

DRAFT - Minutes ~ April 6, 2016
Community Support Network Partner Meeting

3:30 to 5:00 pm ~ Gene Albaugh Community Room at the Madelyn Helling Library

Attending CSN Partners – 44 attended (9 filled out evaluation forms). Alice Johnson, 211 Nevada County; Anita Bagwell, Western Sierra YouthBuild; Casey McCormick, Sierra Forever Families; Cheryl Rubin, Western Sierra Medical Clinic; Cindy Santa Cruz-Reed, Helping Hands Nurturing Center; Danielle Bacus, EMQ FamiliesFirst; Danita Sorenson, KARE Crisis Nursery; Dena Valin, Friendship Club; Heather Smith, Sierra Mental Wellness Group-CSW; Helen Williamson, NAMI/Nevada County Mental Health Board; Janice O'Brien, Sierra Roots; Jolene Hardin, AFLP; Josie Garcia, Nevada Co. Child Support Services; Joyce Ash, Child Advocates of Nevada County; Karen Wallack-Eisen, PARTNERS FRC; Kathy Barale, FTHB; Kristen McGrew, PARTNERS FRC/NCSOS; Laurie DeMartini, PARTNERS FRC, Penn Valley; Lindsay Dunckel, First 5; Mali Dyck, DSS CalWORKs; Marley Mueller, CoRR; Mary McClain, Sierra Nevada Home Care - MSW; Matthew Coulter, Homeless Vet; Maureen Gerecke, FREED; Megan Timpany, United Way; Melissa Marcum, NCSOS; Michele Violet, Nevada County; Monica L'Etoile, FTHB home visitor; Ned Russell, Got 40?, CSN; Nikki Robertson, Child Advocates of Nevada County; Nohemi Mead, GV PARTNERS FRC; Rachel Moyer, Washoe Tribe Native TANF; Rob Choate, Nevada County Health and Human Services Agency; Sandy Dickinson, DVSAC; Sheri Meckler, NCAT/Reach Family Counseling; Shona Torgrimson-Duncan, Helping Hands Nurturing Center; Suze Pfaffinger, Big Brothers Big Sisters; Tamaran Cook, DSS; Tom Cross, Community Volunteer; Tracy Zenor, SNCS; Valerie Dembrowsky, Nevada Union Adult Ed; Viki Doris, GV PARTNERS FRC; Vicki Winters, Salvation Army; Susan Sanford, CSN Coordinator.

Welcome & Introductions – Kristen McGrew, Countywide Coordinator for PARTNERS Family Resource Centers, CSN Steering Committee member, and current chair of the Child Abuse Prevention Council.

Announcements:

- the newest CSN Partner organization is Nevada Union Adult Education
- Cindy Santa Cruz-Reed and Lael Walz are both stepping off CAPC Board/CSN Steering Committee due to work commitments. We are grateful for their years of generous service.

Meeting Minutes - Accepted minutes from March meeting.

40 Developmental Assets – Ned Russell of Got 40?
Developmental Assets – Cultivating Growth Mindsets

Building the Network – Lindsay Dunckel, PhD, Executive Director, First 5 Nevada County ~ Info about "Step Up to Kindergarten" program this summer.

Meeting Focus – "Update on Housing Assistance in Nevada County"
Presenters formed a panel of five people, plus Alice Johnson, Call Center Manager for 211 Nevada County. Alice spoke before the panelist presentations, then participated in the moderated Q&A at the end. She shared information about 211's coordinating roles in regional housing issues.

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Panelists were:

- Caitie Avery, Housing Case Manager, Hospitality House
- Rob Choate, Housing Administrative Services Associate, Nevada Co. Health & Human Services Agency
- Jeff Cowen, Program Supervisor, Hospitality House
- Mali Dyck, Program Manager, Nevada County Department of Social Services - CalWORKs
- Sarah Eastberg, Social Services Director, Booth Family Center, The Salvation Army

Panelists focused on these three main questions:

- What resources are available for housing in Nevada County?
- What money is available?
- What are the parameters, restrictions, and qualifications for eligibility?

Following is a recap of what was shared.

Alice Johnson, Call Center Manager for 211 Nevada County:

- 211 gets thousands of calls seeking info of all kinds. 211 is seeing a broad overview of the homeless situation in the county. Many calls from people who are, or are about to be, homeless. 211 does not provide direct services except for Emergency Assistance Fund.
- In 2015 out of a total of 7,594 calls, 1126 were from people who were homeless, and 333 were from people on the verge of homelessness. That means 19% of calls are dealing with homeless issue as topic of call. Calls are from people of all ages - teens to 80s - and a range of demographics. Not one particular issue that's causing the homelessness. 16% of callers had kids under the age of 5.
- Because of its position as a resource organization, 211 is working with Continuum of Care in the county. 211 is part of the effort to provide coordinated entry, so when people call, 211 will have up to date info about available services, their current capacity, etc. And 211 can refer callers to the resources that might best serve them. Then it's up to each individual agency to conduct its usual assessment.
- Coordinated entry is something HUD requires for a lot of funds to be given out. Target date is Jan. 1, 2017 for implementation. It's a matter of coordinating 211 and all of the other relevant agencies.
- Having coordinated entry in place may make it possible to acquire more grants/funding for the county.
- The definition of coordinated entry is having a standardized access, assessment, and referral process for housing and other services across agencies in the community so that the most vulnerable individuals are being served first. It's establishing a priority order for providing services.
- 211's approach is to address all needs, not just housing. People often have multiple needs.
- Emergency Assistance Coalition Fund. EAC is a small group of churches that pool money for emergency food, transportation, and lodging. 211 has strict guidelines for how that money can be used.
- In 2015, 211 received 552 requests for lodging/motel nights and granted 176 (families with young children, people just released from Crisis Stabilization Unit, etc.)

Sarah Eastberg, Social Services Director, Booth Family Center, The Salvation Army (TSA)

- Sarah has been working at TSA since 2009 on housing-related grants and opportunities. Works with people to help them obtain housing or remain in their current housing

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- Currently there are two main programs: Booth Family Center and Rapid Rehousing.

The Booth Family Center (converted hotel/motel), an emergency shelter for families who have children living with them at least 50% of the time and who are homeless (e.g., living in a shelter or a car, fleeing domestic violence). There are 9 rooms, consistently full (right now that is about 21 adults and 30 children). Main consideration is vulnerability. One of the main jobs of staff is to assure safety of common areas - kitchen, etc. About 27 more families are needing services.

Rapid Rehousing - Provides financial assistance for homeless families who are moving into a permanent housing situation, e.g. deposits, etc. Current funding runs out in July.

- Booth Family Center wouldn't have a waiting list if they could move people out as quickly as they can move people in because many are "housing ready" long before they move off BFC property. There just aren't places available for them to move into.
- TSA also has the REACH utility assistance program and the Love Covers clothing voucher program.

Rob Choate, Housing Administrative Services Associate, Nevada Co. Health and Human Services Agency

- Housing and Community Services (HHS) pursues, secures, and administers state and federal funding so they can help with low to moderate income households. They do this through a variety of programs.
- Several main grants right now to fund services.
- One of the direct services is the first time home buyer down payment assistance program. Since October 2015 program has helped 6 families buy homes, 3 in escrow, and they hope to do another 9 by the end of 2016.
- Another direct service is the tenant based rental assistance program. Can help with deposits and some rent. Tenant has to sign a 6 month lease. Trying to coordinate with CalWORKS, Hospitality House, and Salvation Army. Looking for landlords willing to participate in the program. Hoping to help 160 families with this program in the next year and a half.
- Also provide housing rehabilitation loans for low to moderate income people whose homes need some rehabilitation, e.g., a new deck, roof, etc. Can do a combination of loans and grants. Interest is based on income level. Have assisted 5 families in the past year. Working with Habitat for Humanity to help run the program.
- Housing and Community Services also helps fund Hospitality House, DVSA, Tahoe Safe Alliance, Interfaith Food Ministry. Through Adult Family Services Commission they have provided \$90,000 in assistance in the past fiscal year. Programs assisted 8,567 individuals (2,106 were kids under 18) in 1,748 families.
- Also fund things to help keep stock of affordable housing. E.g., fund upgrades to Penn Valley sewer system.
- Also funding fire flow plan for North San Juan, Meals on Wheels through different programs. Going to refurbish a drug and alcohol rehab center.

Jeff Cowen, Program Supervisor, Hospitality House

- Talked about two of their programs: outreach program and shelter reprogram.

Outreach Program

- Help those who cannot shelter at HH because of lack of beds or other reasons. Help people find food, warm clothes, etc. Work with other organizations on these things.

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- Have 54 beds at HH. Were able to shelter some more on mats during winter: 65-70 people in every night. Have a waiting list and there are 100s more people not sheltered each night.
- Sometimes people ask if HH is "enabling" by giving homeless people sleeping bags, food, warm clothes. Jeff asks, "Well, enabling people to do what?...have a full belly? stay warm at night?" HH does not have the capacity to do on site, and some homeless people do not qualify to stay at HH. They still need to be warm, safe, and have food.
- Outreach program builds connections with individuals.

Shelter Program

- 3 dorms - dorm for families with small children - the kids get a lot of support; a women's dorm - more senior single women coming in (fixed income issues, death of a spouse, etc.); men's dorm (the largest).
- HH is not a mental health provider, but many who come for shelter have mental health issues. Addiction and substance abuse are other issues.
- There is a culinary program to develop job skills.

Caitie Avery, Housing Case Manager, Hospitality House

- Her work includes working on Rapid Rehousing with Jodi Benson. They work with HH guests and other community members who are homeless.
- Start with initial barriers such as getting proper ID (may have lost social security card, birth certificate, etc.).
- Then talk with Caitie about whether eligible for Rapid Rehousing. Are there barriers to that? E.g., substance abuse, employability, mental health, poor credit, etc.
- Then inform about and connect them with needed services such as mental and behavioral health, public defender for legal questions, etc.
- When they're housing ready, that's the hard part...finding affordable housing in Nevada County.
- Help people with budgeting skills, and connect them with Interfaith Food Ministry, smoking cessation programs.
- Post-housing support from HH.
- Looking at most vulnerable - who can be rehoused most rapidly
- Successes: Statistically, housed one person every 4 days in 2015.
- Looking for quality vs. quantity of placement/situation - sustainability.

Mali Dyck, Program Manager, Nevada County Department of Social Services - CalWORKs

- CalWORKS is a new player to homeless issues. It is an employment program, and California has recognized that homelessness is a barrier to employment.
- Currently funded with \$263,000 to serve 40 families in Nevada Co. Anticipate funding will continue.
- CalWORKS is for no or low income families with children.
- State has added family stabilization and housing support programs. For both, CalWORKS works with the FRCs to help with case management.
- CalWORKS did July 2015 survey of families - had 84 respondents. Some of the results:
42% had been in their housing situation for less than a year.
How satisfied? - 48% not satisfied with current situation.
Fallen behind on rent or totalities in the last year? - 58% yes
Barriers to getting housing? Number one response: lack of available affordable housing.

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27% of respondents had been homeless within the past year.

- Many of the CalWORKS families are living at HH or Booth Center, so they are working collaboratively.
- CalWORKS has been meeting apx monthly with others working on rapid rehousing and landlord engagement - helping identify benefits to landlords of being part of the solution picture. e.g., Rapid Rehousing programs can keep tenant pipeline full.
- Funding is from state (not HUD), so there is more flexibility re: how to spend money.

MODERATED Q&A

Q - Is there a central process for applying for subsidized apartments?

A - No. And even some apartment complexes owned by same corporation will not accept copies of the same application (need to be originals). One group will accept copies of original for its three different properties.

Q - Section 8 housing requirements and availability?

A - Rob - Regional Housing Authority of Sutter and Nevada Co. in Yuba City. Not open now.

Q - Do people need to have a form of ID to be able to stay at HH?

A - Jeff - No. It is requested, but some people don't have.

Q - How do you help people with an eviction on their credit that lasts 7 years?

A - Caitie - Finding and convincing a landlord that won't care. Show that people have addressed their issues. There are a lot of compassionate people. Play into peoples' heartstrings in a positive way.

Q - Re: 50% custody - is a court document required or just a verbal statement?

A - Sarah - Verbal statement. The 50% custody is collectively calculated.

Q - How do the services provided apply to minor parents? Are they available? Is parent permission required?

A - Sarah - TSA not allowed to serve minors without parent permission, however, there can be circumstances when there is no parent available. We want to get people into a safe place.

Q - How do you apply for tenant based assistance program for help with 2 months rent and deposit?

A - Rob - Typically, apply in advance. But if someone can find a possible landlord, then county, HH, TSA, Truckee FRC, CalWORKS or other organizations can approach landlord about participating in the program. Then do application, about a week turnaround.

Q - Best housing improvements in next 2-4 years?

A - Jeff - A senior housing project going in on Bennett St. Taking longer than expected.

Q - Any plan for subsidized housing to go into the county any time soon?

A - Rob - Not through county funding at this moment. Most subsidized housing goes in through a developer. USDA has funding sources.

Q - Is HH family dorm for kids up to 18?

A - Jeff - Depends on the situation. So far it has been much younger kids.

Q - Karen Wallack-Eisen - Re: family room - how does it work if there's just a Dad with 2 kids and just a Mom with 3 kids?...It's coming...

A - Jeff - I don't know..we will figure it out.

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Q - How will the 211 Continuum of Care list not be like Section 8 with a 2 year wait?

A - Alice - not like Section 8. 211 will be referring to other agencies for assessment. CoC will require more coordination and more data collection. The data collection is an important aspect of the program.

Q - Sarah - is TSA thinking of buying another building for more housing?

A - Sarah - If someone wants to donate a property, TSA would be more than willing to facilitate running it. The current property is to be used for emergency shelter. Funding goes until Fall 2017.

Q - Does TSA work with people after they have been housed?

A - Sarah - Yes. Can go almost indefinitely if client wants.

COMMENT - Kristen - FRCs will provide some post-housing case management. For example: how to be a good renter, work with them on budgeting, etc.

Q - Can 211 help someone find land for a trailer?

A - Alice - Much of 211's work is connecting people to resources.

A - Rob - Trailers not eligible for assistance. Has to be a permanent housing situation.

Q - Karen Wallack-Eisen, GV PARTNERS FRC - What about container houses like in Hawaii?

A - Rob - They're not successfully permitted yet in Nevada Co, then county could help. They need to meet minimum life, health, and safety standards.

Q - How do you help people with evictions or felonies?

A - Mali - Consult Public Defender, Community Legal, Legal Services of Northern CA. Some felonies can be expunged.

Q - How do the neediest people learn about Rob's program?

A - Rob - CSN Partners, KNCO spots, bulletin boards, CEO's Friday Memo, AFSC - info to public and nonprofits, realtors, mortgage companies.

Q - What emergency housing is available to someone just coming out of the hospital?

A - Alice - Sometimes EAC Funds are used for this, but it's very limited.

COMMENT - Janice O'Brien, Sierra Roots - Sierra Roots helps people just coming out of hospital.

Q - What about Insight Respite Center?

A - Alice - People need to have a permanent address.

A - Jeff - This is common at HH. It's just not easy. A nurse helps at HH.

COMMENT - Janice O'Brien - Sierra Roots has worked with "Gathering Inn" in Placer County. We could do more work cross-county.

Q - How long can people stay at Booth House?

A - Sarah - 6 months, but that time can be extended or reduced depending on circumstances.

Q - Are casework services available if NOT staying at HH?

A - Caitie - Yes for Rapid Rehousing, but have to already be homeless.

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Q - Can psychiatric discharges get special access to HH?

A - Jeff - Have to look at vulnerability of people on waiting list.

Q - Has option of tiny houses been considered?

A - Rob - Don't have funding to build houses. Most of his grants prohibit acquisition. County would be looking for developers who want to do something and go through the process.

A - Caitie - Has met with Sierra Roots and others about it...finding land is the thing.

COMMENT - Janice O'Brien - We need new zoning to allow for tiny houses.

COMMENT - Anita Bagwell, Western Sierra YouthBuild - WSYB doesn't need funding to build, but needs land to rent. County land?

A - Rob - County land would not be through Housing Department. Would need to talk with supervisors, facilities management, etc.

Q - Michele Violett, Nevada County - Type of tiny home, different regulations.

A - Rob - Infrastructure is an issue - sewage, water issues, etc - Planning Department, Public Health Department

COMMENT - Helen Williamson - Announced League of Women Voters candidate forums. Good opportunities for asking questions of people running for office.

Q - For Continuum of Care do people need to go through 211 first?

A - Alice - No. But 211 will do data collection...what other services needed...other options.

Q - What about getting away from a bad relative situation?

A - Some resources not available if families are not technically homeless.

COMMENT - Rob - Has tried to work with apartment complexes. Has been turned down by 5.

COMMENT - Anita Bagwell - If school age kids are involved, then possibly help through school districts by getting a McKinney-Vento designation. *(The McKinney-Vento Education of Homeless Children and Youth Assistance Act is a federal law that ensures immediate enrollment and educational stability for homeless children and youth. McKinney-Vento provides federal funding to states for the purpose of supporting district programs that serve homeless students. ~ <http://www.k12.wa.us/HomelessEd/AssistanceAct.aspx>)*

COMMENT - Karen Wallack-Eisen - Having an eviction record is a barrier.

[Network Announcements and] Meeting Evaluation – Announcements omitted this month to allow more time for panel. Attendees who wanted to filled out evaluation forms.

Adjournment - 5 pm

2016 CSN Partner Meeting Dates ~ January 6, February 3, March 2, April 6, May 4, June 1, July & August-hiatus, September 7, October 5, November 2, December-hiatus. Gene Albaugh Community Room, at the Madelyn Helling Library.

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Community Support Network of Nevada County Meeting Agreements

- Make decisions by consensus.
- Create an atmosphere of mutual respect that includes active listening and listening without judging.
- Start and end on time.
- Maintain a sense of humor and a positive attitude.
- Bring concerns to the whole group. Don't take them to the parking lot after the meeting.
- Set up the room in an inclusive way.
- Take responsibility for a task only if you have the time to accomplish it.
- Everyone is empowered to be a process observer and take ownership for the health of the meeting and is responsible for the health of the whole meeting.
- Be sensitive to others' need for more information. Make sure everyone understands.
- Be careful of injecting your self-interest and label it as such. Be able to layout your agency's interest and be open to other's interests.
- Meetings are meaningful and have a shared purpose.
- This is a living document and can be changed as needed.

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## Developmental Assets – Cultivating Growth Mindsets – April 6, 2016

Search Institute's 3/16/16 e-newsletter: "Here are 10 growth mindset "do's" and "don'ts" that will help you be more intentional about how you respond to youth when they set goals, face challenges, make mistakes, and solve problems."

### Do . . .

**Emphasize learning goals**, which focus on what young people will be able to do or understand as the result of completing a task.

**Praise young people for effort**, for challenging themselves, and for the methods they use to complete tasks and overcome obstacles.

**Attribute success to working hard** and using good strategies to accomplish goals and solve problems.

**Embrace mistakes.** Mistakes are necessary to improve in anything. Sometimes students who get the right answers or get the skills quickly become even more afraid to make mistakes.

**Model learning from mistakes.** Step back and highlight the mistake without alarm or embarrassment. Think out loud about the problem or ask the young person to help you figure it out.

### Don't . . .

**Focus only on performance goals**, such as getting a certain score on a test or a certain grade in a class. Some performance goals can be healthy, but they should not be the focus.

**Praise young people for getting the right answer without trying**, or for completing a task quickly and without much effort (such as: "Wow! You did that quickly and you didn't even break a sweat. That's great!").

**Describe certain youth as "smart."** Although innate ability matters, many people overestimate its importance, either in specific subjects or in general.

**Reinforce young peoples' self-criticism when they make errors;** rather, recognize them for "sticking their neck out" to take a risk.

**Maintain a fixed mindset about your own expertise.** When adults do not see themselves as having the potential to grow and learn, it undermines growth mindsets in young people.

To learn more about the 40 Developmental Assets (Got40?), call 530-271-5617 or email [NedRussell@pacbell.net](mailto:NedRussell@pacbell.net).

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