

WEBVTT

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00:00:12.190 --> 00:00:18.560

Scott, Jeff: All right, everybody, thank you for joining us for the February edition of our Community Meeting Series.

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00:00:18.800 --> 00:00:22.469

Scott, Jeff: We appreciate everyone taking the time out of your busy days to join us.

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00:00:22.770 --> 00:00:30.799

Scott, Jeff: Today's topic is going to be unhoused outreach, or the outreach that we do to our unhoused neighbors throughout San Jose.

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00:00:31.240 --> 00:00:47.930

Scott, Jeff: And in a moment, I'm gonna have Vanessa Butera, lead us through a short presentation, and then we'll do some Q&A. Vanessa is in the City of San Jose Housing Department, and she helps lead the Homelessness response team, so I'll hand it over to her in just a minute.

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00:00:47.930 --> 00:00:56.910

Scott, Jeff: But first, just want to make sure that, we take care of some housekeeping, and those of you who've been on these calls before know how it works, but,

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00:00:57.290 --> 00:01:02.889

Scott, Jeff: We will do Q&A after Vanessa's done with her presentation, and we do that through the chat function.

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00:01:02.950 --> 00:01:10.520

Scott, Jeff: So if you have, if you have quest... if you have questions for Vanessa, please send them to me,

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00:01:10.530 --> 00:01:24.870

Scott, Jeff: In the chat function, and I will read each of the questions, and Vanessa, will answer them for us. So, again, just, send... send your questions through the chat function, that's how we do it.

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00:01:25.090 --> 00:01:33.479

Scott, Jeff: And I also want to let everyone know that we do record these meetings, and within a few days after these sessions.

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00:01:33.480 --> 00:01:50.959

Scott, Jeff: We post the recording, as well as a transcript, as well as the presentation on our website, and we will send links to everyone, everyone who registered for the meeting today, so that if you want to review the meeting today on our website, you'll be able to do that.

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00:01:50.960 --> 00:02:07.160

Scott, Jeff: And if you know of anybody who wanted to attend but wasn't unable to attend, you can share that link with them. So we want to make sure that all these meetings that we do are well documented and

that everybody can view them at their leisure or at their convenience in the future.

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00:02:07.820 --> 00:02:15.200

Scott, Jeff: And, so with that, I'm going to hand it over to Vanessa, and I'm going to, share my screen and bring up a presentation that Vanessa's gonna walk us through.

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00:02:18.940 --> 00:02:20.040

Butera, Vanessa: Thanks, Jeff.

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00:02:39.730 --> 00:02:40.320

Scott, Jeff: Go ahead.

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00:02:42.670 --> 00:02:44.790

Butera, Vanessa: I don't see the presentation.

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00:02:45.740 --> 00:02:47.190

Butera, Vanessa: Oh, there we go.

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00:02:49.730 --> 00:02:56.770

Butera, Vanessa: All right, thank you. As Jeff mentioned, my name is Vanessa Butera. I,

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00:02:57.180 --> 00:03:14.949

Butera, Vanessa: oversee all of the outreach and crisis response programs for the City's housing department, and we will get into exactly what is outreach, keeping it very simple so that it makes sense, so everybody can understand what we truly do to reach our unhoused community. Next slide.

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00:03:18.350 --> 00:03:29.499

Butera, Vanessa: So, what is outreach? Outreach is bringing services to individuals living in a place not meant for habitation. What does that mean?

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00:03:29.500 --> 00:03:42.939

Butera, Vanessa: That means that we go to any place that people are residing, and living outside in the elements, either in their car, their RV, or in an encampment. An encampment is a...

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00:03:42.970 --> 00:03:56.979

Butera, Vanessa: a tent or structure set up somewhere, and we have outreach teams that go and bring services to those individuals. So we have teams in the field 5 days a week, Monday through Friday.

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00:03:57.060 --> 00:04:01.780

Butera, Vanessa: Offering and checking in with individuals citywide,

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00:04:01.920 --> 00:04:13.160

Butera, Vanessa: And bringing those resources or services to them. Main thing that we're focusing on is relationship building. Building that trust with those individuals is key.

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00:04:13.160 --> 00:04:31.910

Butera, Vanessa: Because many of our folks have a lot of distrust in the larger system, and so our outreach workers are meant to bridge that gap so that folks will take the services that we are offering. We'll get into what some of those services are in later slides, but ultimately, it's...

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00:04:31.930 --> 00:04:51.839

Butera, Vanessa: building that rapport, following through is key. One of the biggest things that I tell my team is that if you promise something, you must deliver. So don't promise anything, you can't deliver. And then, really providing that guidance, that it is needed to,

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00:04:51.860 --> 00:05:02.510

Butera, Vanessa: get to the next step of their housing journey, and for everybody, that looks very different. So each case is individualized, so our outreach teams are very skilled on, kind of, how to navigate

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00:05:02.600 --> 00:05:05.859

Butera, Vanessa: the overall larger system.

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00:05:06.080 --> 00:05:16.829

Butera, Vanessa: And we are bringing supplies and resources to those individuals. When we go out, we can go into the next slide, and I can go into a little bit more detail on what that looks like.

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00:05:20.030 --> 00:05:31.770

Butera, Vanessa: So... The city... has... two con... three contracts, with two nonprofit providers, Home First and PATH,

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00:05:32.080 --> 00:05:49.040

Butera, Vanessa: to conduct outreach for the City of San Jose. We also have an internal team that provides outreach services on behalf of the city. They are city employees, and we are in the process of standing up a new team. It's called the Enhanced Engagement Program.

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00:05:49.040 --> 00:05:54.820

Butera, Vanessa: Or team. That will also be an internal city team, to provide

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00:05:55.210 --> 00:06:04.610

Butera, Vanessa: support to individuals living in encampments and other areas of the city. We'll go into further detail on what each of those roles and responsibilities are in the next few slides.

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00:06:07.090 --> 00:06:08.270

Butera, Vanessa: So...

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00:06:08.270 --> 00:06:29.179

Butera, Vanessa: We've shifted our model a little bit, with the city. We used to have very targeted outreach. We used to tell our providers with Home First and Path that they would visit just very specific encampments. That was... it made it a bit challenging when we had to deviate from that. So just recently, we've updated our model on how we...

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00:06:29.350 --> 00:06:43.790

Butera, Vanessa: provide services citywide. So we've broken up the city into quadrants, four quadrants, north, south, east, and west, and, we have carved out a very small, portion downtown. And,

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00:06:44.020 --> 00:07:00.219

Butera, Vanessa: PATH provides the services in the north and east quadrant. Home First provides services in the west and the south quadrant. And our internal city team that we currently have in operation provides services in our downtown area.

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00:07:00.370 --> 00:07:15.660

Butera, Vanessa: This map is available online, and you all can zoom in to see, you know, exactly which street falls where, and the delineation of the downtown boundaries, so you can see exactly, you know, who starts and ends where.

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00:07:15.780 --> 00:07:23.440

Butera, Vanessa: But some of the services that we can, offer to the individuals is, again, engagement, that trust building, as I had mentioned.

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00:07:23.600 --> 00:07:29.770

Butera, Vanessa: resource navigation, that is, you know, how do we get into a shelter? How do I,

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00:07:29.920 --> 00:07:45.720

Butera, Vanessa: sign up for, you know, benefits? What is it that I need to do to get into the overall county system? And those are all things that we help navigate those individuals with. And then, obviously, shelter referrals is one of the key components. Next slide.

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00:07:49.890 --> 00:08:03.289

Butera, Vanessa: As mentioned, Home First has two contracts with us to provide outreach. We have a, a reactive team called Home First Citywide. They provide outreach resources in a reactive manner.

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00:08:03.290 --> 00:08:07.099

Butera, Vanessa: So, all the... the two teams I had discussed,

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00:08:07.100 --> 00:08:23.790

Butera, Vanessa: in the previous slide, they do proactive work, meaning they, you know, have used their maps to decide where they go, based on the encampments that they need to visit, or the... that's really client-driven. Home for Citywide is a interdepartmental

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00:08:23.950 --> 00:08:36.370

Butera, Vanessa: team that is, also operated through Home First, they react to a, a system that the city manages internally when there is any type of,

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00:08:36.929 --> 00:08:53.680

Butera, Vanessa: abatement that might be occurring with our partners within Parks, Neighborhood Recreation Services, and abatement is, you know, encampment removal. Or if there is a concern for someone's well-being, similar to, like, a welfare check, we will dispatch,

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00:08:53.820 --> 00:08:55.410

Butera, Vanessa: Home for Citywide.

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00:08:55.880 --> 00:09:01.230

Butera, Vanessa: to... To... to check in with those individuals.

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00:09:01.430 --> 00:09:08.430

Butera, Vanessa: Let me step back a little bit. The abatement team... abatement is kind of a shared responsibility currently, but that's going to be modified, and I'll get into that in the next step.

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00:09:08.550 --> 00:09:09.410

Butera, Vanessa: Next slide.

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00:09:12.840 --> 00:09:32.270

Butera, Vanessa: So, oh, there we go. So, as I mentioned, a new team is being stood up within the city. It's called the Enhanced Engagement Program, or Enhanced Engagement Team. This team is, being stood up in response to supporting enforcement actions.

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00:09:32.430 --> 00:09:50.939

Butera, Vanessa: As probably many are not familiarized, but enforcement and outreach don't really go hand in hand, and so we like to separate those duties, and so while currently we have the citywide team helping support, notifications or reminders of when an enforcement action is going to occur at a site, it often,

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00:09:51.040 --> 00:10:10.479

Butera, Vanessa: doesn't result in positive results, because people are frustrated, you know, that they have... that they're being forced... enforced on. And so, since the goal of the outreach team is to ultimately build trust within the system and help that person navigate the resources that they need for their individualized case.

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00:10:10.670 --> 00:10:22.619

Butera, Vanessa: we wanted to separate that out. This was a direction that the mayor had asked us to do, in support of a new neighborhood quality of life team that he stood up through the police department.

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00:10:22.620 --> 00:10:33.870

Butera, Vanessa: And so our EEP team is really going to be that team, to help individuals that are going to be enforced on. They're going to help triage information around

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00:10:33.980 --> 00:10:43.049

Butera, Vanessa: Like, clarity of when abatement... the abatement is going to occur, reasonable accommodations, is another component.

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00:10:43.120 --> 00:10:55.819

Butera, Vanessa: Somebody is asking for a reasonable accommodation within an abatement because they often time... they often need more time, and so there's a process that we have to follow. This team will complete those.

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00:10:56.120 --> 00:11:09.779

Butera, Vanessa: this team will also provide minimal service connections. We have to be very careful with the data that we are sharing about somebody, and so, all of our other outreach teams

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00:11:10.130 --> 00:11:26.859

Butera, Vanessa: with Home First Path and the internal team, we use a database system called Homeless Information Management System, and that system, allows us to track different services and offers that we have, that we're... that when we're working with somebody. This enhanced engagement team

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00:11:26.860 --> 00:11:37.479

Butera, Vanessa: will not be using that system because of the confidentiality that we have to adhere, if we are an HMIS user. So, this team is really going to be about,

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00:11:38.230 --> 00:11:55.180

Butera, Vanessa: Informing individuals so that they feel, they have advanced notice, and completing those reasonable accommodations, and then also informing individuals where they, you know, other abatements are going to occur, so that they don't likely move to another site that's going to be abated.

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00:11:55.460 --> 00:11:57.440

Butera, Vanessa: Next team? I mean, next slide.

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00:12:01.740 --> 00:12:12.179

Butera, Vanessa: So, we wanted to share this visual with you, because it kind of breaks out specifically what each team is responsible for, and which

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00:12:12.190 --> 00:12:22.740

Butera, Vanessa: part of the city that the team is responsible for. And I know we use those vague terms of provide services and resources, so what does that mean?

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00:12:22.830 --> 00:12:29.049

Butera, Vanessa: So, to help build that trust, because we treat every encampment or car

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00:12:29.150 --> 00:12:45.199

Butera, Vanessa: that someone is living in our RV as their home. We, want to bridge that gap with, some type of engagement, tools, so we often use hygiene kits, or, you know, water, or a combination of both.

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00:12:45.540 --> 00:13:01.320

Butera, Vanessa: to bridge the communication gap of, hey, I'm here, would you mind talking to me? And that's often how an interaction goes, is we'll knock on a window, we'll announce ourselves when we go to someone's tent to let them know who's here.

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00:13:01.450 --> 00:13:05.940

Butera, Vanessa: We let them know we have snacks and hygiene kits, things that,

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00:13:06.170 --> 00:13:15.289

Butera, Vanessa: are not easily accessible to those that, you know, don't... that are living outside. So we offer these, initial engagement tools

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00:13:15.300 --> 00:13:22.240

Butera, Vanessa: And then that's where the conversation starts. And the conversation is... Led by the person.

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00:13:22.240 --> 00:13:40.720

Butera, Vanessa: depending on if they're open to talking with us, or if they're not. And not every day someone is willing to talk to us, and because, like, we all, we all have bad days, we all have days that we may just not feel like engaging, and so if that's the case, we respectfully leave the items behind and just let them know we'll be back. We often leave,

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00:13:40.900 --> 00:13:45.680

Butera, Vanessa: A resource pamphlet that we have, too, with phone numbers and a business card, letting them know that we'll be back.

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00:13:45.680 --> 00:14:02.759

Butera, Vanessa: And then we go back. Like I said, we always follow through with what we promise, and so we will go back. And, it could take multiple times of us visiting that same encampment. I've been doing this work since 2009, and I've come across different cases where it's taken

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00:14:02.760 --> 00:14:10.520

Butera, Vanessa: years for a single person to trust us, or it's taken one interaction for someone to trust us, and it all depends on

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00:14:10.530 --> 00:14:17.330

Butera, Vanessa: what that journey is. So, not every journey is the same, not every, you know, person experiencing homelessness has

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00:14:17.460 --> 00:14:30.090

Butera, Vanessa: the same thing that, you know, ended up... ended up having them end up living, in a place not meant for habitation. So we respectfully wait for them to ultimately

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00:14:30.250 --> 00:14:47.219

Butera, Vanessa: be open, and wanting to share that story. It's a very personal story, so we take the time to listen, because sometimes, folks want to share their story, and they want to talk, and we're here to listen. And so, based off of the information they would like to share with us, we will then

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00:14:47.270 --> 00:14:58.489

Butera, Vanessa: ask them is, is it okay if we enroll you? What does that mean? Well, it will take some information down, put them in the database that I had mentioned, the HMIS, and then we ask them if we can

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00:14:58.590 --> 00:15:07.950

Butera, Vanessa: do an assessment, and an assessment determines, their vulnerability. How... how vulnerable are you

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00:15:08.200 --> 00:15:26.720

Butera, Vanessa: Right now, and what services do you need so that we can get you in a better place. And these series of questions are all self-reported questions, and so we take, again, for what the word and what the person says when we're offering this. And ultimately, what this does is this assessment and them being in this database

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00:15:27.080 --> 00:15:33.350

Butera, Vanessa: gives them access to not only City of San Jose funding, but county resources as well.

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00:15:33.600 --> 00:15:36.959

Butera, Vanessa: We partner very close with the county, and they take on

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00:15:37.070 --> 00:15:49.540

Butera, Vanessa: They have a whole system built in to help support somebody, because if they have a mental health or behavioral health concern, they take on our permanent supportive housing. That is, housing that is,

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00:15:49.540 --> 00:16:01.500

Butera, Vanessa: supported for the duration of someone's life, monetarily, and also with case management. So those... this system helps get a person into, those county resources. And so, ultimately.

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00:16:01.500 --> 00:16:05.620

Butera, Vanessa: The city is helping Those individuals,

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00:16:05.760 --> 00:16:18.870

Butera, Vanessa: get into the... the different, permanent supportive housing, or if they need a shorter assistance to then help resolve their homelessness, there's a... it's called Rapid Rehousing. We're getting them into those systems. And again, all of this is,

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00:16:18.870 --> 00:16:26.180

Butera, Vanessa: Because someone is willing to trust us, and willing to trust the system. We don't force any of these services on them.

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00:16:26.180 --> 00:16:30.310

Butera, Vanessa: And so when someone is ready, we're there to help.

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00:16:30.850 --> 00:16:31.770

Butera, Vanessa: Next slide.

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00:16:36.610 --> 00:16:48.360

Butera, Vanessa: Another component that we are... we've recently just implemented is anytime we open a new program or project within the City of San Jose,

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00:16:48.800 --> 00:16:55.740

Butera, Vanessa: Any type of tiny home community, motel conversion that we've taken over, a tent.

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00:16:56.100 --> 00:17:00.099

Butera, Vanessa: site, a tent-based site, that we have a safe parking

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00:17:00.100 --> 00:17:16.229

Butera, Vanessa: program as well. We provide, or we do proactive outreach, 1.5 miles with a radius within that new opening. We want to, we do that so that we can offer

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00:17:16.230 --> 00:17:31.719

Butera, Vanessa: a space in whatever new program that is to a person that is legitimately living in that neighborhood. So we can help not only get someone else inside, but also help that neighborhood so that they don't have, you know, someone living

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00:17:31.720 --> 00:17:37.240

Butera, Vanessa: Unsheltered in their neighborhoods, so that we are truly sheltering our neighbors.

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00:17:37.430 --> 00:17:40.190

Butera, Vanessa: And so, currently,

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00:17:40.340 --> 00:17:49.610

Butera, Vanessa: we... we have either PATH or Home First doing those... that work, because they are working within the quadrant, depending on, you know, where that new program is.

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00:17:49.950 --> 00:17:51.689

Butera, Vanessa: We, we provide that service.

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00:17:51.920 --> 00:17:53.659

Butera, Vanessa: Excuse me. Next slide.

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00:17:56.110 --> 00:18:01.129

Butera, Vanessa: Some of the other resources that the city,

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00:18:01.510 --> 00:18:06.770

Butera, Vanessa: Kind of incorporates with... within our outreach,

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00:18:06.830 --> 00:18:23.370

Butera, Vanessa: Teams is, like I... like I had mentioned, we have connections to various programming, that the city funds, and a way... the way that somebody would gain access to either our tiny home community.

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00:18:23.430 --> 00:18:27.549

Butera, Vanessa: Our tent-based site, our safe parking site,

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00:18:27.860 --> 00:18:34.460

Butera, Vanessa: for motels, is that our outreach workers would, provide that referral,

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00:18:35.080 --> 00:18:54.019

Butera, Vanessa: typically, if you all are familiar with Homeless Services, the county operates a county-wide resource line, as we call it. It's called the Hear For You Hotline, and someone can call that phone number 7 days a week, and speak to somebody and let them know that they're in need of a shelter resource.

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00:18:54.330 --> 00:19:12.270

Butera, Vanessa: that shelter resource is not available the same day that they're calling, so they often get placed on that waitlist. But, and same thing with our outreach teams. When we are saying we are connecting them to the various interim shelter opportunities that we have.

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00:19:12.270 --> 00:19:18.359

Butera, Vanessa: It's never the same day that we sign them up. Oftentimes, they are placed on a waitlist.

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00:19:18.390 --> 00:19:22.600

Butera, Vanessa: And then, when their name gets pulled, because we have an opening.

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00:19:22.690 --> 00:19:30.520

Butera, Vanessa: We then go back out to find that person. And so, because the city has...

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00:19:31.000 --> 00:19:35.860

Butera, Vanessa: many interim housing opportunities. We're able to

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00:19:36.840 --> 00:19:42.360

Butera, Vanessa: Go up, back out to those locations fairly quickly, and let those folks know that, you know, there's an opening.

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00:19:42.600 --> 00:19:50.829

Butera, Vanessa: But the county... the Here For You hotline is just a great way for someone to, if they're newly homeless, they don't know where to start,

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00:19:50.860 --> 00:20:03.189

Butera, Vanessa: none of our outreach teams have, like, direct... I'm sorry, Home First and Path and our internal city teams don't have, like, direct lines that somebody can call and say, hey, I want to meet with you. All of those teams are meeting individuals organically.

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00:20:03.210 --> 00:20:11.950

Butera, Vanessa: Because they're visiting encampments. But the Here For You hotline is a great way for someone to start if they, don't know where to begin with resources.

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00:20:11.950 --> 00:20:25.219

Butera, Vanessa: So the Here For You Hotline can help them with shelter resources, they can help with, like, information around where do I go to get food, or mail, or various things like that. So it's also a resource line. And then they can also help with

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00:20:25.220 --> 00:20:31.020
Butera, Vanessa: Some diversion and point people into the direction of,

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00:20:31.760 --> 00:20:40.669
Butera, Vanessa: prevention, if they are on the verge of being homeless as well, too. And, diversion is helping them quickly,

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00:20:40.990 --> 00:20:49.160
Butera, Vanessa: resolve their homelessness, potentially through some, like, reunification resources. And on the next slide, I think we have information about that.

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00:20:50.830 --> 00:21:03.070
Butera, Vanessa: So, the city has their own version of a reunification program, and the county has their version. So, we partner together, but the city has what we call Homeward Bound. It is a reunification program

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00:21:03.070 --> 00:21:17.689
Butera, Vanessa: Where we, can provide transportation for somebody if they have a legitimate place to relocate to. And what we do is we call that family or friend that is willing to, welcome that person back home.

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00:21:17.690 --> 00:21:21.440
Butera, Vanessa: To verify that they have a permanent space to

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00:21:21.440 --> 00:21:35.250
Butera, Vanessa: to live if we were to send them back. And if they say yes, then we coordinate, a bus or a train to whatever location. Unfortunately, where we can't provide services is to,

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00:21:35.520 --> 00:21:44.920
Butera, Vanessa: international or to, Hawaii, so that's where we partner with our friends at the county, and part of their diversion program

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00:21:45.420 --> 00:21:55.879
Butera, Vanessa: Is, they can help support if somebody needs a flight somewhere, and they do a very similar process of vetting that we're not just sending someone without a permanent place to go.

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00:21:55.920 --> 00:22:10.169
Butera, Vanessa: And then during our cold weather months, we here in the Homeless Response Division also operate overnight warming locations, where we turn a single community center and a single library into an overnight shelter.

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00:22:10.340 --> 00:22:22.929
Butera, Vanessa: We could provide 30 additional spaces for individuals. We have restrooms and hygiene services available through our mobile shower and laundry truck, and then we also provide case management.

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00:22:23.040 --> 00:22:31.400

Butera, Vanessa: Those, those beds are typically available starting in December and run all the way through the end of April.

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00:22:31.460 --> 00:22:46.979

Butera, Vanessa: Again, offering just additional spaces when it's cold and rainy, like it has been. So, once the... once the weather goes back to our normal California weather, those... those 60 additional beds are not available in the summertime.

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00:22:47.420 --> 00:22:48.260

Butera, Vanessa: Next slide.

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00:22:50.290 --> 00:22:53.889

Butera, Vanessa: Alright, I think I... We have questions now.

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00:22:57.510 --> 00:22:59.930

Scott, Jeff: Yeah, thank you very much, Vanessa, and

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00:23:00.020 --> 00:23:15.960

Scott, Jeff: Juan Villalobos has joined us, as I think everyone can see. So Juan works with Vanessa. He's also on the Homelessness Response Team. So thanks for walking through that, Vanessa. And I just wanted to clarify something. I believe at the beginning of this, I misspoke. I said we're using the chat function.

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00:23:15.960 --> 00:23:22.119

Scott, Jeff: I should have said Q&A, the Q&A function, so down near the bottom of, your Zoom window.

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00:23:22.120 --> 00:23:33.660

Scott, Jeff: You'll either see the Q&A function, or you'll see some dots that you can click on, and that'll open up the Q&A function, and you can place your, you can place your questions there, and I will read them for Vanessa and Juan.

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00:23:34.260 --> 00:23:35.140

Scott, Jeff: Hmm.

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00:23:36.550 --> 00:23:39.150

Scott, Jeff: So, with that, I'm gonna...

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00:23:39.340 --> 00:23:42.969

Scott, Jeff: take a look at the Q&A, and I will start reading the questions off.

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00:23:51.260 --> 00:23:55.360

Scott, Jeff: Okay, so, one question here,

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00:23:56.410 --> 00:24:02.510

Scott, Jeff: When unhoused people call the Here For You hotline, and no one answers,

139

00:24:03.530 --> 00:24:18.380

Scott, Jeff: Is there a... is there a process, by which... and I know this is county-wide, so you may not know, but is there a process by which the Here For You hotline staff is supposed to follow up with them, or is it on the, unhoused person to continue calling the Here For You hotline?

140

00:24:18.960 --> 00:24:22.809

Butera, Vanessa: Yes, the count... so, a person should leave a message.

141

00:24:22.980 --> 00:24:39.500

Butera, Vanessa: And then they should be receiving a follow-up within 24 hours, if you leave it on Friday. Oh yeah, they are open 7 days a week. In good faith and due diligence, it doesn't hurt for, the person that's making the call to always follow up again as well, too.

142

00:24:42.470 --> 00:24:46.199

Scott, Jeff: Alright, someone asked about the... someone asked about the slides,

143

00:24:46.330 --> 00:24:49.270

Scott, Jeff: And if they're gonna be available, yes. So,

144

00:24:49.550 --> 00:25:07.339

Scott, Jeff: Again, just to reiterate what I said before, all the materials, the recording, the video recording of this session, a transcript of the session, and also the slides that Vanessa just went through, we're gonna post all of those on our website. It usually takes us a couple of days, so by early next week, they'll be up on our website, and so everyone who registered, for this,

145

00:25:07.340 --> 00:25:14.380

Scott, Jeff: for this Zoom session, we'll get an email letting them know, with a link, letting them know that all the materials from today's meeting are available.

146

00:25:20.470 --> 00:25:27.030

Scott, Jeff: All right, so somebody's another question about here for you, and that is,

147

00:25:27.260 --> 00:25:38.969

Scott, Jeff: Have you received, you meaning the team, our homeless outreach team here in the city, have you received feedback from people who've tried to use the Here For You hotline? And if so, what kind of feedback have you gotten?

148

00:25:40.530 --> 00:25:45.680

Butera, Vanessa: We have received feedback, and it's mixed.

149

00:25:45.790 --> 00:26:01.740

Butera, Vanessa: Sometimes the feedback is positive, and they... their concern was resolved. And sometimes, it's not so positive, and they say that no one answers the phone, and it takes a very long time to hear from somebody.

150

00:26:02.290 --> 00:26:07.319

Butera, Vanessa: And so we... when we hear these types of concerns, we share them with the county.

151

00:26:07.610 --> 00:26:27.600

Butera, Vanessa: the county, the county's the one that, you know, funds the program. Bill Wilson Center is the one that actually operates the Here For You hotline. So if you go onto the county website or the Bill Wilson website as well, they will let you know the hours of operations, and what the expectations are as well.

152

00:26:30.790 --> 00:26:38.630

Scott, Jeff: Alright, next question is about owls. What are the overall accessibility parameters for, owls?

153

00:26:39.550 --> 00:26:40.289

Villalobos, Juan: I don't know where

154

00:26:41.020 --> 00:26:58.139

Villalobos, Juan: Yeah, I don't know what they mean by accessibility, but it is... it's ADA compliant, right? So we have it in the library or community center, and so it's accessible. We also have costs for guests that are ADA. As far as accessing it, that would be a referral from one of our outreach teams, so I don't know which way you meant accessible, but those are the two... those are the two venues.

155

00:26:59.170 --> 00:27:09.269

Scott, Jeff: Okay, and so, just to clarify that, Juan, so what you're saying is that owls typically are not drop-in services. You get a referral to guarantee you have a bed?

156

00:27:09.270 --> 00:27:18.869

Villalobos, Juan: Correct. They are walk-in when we activate for inclement weather, like we are currently in right now. We will expand Roosevelt from 30 beds to 60 beds. Right now, we are taking on a walk-in basis.

157

00:27:19.030 --> 00:27:24.280

Scott, Jeff: Okay, and then when this current severe weather's over in a few days, then it reverts back to referral only?

158

00:27:25.080 --> 00:27:39.320

Butera, Vanessa: And just to clarify on that one, because... so the county will declare inclement weather, and then the city also declares inclement weather. Our triggers for declaring inclement weather is slightly different, and so,

159

00:27:39.560 --> 00:27:56.630

Butera, Vanessa: when the city declares inclement weather, or a state of emergency, something like that, is usually when we expand our capacity at Roosevelt. If the county declares inclement weather, but it doesn't meet our thresholds, then we do not expand.

160

00:27:58.040 --> 00:28:05.870

Scott, Jeff: Okay. And I can tell you, just on the communication side, we will typically, send out... we'll

typically do social media posts,

161

00:28:06.210 --> 00:28:18.640

Scott, Jeff: to let the community know that we're expanding. And then, of course, our outreach teams are also able to tell people, any unhoused people they come across, throughout the city, that there is an expansion. And then the,

162

00:28:18.760 --> 00:28:23.279

Scott, Jeff: And there are a number of other things. There are oftentimes messages from the county, again, that's...

163

00:28:23.390 --> 00:28:31.199

Scott, Jeff: countywide, as Vanessa just described, but there's usually multiple, multiple different mechanisms by which we try to get the word out.

164

00:28:31.200 --> 00:28:47.990

Scott, Jeff: That, we are expanding. I know, both our library and our, parks and Recs departments, which operate the libraries and their community centers, will also, will also publicize if and when any of their sites are being expanded, for the owls.

165

00:28:48.570 --> 00:28:51.559

Scott, Jeff: Alright, next question.

166

00:28:51.960 --> 00:28:55.499

Scott, Jeff: How does, separating out the EEP

167

00:28:55.630 --> 00:29:01.149

Scott, Jeff: from the existing internal and contracted outreach teams impact the effectiveness of the EEP?

168

00:29:02.280 --> 00:29:06.470

Butera, Vanessa: Those are great questions. So, EEP is...

169

00:29:06.520 --> 00:29:25.950

Butera, Vanessa: currently not, in operations yet. We are waiting to, have the teams join... the individuals join the city. So, we recognize that it is a weird dynamic because it is, you know, enforcement-based, EEP is dealt around enforcement-based.

170

00:29:26.010 --> 00:29:38.880

Butera, Vanessa: So we will likely have a better determination on, kind of, those separations, but right now, again, it's about ensuring that communication is clear, and it is,

171

00:29:39.120 --> 00:29:40.400

Butera, Vanessa: very...

172

00:29:40.560 --> 00:29:54.139

Butera, Vanessa: as far in advance as possible. So we're just trying to make sure that individuals are aware of what is going to be occurring with that site. So I can guarantee that we want this team to be very clear on

173

00:29:54.640 --> 00:29:56.870

Butera, Vanessa: Dates and expectations.

174

00:29:57.490 --> 00:30:06.419

Villalobos, Juan: I think separating out the EEP team allows the other teams to really focus on what it is that they do best, and that's, you know, the long-term relationship-building outreach, and where EEP's more, you know.

175

00:30:06.580 --> 00:30:08.260

Villalobos, Juan: Enforcement-related, so...

176

00:30:09.620 --> 00:30:14.209

Scott, Jeff: But I think it's just... I think you guys have made this abundantly clear, but I think I just want to reiterate.

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00:30:14.860 --> 00:30:19.000

Scott, Jeff: Even though this is associated with enforcement actions, EEP, when it launches.

178

00:30:19.210 --> 00:30:26.910

Scott, Jeff: The EEP staff has nothing to do with enforcement. The EEP staff does not do any enforcement, they are not involved with enforcement in any way at all.

179

00:30:27.040 --> 00:30:33.320

Scott, Jeff: They are going out to tell people ahead of time that an enforcement action by another department is coming.

180

00:30:33.320 --> 00:30:47.949

Scott, Jeff: And to help them prepare, and to help people prepare, and help people move, and help people, you know, connect or navigate, resources that are available. So I just want to, I think the word enforcement, can be a little bit confusing, and I just want to make sure that we're clear that

181

00:30:48.360 --> 00:30:54.160

Scott, Jeff: the EEP team itself is not going to be involved in any way, shape, or form with enforcing anything.

182

00:30:55.660 --> 00:30:56.779

Butera, Vanessa: That is correct.

183

00:30:56.780 --> 00:30:57.540

Scott, Jeff: Okay.

184

00:31:01.370 --> 00:31:15.150

Scott, Jeff: All right, next question is about wait lists to get into, the programs that you described, Vanessa, and that is, what is the typical wait... waitlist time? And do you have a rough idea of how many people are currently on our wait lists?

185

00:31:17.260 --> 00:31:19.490

Butera, Vanessa: It varies.

186

00:31:19.780 --> 00:31:27.990

Butera, Vanessa: When we have a new site that opens up, oftentimes those that have been on our waitlist for a few months.

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00:31:28.280 --> 00:31:42.979

Butera, Vanessa: will, you know, likely get pulled first, because they've been on the waitlist for longer than somebody that was just met and placed on the waitlist the day before. That is after our prioritization period. So for the first 30 days, when we open up a new site.

188

00:31:42.980 --> 00:31:56.889

Butera, Vanessa: As I had mentioned, we do that priority outreach. The folks that have been identified within that 1.5 mile radius get the priority to move in first, within the first 30 days. After that, we then go to our,

189

00:31:57.710 --> 00:32:08.269

Butera, Vanessa: to our navigation hub, and we pull people from the navigation hub if we need to backfill some of those units, if we have anybody that meets the criteria, and then we will also pull from our waitlist as well.

190

00:32:08.700 --> 00:32:14.810

Butera, Vanessa: So it's hard to say a definitive time. We don't have an average length of time, because it fluctuates so much.

191

00:32:20.340 --> 00:32:30.529

Scott, Jeff: Okay, this person... next question here, has to do with, specific age group. Are there any programs available to young adults, like students between 18 and 24 years old?

192

00:32:32.490 --> 00:32:41.850

Butera, Vanessa: The Bill Wilson Center would be our main provider to offer those specific, you know, for our specific age groups.

193

00:32:44.050 --> 00:32:47.650

Butera, Vanessa: Juan, am I... I'm gonna defer to Juan on that one. Am I missing anybody?

194

00:32:47.650 --> 00:32:57.360

Villalobos, Juan: Yeah, no, I think the Bill Wilson Drop-In Center is probably one of the best for 18- to 24 year olds. Calling the Here For You hotline, and so they can make that warm handoff to the appropriate agencies. Bill Wilson would probably be your best bet.

195

00:33:01.610 --> 00:33:05.740

Scott, Jeff: Okay, another question is, do we do...

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00:33:05.900 --> 00:33:10.360

Scott, Jeff: Does your team... do we do community events? Community outreach events?

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00:33:10.680 --> 00:33:19.930

Butera, Vanessa: We do. So we will be asked by either community partners to join in on, like, a resource fair, sometimes,

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00:33:20.280 --> 00:33:32.489

Butera, Vanessa: some... another department within the city is doing, like, a resource fair as well, or, like, a community, engagement event, and they ask us to participate, and yes, we do. We do a tabling event.

199

00:33:36.650 --> 00:33:42.830

Scott, Jeff: Okay, next one comes, it looks like this might be from a landlord, it says,

200

00:33:43.210 --> 00:33:51.029

Scott, Jeff: What resources can we offer to current tenants who have a hard time paying rent and are on the verge of losing their apartment?

201

00:33:51.650 --> 00:34:07.140

Butera, Vanessa: Great question, Matt. We have a prevention, initiative program that we... that the... we, partner with the county on. If you were to go onto the County Office of Supportive Housing website and type in prevention, it will give, all that information to you.

202

00:34:08.670 --> 00:34:15.429

Scott, Jeff: Yep, and we refer to that as HPS, the Homelessness Prevention System, and as Vanessa said, that's countywide.

203

00:34:21.409 --> 00:34:28.460

Scott, Jeff: What training... next question, what training is provided to outreach workers?

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00:34:30.320 --> 00:34:37.180

Butera, Vanessa: We do, harm reduction motivational interviewing.

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00:34:37.630 --> 00:34:43.220

Butera, Vanessa: Training, we do crisis intervention training, we do,

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00:34:43.370 --> 00:34:46.620

Butera, Vanessa: like, Narcan and, like, first aid training.

207

00:34:48.449 --> 00:34:59.970

Butera, Vanessa: we... between Juan and I, I think we have about 20 years of experience, and so we also shadow and bring, and have teams, shadow in the field as well.

208

00:35:00.420 --> 00:35:03.510

Butera, Vanessa: We... What other training am I missing, Laura?

209

00:35:03.510 --> 00:35:23.170

Villalobos, Juan: Of course, I mean, there's pet safety, HMIS, and your VI SPDAT training, that takes up a large portion of it, responsible data usage and entry. And I think it's just important to note that, you know, training isn't a one-time event, it's an ongoing thing, just because you join the team doesn't mean you're a finished product. We're all going to learn through it, and we're all going to grow together. So, training is just ongoing with us.

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00:35:23.980 --> 00:35:25.850

Scott, Jeff: And is that, is that training,

211

00:35:26.080 --> 00:35:32.210

Scott, Jeff: done in-house? Do we have... do we hire, third parties to do... to offer the training? Is it a combination of both?

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00:35:32.210 --> 00:35:42.249

Butera, Vanessa: Oftentimes, it's with our partners at the county, or different county resources, and then, yeah, we'll do, some crisis intervention training with behavioral health and PD.

213

00:35:43.300 --> 00:35:43.900

Scott, Jeff: Great.

214

00:35:49.070 --> 00:36:07.190

Scott, Jeff: Okay, the next one I'll just read, I'll tell you, this is a sensitive subject, but just in the spirit of transparency, we'll just go for it. This person writes, there are registered sex offenders living in some of our interim housing sites who authorizes sex offenders to live at the sites they live at.

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00:36:10.470 --> 00:36:15.250

Butera, Vanessa: who authorizes those... where they live at? I mean.

216

00:36:15.250 --> 00:36:16.649

Scott, Jeff: That's the question, yeah.

217

00:36:18.080 --> 00:36:25.540

Butera, Vanessa: So... Okay.

218

00:36:26.510 --> 00:36:37.990

Butera, Vanessa: Probation and parole, obviously, dictate where someone can and cannot live, and so if someone self-reports

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00:36:38.360 --> 00:36:45.439

Butera, Vanessa: that, then we would have to follow that guidance, but I believe Sarah said she was going

to take that question.

220

00:36:48.070 --> 00:36:48.970

Butera, Vanessa: Sarah just...

221

00:36:49.760 --> 00:36:53.870

Butera, Vanessa: that she was gonna join in and take that question, or I think she was gonna type it in.

222

00:36:54.600 --> 00:36:57.470

Scott, Jeff: Oh, can you make her a panelist? Yeah. Alright.

223

00:36:57.580 --> 00:37:02.659

Scott, Jeff: So, Sarah... Sarah's on the line, we're gonna have her start speaking in a second.

224

00:37:05.510 --> 00:37:13.740

Scott, Jeff: Great. So those of you who don't know Sarah, Sarah is one of the Deputy Directors here in the Housing Department. Sarah, sorry for that delay, but yeah, I think you heard the question.

225

00:37:13.740 --> 00:37:17.030

Sarah Fields: Yeah, no worries. So this was a question about,

226

00:37:17.560 --> 00:37:30.880

Sarah Fields: when there's someone with a... who's a registered sex offender living at a site. So just a couple of things there. Depending on the funding source of a site,

227

00:37:31.400 --> 00:37:45.530

Sarah Fields: certain sites are considered low barrier to entry, and so, people with... with histories of incarceration are... are not screened out, from those sites.

228

00:37:45.880 --> 00:38:03.550

Sarah Fields: They are, of course, if you're a sex offender, you are required to register at your... at the address. Probably, the person who asked knows this because, they've looked up, the address, and... and found this information.

229

00:38:05.220 --> 00:38:18.850

Sarah Fields: particularly with state home key funds, that low barrier to entry requirement, is there, and screening people out, is much more difficult to do. However.

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00:38:19.910 --> 00:38:39.479

Sarah Fields: Many of the site providers have had, success with individuals who do have incarceration histories, are able to really work with individuals and work towards finding jobs, although, again, limited job opportunities and permanent housing for individuals with those 290 convictions.

231

00:38:39.480 --> 00:38:55.940

Sarah Fields: That said, some of the sites that have, only city-funded, funding sources, like the motel-based

programs, are able to, limit the types of clients or particular demographics.

232

00:38:55.940 --> 00:39:02.280

Sarah Fields: And at least two of the sites, of the motel-based sites, have been limited,

233

00:39:02.460 --> 00:39:20.869

Sarah Fields: to certain demographics that... that don't include, people with, with past convictions. So it's something that we consider, but given certain funding requirements, that's not always, what we can do. I will, of course, say that,

234

00:39:21.090 --> 00:39:39.820

Sarah Fields: If someone is on... on parole, the site operators are required to coordinate with their parole officers or their probation officers, and... and make sure that they're continuing on the right path, after... after incarceration.

235

00:39:42.560 --> 00:39:45.459

Scott, Jeff: Great, thanks for stepping in, Sarah. Sure, of course.

236

00:39:45.810 --> 00:39:53.580

Scott, Jeff: All right, the next, one, a person says that they've been on a waitlist for a while, for quite a long time.

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00:39:54.080 --> 00:40:01.619

Scott, Jeff: And the question is, how fast is the city working to help unhoused people find a place to live? And,

238

00:40:01.920 --> 00:40:12.009

Scott, Jeff: So I'll turn that over to you, Vanessa and Juan, but I... Can you also clarify whether it's the city or the county that actually works through the waitlist for permanent housing?

239

00:40:13.080 --> 00:40:20.519

Villalobos, Juan: Yeah, so the Here For You hotline is ran by the county. We do not oversee that process, but I hear that. That's clearly frustrating. Four years is a long time.

240

00:40:20.680 --> 00:40:30.099

Villalobos, Juan: There is a scenario where if you called the Here For You hotline, they called you back because they had placement, and the individual did not answer, that that person would be removed off the waitlist, so...

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00:40:30.160 --> 00:40:45.269

Villalobos, Juan: What I would recommend now is just calling back, getting your information in there, and asking them to update your contact information, so if you have an email, phone number, please provide that to the Here For You hotline, and they will update that in your profile, so when the next time an opportunity comes about, they'll be able to better get ahold of you.

242

00:40:45.270 --> 00:40:52.460

Villalobos, Juan: As far as, again, as Vanessa mentioned earlier, our turnaround time for, you know, the city, navigation hub, the motels, and the ages.

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00:40:52.460 --> 00:41:03.419

Villalobos, Juan: We don't really have much of an average time, but if you are working with our team, and we are, you know, through our process, it's not a four-year wait, to answer how fast it goes.

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00:41:05.880 --> 00:41:19.080

Scott, Jeff: And the next question is related to getting these calls and responding to them. What type of information will people typically need when they call an unhoused person back to follow up? What type of information will they need?

245

00:41:19.650 --> 00:41:36.580

Butera, Vanessa: Great question. So, when someone is enrolled in the HMIS databases we mentioned, we ask for a contact information if somebody has a phone. Sometimes people don't have phones, and that's fine. We ask them, do you have a family or friend? Do you have another phone number where we can try to get ahold of you?

246

00:41:36.640 --> 00:41:55.260

Butera, Vanessa: Or we ask, where do you hang out throughout the days? Where can we find you? So these are all pieces of information that we could put into HMIS so that if the city is looking for you, or somebody at the county is looking for you because you have a sheltering opportunity, then they will use all that information.

247

00:42:00.210 --> 00:42:02.280

Scott, Jeff: And for those of you who

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00:42:02.590 --> 00:42:17.790

Scott, Jeff: may not have seen it, Sarah posted the, Here For You, details, the hours of operation and the phone number for the Here For You hotline. It's in the, it's in the Q&A section, so, anyone who wants that information, if you scroll through the Q&A section, you'll see that Sarah posted that.

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00:42:31.560 --> 00:42:38.059

Scott, Jeff: Okay, next question, what is the waitlist contact process?

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00:42:38.170 --> 00:42:40.020

Scott, Jeff: If you...

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00:42:41.000 --> 00:42:49.100

Scott, Jeff: If you... I think they're talking about the staff. If the staff goes back out to contact them and cannot locate the individual.

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00:42:49.990 --> 00:43:08.040

Butera, Vanessa: So we will go out to the location that we originally met them at, and again, if they were to offer the information that I had just mentioned about, if we can't find you here, where can we find you? Do you have a family and friend? Do you have another phone number? We will look in HMIS to see if there's any of that information identified.

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00:43:08.040 --> 00:43:17.410

Butera, Vanessa: If there's not, then there's a way to put a public alert in HMIS, notifying all HMIS users that if

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00:43:17.410 --> 00:43:23.490

Butera, Vanessa: Jeff comes to look for the service, looks for our services somewhere, and it's not with outreach, but

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00:43:23.490 --> 00:43:29.530

Butera, Vanessa: They go somewhere else. That person can then inform them, hey, somebody from the city is looking for you.

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00:43:29.530 --> 00:43:46.439

Butera, Vanessa: you know, try to get in contact with them. We will also go make multiple attempts to go back out to the location that we originally met you at. If there's anybody residing there still, we will ask them to let them know if you come back, that we're looking for you. So we won't just stop looking for you after the first time, and we'll make multiple attempts to do it.

257

00:43:48.420 --> 00:43:54.360

Scott, Jeff: The next question is about someone who had a permanent place to stay at Renasant.

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00:43:54.670 --> 00:44:14.000

Scott, Jeff: lost their place, and the question here is, would that person still qualify for Section 8... for a Section 8 voucher? And I just want to say, and any of the panelists can jump in if they want, but, generally speaking, in the City of San Jose and the County of Santa Clara, it is the Santa Clara County Housing Authority that manages the Section 8, voucher program.

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00:44:14.000 --> 00:44:19.550

Scott, Jeff: And so, if, if people have a question and want kind of an expert response about Section 8 vouchers.

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00:44:19.550 --> 00:44:23.429

Scott, Jeff: I would encourage you to contact the Santa Clara County Housing Authority.

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00:44:23.430 --> 00:44:27.470

Scott, Jeff: And for immediate, you know, short-term assistance.

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00:44:27.480 --> 00:44:34.510

Scott, Jeff: The Here For You hotline that, Vanessa and Juan have been talking about, is a place to go for short-term information.

263

00:44:38.730 --> 00:44:39.750

Villalobos, Juan: Next one.

264

00:44:39.750 --> 00:44:51.349

Sarah Fields: since a few people didn't see it, the Here For You hotline, the phone number is 408-385-2400. That's 385-2400, and it's...

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00:44:51.470 --> 00:44:57.590

Sarah Fields: open, as Vanessa said earlier, 7 days a week from 9am to 7pm.

266

00:44:58.670 --> 00:45:15.390

Villalobos, Juan: And I'll just add, Jeff, that I think you nailed the Section 8 question, but there is a distinction between the Section 8 referrals. There's one that is tied to a unit, and so the individual gets that unit, but there's also Section 8 where the individual gets the referral, and they have to find a unit that accepts it, and so it just depends on that individual's referral, so...

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00:45:15.590 --> 00:45:16.860

Villalobos, Juan: There's a distinction there.

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00:45:16.860 --> 00:45:17.620

Scott, Jeff: Okay.

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00:45:19.050 --> 00:45:25.230

Scott, Jeff: Alright, Are there overnight locations during hot weather?

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00:45:25.810 --> 00:45:43.069

Villalobos, Juan: That is a great question. There are not overnight locations during the hot weather, but there are cooling centers, and usually when the county activates extreme... whatever they call it, extreme heat, the VTA offers free rides, so the libraries and community centers do become cooling centers. You're welcome to come in, they usually have cold water bottles, try to get people out of the hot heat.

271

00:45:43.770 --> 00:45:44.930

Villalobos, Juan: But nothing overnight.

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00:45:46.130 --> 00:45:52.959

Scott, Jeff: And to that point, just to build on what Juan said, most public buildings are just that. They're public. So,

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00:45:53.170 --> 00:45:59.310

Scott, Jeff: most public buildings, if there's a 95 or 100 degree day in the middle of August,

274

00:45:59.390 --> 00:46:15.220

Scott, Jeff: you are free to go to any library, or any community center, so long as it's open, as a member of the public, and use that facility to cool down for a little bit, get out of the sun, maybe charge your device. So, any public building is just that, it's a public building.

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00:46:16.960 --> 00:46:24.180

Scott, Jeff: Alright, next question is about our, in our,

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00:46:24.470 --> 00:46:34.180

Scott, Jeff: emergency interim housing, also known as tiny homes to some people. What training do... does EI... do EI management teams get?

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00:46:34.320 --> 00:46:39.109

Scott, Jeff: To, to deal with drug addicts and people with mental illness, etc.

278

00:46:40.030 --> 00:46:41.430

Butera, Vanessa: Each...

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00:46:41.750 --> 00:46:50.610

Butera, Vanessa: Each agency who operates our interim housing sites usually has their own set of training materials, but, you know, the typical

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00:46:50.770 --> 00:47:08.640

Butera, Vanessa: services, I mean, training that folks get when they're in this field is always de-escalation, crisis intervention, harm reduction, the first aid training. We have a great partnership with behavioral health, and so if there is a special individualized case, we often

281

00:47:08.710 --> 00:47:15.910

Butera, Vanessa: case conference around a person, you know, and how we could best support them so that they are safe and everybody else is safe as well, too.

282

00:47:18.810 --> 00:47:25.139

Scott, Jeff: Next question is, I know someone who's in the process of getting evicted, and they're worried about becoming homeless.

283

00:47:25.430 --> 00:47:37.140

Scott, Jeff: This person says, I'll give that person the hotline information, are there other resources? And I would just remind people of what Vanessa talked about a few minutes ago, the HPS, the Homelessness Prevention System.

284

00:47:37.140 --> 00:47:48.090

Scott, Jeff: It provides for individuals who qualify, short-term rental assistance, and so there is a qualification process, but anyone who currently is housed right now.

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00:47:48.110 --> 00:47:57.449

Scott, Jeff: has permanent housing, has a lease, has an apartment or a home. The homelessness prevention system is a... is a good first call, before

286

00:47:57.810 --> 00:48:06.740

Scott, Jeff: they're... before they lose their home, before they're out on the street, while they're still... while they're still housed, it's good to reach out to that resource to see if, to see if they qualify.

287

00:48:09.440 --> 00:48:19.300

Scott, Jeff: Alright, next question is about, who makes the decision on whether to allow minors, meaning young children, into a shelter site.

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00:48:20.770 --> 00:48:25.060

Butera, Vanessa: We just... Really?

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00:48:25.060 --> 00:48:31.509

Sarah Fields: So we don't operate any family-specific sites, with the exception of one of the motel programs.

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00:48:32.880 --> 00:48:49.109

Sarah Fields: that does have, or at least that was, slated to become a site to accept minors. The sites in San Jose that are non-congregate sites are really focused on serving adults, so,

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00:48:49.360 --> 00:49:01.340

Sarah Fields: Apologies for the team's noise. serving adults, so couples and, single adults, as well as multi-generational adult households, at one of our sites.

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00:49:01.490 --> 00:49:15.119

Sarah Fields: The majority of the families... the family sites that exist in the City of San Jose are, county sites, and the county has a... has their process of placing people. Vanessa, do you... or Juan, do you want to add?

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00:49:15.530 --> 00:49:16.710

Sarah Fields: to that.

294

00:49:17.290 --> 00:49:25.510

Butera, Vanessa: The two programs that the city funds, but partner with the county for placement,

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00:49:25.510 --> 00:49:42.969

Butera, Vanessa: all our... our referrals come from the Here For You hotline, so that would be the Evans Lane Tiny Home Community and our Motel Voucher Program are all programs that you call the Here For You Hotline. They ask you those series of questions, and if you are part of a household with minors, then they would offer you a placement

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00:49:43.310 --> 00:49:46.189

Butera, Vanessa: That could be a place that they could offer you placement at.

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00:49:46.900 --> 00:49:49.259

Butera, Vanessa: But it has to go through the Here For You hotline.

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00:49:54.590 --> 00:49:56.559

Scott, Jeff: Okay,

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00:49:58.430 --> 00:50:10.130

Scott, Jeff: Where are the owls open this winter, and specifically just for the next couple of nights, can you

tell us which of the owls, because I think only one of the owls, has expanded to accept drop-ins for the next couple of nights.

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00:50:10.430 --> 00:50:20.759

Villalobos, Juan: Great question. So, the Owls are at Roosevelt Community Center, and the library is Evergreen Library. If you are going to do a drop-in, please go to Roosevelt.

301

00:50:20.920 --> 00:50:21.630

Villalobos, Juan: Yeah.

302

00:50:22.790 --> 00:50:28.340

Butera, Vanessa: As a reminder, these are for singles and couple adults 18 and over.

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00:50:34.360 --> 00:50:35.870

Scott, Jeff: Alright,

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00:50:36.730 --> 00:50:52.270

Scott, Jeff: Another question about accessibility. I'm asking about the overall ADA accessibility elements. This means the size of cots, space allocation for people with disabilities, restroom accessibility, and overall ADA plans.

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00:50:53.280 --> 00:50:59.129

Scott, Jeff: And so, I don't really see a question there, I just see a period at the end, not a question mark. But,

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00:50:59.260 --> 00:51:12.259

Scott, Jeff: I don't know, Juan or Vanessa, can you just talk about, the hotel pro... hotel motel programs that we've opened up and our tiny home sites, if we do have, officially ADA-compliant units, at those locations?

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00:51:13.040 --> 00:51:21.929

Villalobos, Juan: I do believe we have ADA units, and so one of the things that we've done in our HMIS and our VI expedite is asking a very intentional question is, do you require ADA accommodations?

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00:51:22.060 --> 00:51:33.980

Villalobos, Juan: If the individual answers yes, we have a way to filter through that, so individuals that do request ADA accommodations, we try to respect that as much as we can. That would be placing an individual or prioritizing them for a motel that is ADA compliant.

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00:51:34.880 --> 00:51:35.690

Butera, Vanessa: And...

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00:51:35.690 --> 00:51:56.920

Butera, Vanessa: at least the tiny home communities that we fund and, are part of the development, yes, we have ADA units, meaning that they are wheelchair accessible, meaning they're large enough to accommodate a wheelchair. We have ramps that go up to that unit, and then space within the unit is obviously under the compliance as well.

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00:51:57.040 --> 00:52:06.629

Butera, Vanessa: The sites that, we have that are not buildings that we have been part of the development and we have inherited,

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00:52:07.020 --> 00:52:19.280

Butera, Vanessa: We will, provide first floor level units so that people, if they have mobility challenges, which is more times the common

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00:52:19.280 --> 00:52:38.849

Butera, Vanessa: requests when we get ADA requests is that they need assistance with mobility. We will place them on the first floor. And then in some of the, for instance, motels that we have, they have building codes that they follow and have to have so many units set aside that have other amenities for somebody with,

314

00:52:39.040 --> 00:52:40.340

Butera, Vanessa: ADA needs.

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00:52:42.610 --> 00:52:50.599

Scott, Jeff: Okay, one person's asking where they can find us on social media when we post updates, so we are on Facebook, Instagram.

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00:52:50.720 --> 00:53:03.079

Scott, Jeff: X, and LinkedIn. So we are on 4 social media platforms, and our handle is at SJCityHousing. At SJCity Housing.

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00:53:03.460 --> 00:53:13.660

Scott, Jeff: I think LinkedIn might be a little bit different, but for, for Twitter or X, Facebook and Instagram, it's at... it's at SJCityHousing.

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00:53:15.460 --> 00:53:17.099

Scott, Jeff: Alright,

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00:53:18.040 --> 00:53:23.690

Scott, Jeff: Another question, this one, Sarah, this one might go to you. I think it's more of a policy-oriented question.

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00:53:24.030 --> 00:53:34.439

Scott, Jeff: If I know of someone who owns a home and might be willing to rent it out to people in return for someone paying the mortgage, is there a program for that? Any funding for that?

321

00:53:39.180 --> 00:53:57.050

Sarah Fields: I think I would need to know a little bit more about the particulars of what's, being asked there, but I'm happy to, receive an email. Someone can email me sarah.fields at Sanjoseca.gov, sarah.fields at San Joseca.gov.

322

00:53:57.310 --> 00:54:02.699

Sarah Fields: And I will look into this. I think I did a little bit more information,

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00:54:03.570 --> 00:54:06.369

Sarah Fields: Probably a little bit more in the weeds than where we'd want to go.

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00:54:06.480 --> 00:54:12.200

Sarah Fields: Today. But, you know, interested in more specific questions, you can send them to me.

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00:54:13.560 --> 00:54:14.110

Scott, Jeff: P.

326

00:54:15.480 --> 00:54:34.900

Scott, Jeff: Next question, is the county planning to open up any more sites similar to Cerrone? This is... you're talking to city staff here, Vanessa, Juan, Sarah all work for the City of San Jose, so we can't speak for the county, but, Sarah, are we... is the city planning to open up, any more, interim shelter sites that you're aware of?

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00:54:35.770 --> 00:54:40.959

Sarah Fields: So, at this time, the answer is not in the immediate future.

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00:54:41.160 --> 00:54:51.649

Sarah Fields: We've opened, several sites across the past, about 18 months or so, and, Cerrone is sort of the...

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00:54:52.260 --> 00:54:56.700

Sarah Fields: The conclusion of that period of expansion, and now, really, this

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00:54:56.880 --> 00:55:13.270

Sarah Fields: Coming calendar year, 2026, is going to be very focused on, operations and, you know, really making sure that every site is... has high utilization numbers, and that we're seeing, you know, success across the board.

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00:55:13.360 --> 00:55:18.309

Sarah Fields: Which can look like a variety of, of, of different things, because,

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00:55:18.660 --> 00:55:30.510

Sarah Fields: You know, we're serving people, and people can find success in a variety of different ways, but we're really looking at, you know, sort of maximizing the system that's been built out over the last couple of years.

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00:55:35.090 --> 00:55:42.200

Scott, Jeff: Alright, thanks. So, we are approaching the top of the hour, so we're... we'll probably just have time for a couple more questions.

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00:55:43.560 --> 00:55:54.639

Scott, Jeff: Okay, this person says, some tenants have been living in EIHS, the tiny home sites, for a long time. What is being done and what is being offered to help them move into permanent housing?

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00:55:55.850 --> 00:56:03.580

Butera, Vanessa: So case management is on-site at all of our interim housing locations. It is...

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00:56:04.220 --> 00:56:08.310

Butera, Vanessa: Highly encouraged, and so... somebody...

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00:56:08.460 --> 00:56:23.940

Butera, Vanessa: who is interested in moving along would ideally work with the case manager to figure out exactly what the needs are that their needs are, and then that case manager can help develop a housing plan, and they could work through the various steps they need to move on.

338

00:56:25.790 --> 00:56:32.960

Scott, Jeff: Okay, next quick... Sarah, this might be another question for you, and I don't know if we'll be able to answer it at all, but the question is,

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00:56:33.120 --> 00:56:38.229

Scott, Jeff: Can you elaborate further on what enforcement looks like, and when does enforcement happen?

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00:56:40.240 --> 00:56:42.330

Butera, Vanessa: I could help with that one, probably.

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00:56:42.330 --> 00:56:44.710

Sarah Fields: Yeah, Vanessa, why don't you, jump in, please?

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00:56:44.710 --> 00:56:51.830

Butera, Vanessa: Yeah, enforcement, so when we talk about enforcement, the end result is ultimately, this...

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00:56:51.830 --> 00:57:16.619

Butera, Vanessa: the department that's in charge of encampment abatements or enforcement would be BeautifyS San Jose. They're under the Parks Neighborhood Recreation Department. Department of Transportation also does a level of enforcement, and ultimately, it is... they are removing the encampment or the lived-in vehicle. However, there's a very specific process that each of those departments

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00:57:16.620 --> 00:57:22.490

Butera, Vanessa: has to take to ensure that noticing and proper documentation is occurring before anything

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00:57:22.560 --> 00:57:25.539

Butera, Vanessa: Any enforcement or removal can occur.

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00:57:26.000 --> 00:57:45.860

Butera, Vanessa: you can go onto the Beautify San Jose website, and there is, a lot of information about abatements and their encampment management. And Department of Transportation has a link on their website under the Olive program, and they can inform you on how that program provides enforcement.

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00:57:51.530 --> 00:58:01.099

Sarah Fields: I'll just add very quickly, you know, enforcement, as the name implies, is really thinking about, sort of, the law. And,

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00:58:02.350 --> 00:58:08.399

Sarah Fields: on a related note, I see that someone asked, and I want to make sure that this question gets answered,

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00:58:08.470 --> 00:58:27.019

Sarah Fields: Someone asked, do you, meaning the city, do outreach along the Union Pacific Railroad tracks? And the answer is, the Union Pacific Railroad tracks are not under city jurisdiction. The railways, in this case, are federal, and

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00:58:27.230 --> 00:58:36.560

Sarah Fields: Union Pacific does their own, mitigation and outreach, efforts, along the railway track.

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00:58:36.560 --> 00:58:55.379

Sarah Fields: in part, I think, because of liability issues, we do not have, frankly, the authority to go into the immediate area right next to and surrounding the railway track. There's some other areas that are like this, too, where the city doesn't have jurisdiction over these areas, even though

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00:58:55.410 --> 00:59:10.149

Sarah Fields: it seems, you know, it may seem like they're part of the city, they're actually not. So I just... I wanted to make sure that we got into that question, because I know it's... I've heard it come up in community meetings, and some other, some other arenas as well, so,

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00:59:10.430 --> 00:59:13.150

Sarah Fields: I just wanted to make sure we... we get into, to sort of...

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00:59:13.500 --> 00:59:21.329

Sarah Fields: authority while we're talking about, the question of what is enforcement exactly. Vanessa or Juan, do you have anything to add about the railways?

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00:59:22.970 --> 00:59:31.589

Butera, Vanessa: We... so, yes, we are not... we don't technically have authority there. However,

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00:59:31.610 --> 00:59:50.239

Butera, Vanessa: we will provide outreach safely if someone is living on the railroad track. We won't approach the railroad track, but we will, you know, try to get somebody's attention to let them know that we're here to provide them services. But walking along the tracks and that type, we are very cautious, and we don't do that.

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00:59:50.830 --> 00:59:51.610
Sarah Fields: Thank you.

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00:59:52.410 --> 00:59:56.920
Scott, Jeff: All right, so it's, we're at the top of the hour, so I'll do one more question here,

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00:59:57.340 --> 01:00:14.719
Scott, Jeff: And again, I just want to reiterate that, all of this will be posted on our website, and all of you will receive an email with a link when all this is posted, so these resources will live on, after the end of this... after the end of this Zoom session. But I'll read one more question, and that is,

360
01:00:14.940 --> 01:00:22.500
Scott, Jeff: What is the city doing to ensure that, inter-housing sites are being managed consistently from one site to the next?

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01:00:23.370 --> 01:00:33.970
Butera, Vanessa: While... yes, our colleagues would that oversee the interim housing locations, they have... they are doing,

362
01:00:34.150 --> 01:00:52.960
Butera, Vanessa: when there is a contract that they need to, amend or update, we are trying to be very, have a lot of continuity around each site being operated very similarly. So, rules, site operations, and services that they offer are all

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01:00:53.180 --> 01:00:58.689
Butera, Vanessa: are all similar. They're not... there's not a huge discrepancy in what each site can offer, so,

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01:00:59.050 --> 01:01:06.179
Butera, Vanessa: If it hasn't been updated already, it will be updated in a new iteration of the contract when, we go... if we need to update it.

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01:01:06.860 --> 01:01:20.909
Sarah Fields: And I'll just add, our grants team does a great job of monitoring contracts. They're meeting regularly with the site operators, and there's required reporting across the period of a contract.

366
01:01:21.260 --> 01:01:24.550
Sarah Fields: So it's... it's a... it's an ongoing effort.

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01:01:32.310 --> 01:01:50.619
Scott, Jeff: I was muted. Thank you, everybody, for joining. We had a great conversation, and I'll send out that email in the next few days, once all the resources are online, so that you can access it, and anyone who you know who wasn't able to join today can access it. Again, thank you very much, and thank you to Vanessa, Juan, and Sarah.

368
01:01:50.700 --> 01:01:57.219
Scott, Jeff: for sharing their expertise with the audience today, and I think with that, we will wrap it up. So

have a good evening, everybody.