participants provided resources to the person asking this question]
- Trust is the ultimate "thing" when building a relationship with a consumer. If they trust you, (you being in the system they're using or may not like), it's up to you to make sure their story is protected and shared with the proper resources!
- Discussion topic missed during my report back was who was our trusted resources: GRIP, Trinity Center, 211, CORE, Winter Nights. Ideas: Share the Spirit, East Bay Times, story telling, and sharing success stories with the systems we are changing. Each CBO within the



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network can provide a success story. The idea of getting success stories from CBOs, I think this overlaps with Trauma Informed Media.

- A lot of the groups highlighted CORE and 211. I'm feeling those are examples of groups that are working.
- Lack of housing doesn't seem to be as much the issue as getting access to any housing.

Comments:

- Noticed a lot of people bringing up what is working. Often experience only feedback about what's not working. If get info on what working, we can continue to improve it.
- What's working: collaboration between agencies and having space to discuss issues that are impacting them.

VI. Next Steps

Jaime Jenett discussed possible next steps. (See slides 29-31).

Council on Homelessness

- Report back to Council on Homelessness at March meeting
- Could develop working group or subcommittee
- Other?

CoC

- Post minutes from meeting with ideas
- Share results with Equity Consultant
- Programs share data and photos with H3 RED team
 - Annual reports
 - Data summaries
- Other?

Participants

- Implement these ideas in your agency and industry
- Share ideas with the CoC staff (Jaime/Cassie)
- Continue participating in efforts to increase equity and consumer engagement in CoC
- Other?



COC STAKEHOLDER MEETING: CONSUMER ENGAGEMENT

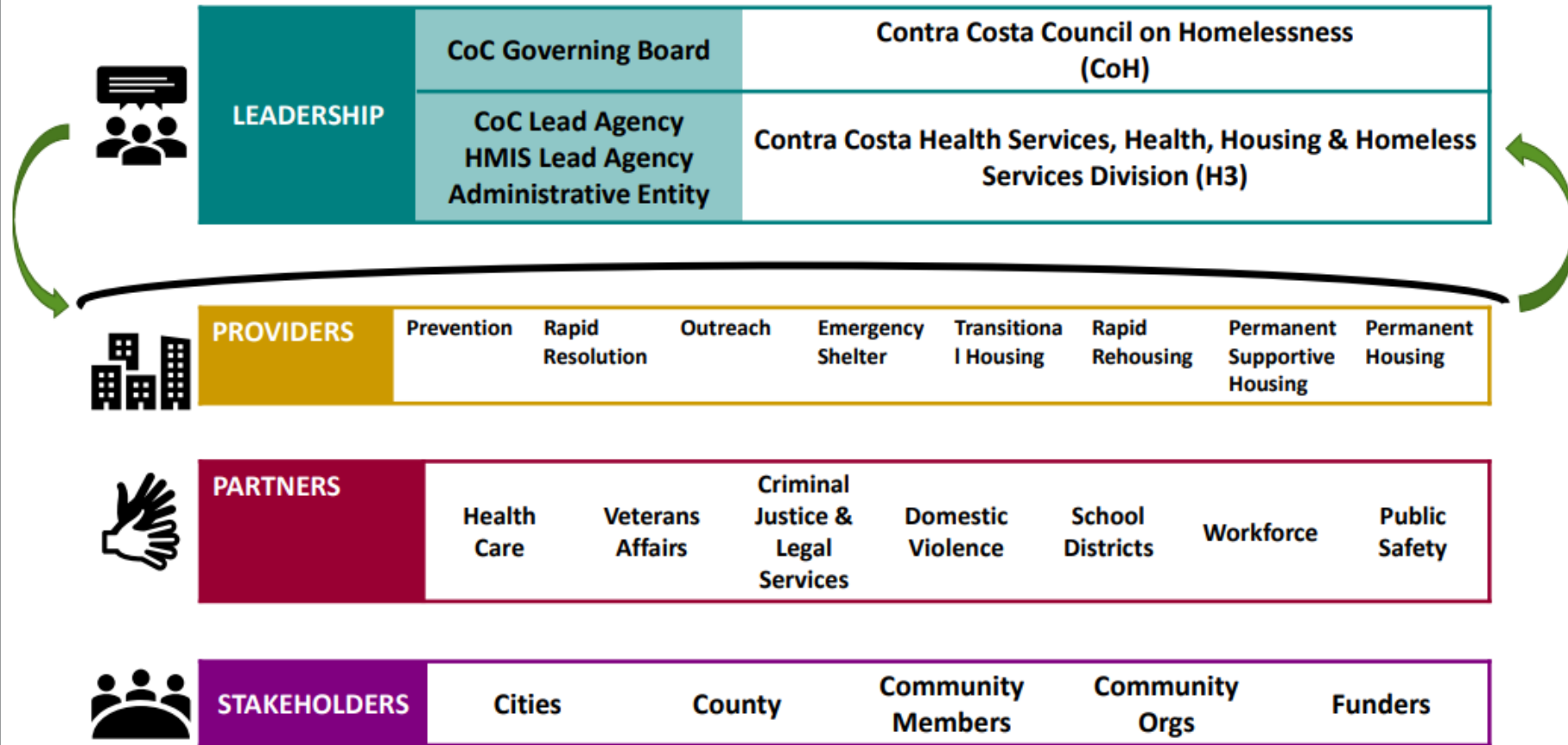
February 8, 2021 from 1:00-3:00

WELCOME AND INTRODUCTIONS

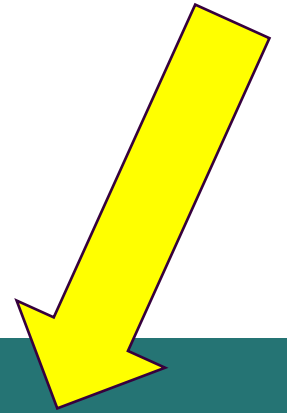
Jaime Jenett, H3

WHAT IS THE COC?

Contra Costa County's Homeless Continuum of Care (CoC) Structure



COC MEETINGS



Council on Homelessness (COH) Meetings

- Monthly
- Appointed Council members
- Focus on governance and oversight of the Continuum of Care programs and services, partners, processes, and policy.

CoC Learning Hubs

- 2x year
- Topic specific stakeholder meetings designed to increase learning about issues related to homelessness.

Stakeholder Meetings

- 2 x year
- Create a forum for stakeholders to provide input on issues related to homelessness.

WHY ARE WE HERE TODAY?



WHO IS HERE TODAY?

- Put name and affiliation in chat
- If calling in without access to chat, unmute and introduce yourself



WHAT IS CONSUMER ENGAGEMENT? WHY IS IT IMPORTANT?

OVERVIEW OF CURRENT CONTRA COSTA COC CONSUMER ENGAGEMENT OPPORTUNITIES

Jo Bruno, COH
Consumer
Representative

CONSUMER AND YOUTH SEATS ON COH

Juno Hedrick, YAC
member and COH
Youth
Representative

YOUTH ACTION COUNCIL

Resident
Empowerment
Program
Participants

RESIDENT EMPOWERMENT PROGRAM (REP)- HOPE SOLUTIONS



REP Program

Irma Bodden, Lori Goss, Nina Jorgensen, and William Goodwin
Stakeholders Meeting
February 8, 2021



REP Purpose Statement



To empower affordable housing residents to advocate for the creation and retention of affordable housing and supportive services.

We do this by developing the advocacy, public speaking and leadership skills of REP Leaders and speaking truth to power.



Primary causes of homelessness

The major gap in affordable housing is the primary cause of homelessness

Stagnant wages (housing costs have gone up by 88% and wages only 17% over last 10 years)

Prohibitive zoning and land use policies that disallow housing development and multi-family housing development



EAST BAY HOUSING ORGANIZATIONS

Affordable Homes For All



HOUSING
CALIFORNIA

Rep Leaders

Irma Bodden, Lori Goss,
Nina Jorgensen, and William Goodwin

repleaders@hopesolutions.org

P: 925.817.2007

F: 925.944.2248

HOPE
SOLUTIONS

The Heart of Housing and Services

399 Taylor Blvd, Suite 115

Pleasant Hill, CA 94523

www.hopesolutions.org

William Goodwin,
REAL Cohort
member

BARHII RACIAL EQUITY ACTION LAB (REAL) COHORT

RACIAL EQUITY ACTION LAB (REAL)

- 6-month training and action program
- Teams of public health and homeless Continuum of Care representatives
- Goal: learn more about racial equity practice in homelessness systems of care and create a space for groups to think about how to improve equity in their own systems.
- Contra Costa cohort : 6 people with lived experience in 24-person cohort
- Currently in the process of deciding on a project

Jaime Jenett, H3

POINT IN TIME COUNT (PIT) PLANNING AND PARTICIPATION

PIT CONSUMER INPUT OPPORTUNITIES

- Planning for unsheltered count
 - Identify “hot spots”
 - Input on best ways to approach people experiencing homelessness
- Conducting actual unsheltered count
- Interviews for survey data collection

Jaime Jenett, H3

PROGRAM AND COC REQUIRED SURVEYS

H3 SURVEYS

CORE Blitz survey

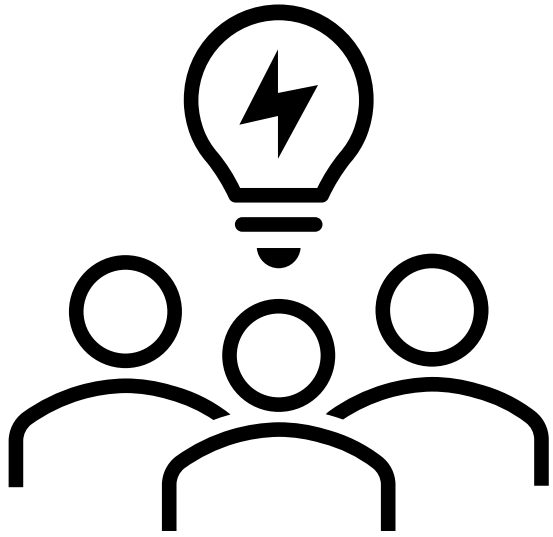
- 2017 and 2018
- Better understand needs and satisfaction/outcomes related to CORE services

Permanent Supportive Housing surveys

- NOFA requirement
- Better understand needs and satisfaction with program staff and services

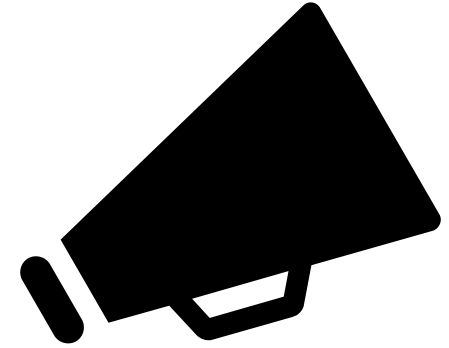
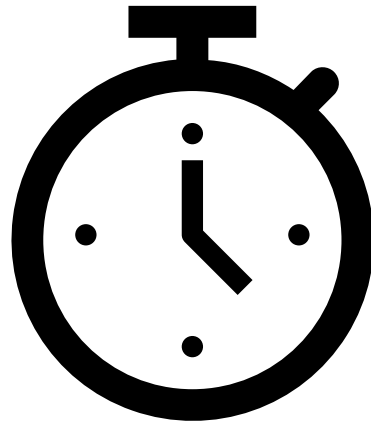
Adult shelter focus groups

- About homelessness experience and needs as it relates to services within our system of care



BREAKOUT SESSIONS

40 minutes



ROLES IN GROUPS

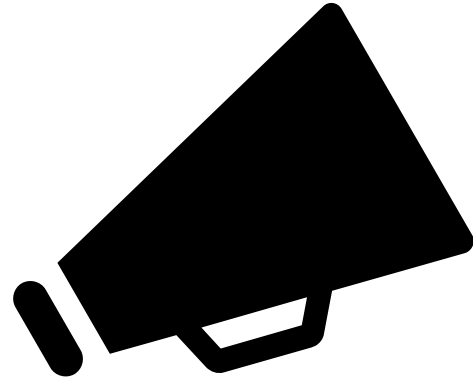
BREAKOUT SESSION QUESTIONS

How are people getting input from consumers?

- How is your agency or field getting input from and working together with consumers?
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- Who is doing this well? What makes it good? What are best practices in your field?
- What have you tried? Why did/didn't it work?
- What/who are your trusted resources on this topic?

What do you see being done with input/feedback?

- How do you see input getting used for decision making?
- What are your ideas for how different systems can share consumer feedback and experiences to work together to better support consumers and to improve systems?



REPORT OUT

All

NEXT STEPS

Jaime Jenett

COH NEXT STEPS

- Report back to Council on Homelessness at March meeting
- Could develop working group or subcommittee
- Other?

COC NEXT STEPS

- Post minutes from meeting with ideas
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- Programs share data and photos with H3 RED team
 - Annual reports
 - Data summaries
- Other?

PARTICIPANT NEXT STEPS

- Implement these ideas in your agency and industry
- Share ideas with the CoC staff (Jaime/Cassie)
- Continue participating in efforts to increase equity and consumer engagement in CoC
- Other?

