



NOTES FROM THE 10/17 PRE-MEETING FEEDBACK STATIONS

PURPOSE

To document feedback and highlight themes from the 10/17 ICH Full Council Pre-Meeting Feedback Stations.

BACKGROUND/CONTEXT

In collaboration with the Department of Human Services (DHS), Department of General Services (DGS) and Department of Health, the ICH Team hosted five (5) feedback stations at the Pre-Meeting: 1) Outstanding COVID Concerns for Congregate Shelter, 2) Anticipating Shelter Demand & Capacity – Family System, Single Adults, and Young Adults, 3) Expanding Shelter Capacity for Single Adult Men featuring DGS repairs to CCNV, 4) Communications, and 5) Other Concerns.

NOTES & FEEDBACK

The table below captures the direct written feedback from community members who participated in the pre-meeting.

Discussion Prompts	Feedback (as written)
Outstanding COVID Concerns for Congregate Shelter	
Prioritizing Concerns – <ul style="list-style-type: none"> Pre-Meeting participants voted with stickers on their top priority. 	<ul style="list-style-type: none"> Ensure vacancies are easily accessible/available to our clients and staff – 1 vote Plan for the safety of individuals who are unlikely to vaccinate – 4 votes Help providers follow/implement the CDC guidance – 1 vote Track the prevalence of COVID-19 in our facilities – 1 vote Understand vulnerability, including impact of new strains – 2 votes Prevent transmission, including appropriate protocols and shelter densities – 4 votes Contingency planning for mass infection events – 3 votes
<ul style="list-style-type: none"> Now that the bi-weekly vaccination clinics have ended at low barrier shelters, how can we encourage residents to get their COVID booster? Now that ISAQ space has ended, what are ways to reduce spread? 	<ul style="list-style-type: none"> Where will those who contract COVID-19 go since the COVID hotels have closed? Priority: Contingency planning for mass infections. If we get another surge and mass infection, I'm afraid residents may be wary and not respond as appropriate. Plans for safety in an incarcerated setting for residents and staff. Scared to take the vaccine! I have chronic illnesses. Heart failure, Emphysema stag 2, and lupus. I know new vaccination has not been people tested.

Discussion Prompts	Feedback (as written)
Anticipated Shelter Demand & Capacity	
<p>Families –</p> <ul style="list-style-type: none"> • Could we pivot additional family capacity to the Single Adult System? The Single Adult System does not have a 25% buffer for surges. 	<p>N/A</p>
<p>Men & Women, Including Young Adults –</p> <ul style="list-style-type: none"> • Is this enough capacity for Single Adults? • What creates the most anxiety for you? • How can we address the areas that create the most anxiety for you? • Any lessons learned from this year’s planning process to keep in mind for the future? 	<ul style="list-style-type: none"> • Shelter hotline becoming too overwhelmed during extreme weather. • Increase of encampments when shelter becomes full or close to capacity. • Outstanding job predicting capacity so I feel confident but I am concerned about influz of migrants. Maybe we need a separate response for single migrants.
Communications	
<ol style="list-style-type: none"> 1. Do we need to publicize that we are not using recreation centers? If so, what is the best way to publicize this news? 2. Do people walk up to DPR Recreation Centers utilized in prior years? <ol style="list-style-type: none"> a. Which locations receive the most walk-ups? b. What is the best way to reach clients most likely to walk up to the DPR Recreation Centers utilized last year? 3. Is it sufficient to tell people to call the Shelter Hotline for available shelters? 4. How should we communicate changes mid-season? 5. What type of info would be most helpful for shelter residents to see displayed at shelters? Where (in the shelter) would it be easily visible? <ol style="list-style-type: none"> 1. 6. What other areas of communications should we be addressing/planning for? 	<ul style="list-style-type: none"> • Ensure rec center staff is trained in how to help make calls to shelter hotline for people b/c many may not have phones. • Post signs in English/Spanish/other languages at rec center dors starting now with the changes. • 311 – fully trained! • Appropriate increases in shelter hotline staffing accounting for potential surge for singles. • Get the word out now to outreach, drop-in centers, libraries. Where are they telling people to go? Clear messaging. Simple flyers. • Be clear on roles in shelter pick ups and who is responsible for calling Hotline → resident or DPR? • Post flyers at rec centers to inform where people can go • Flyers at other/previous sites. All DPR sites. Multi-language. • Recommendations: <ul style="list-style-type: none"> ○ Flyers @ Rec Centers ○ Protocol for staff (DPR) so they don’t have to figure things out themselves • People walk up to Sherwood, Trinidad and Langdon. Do people walk up to Greenleaf from the conversations? Really sounds like it! • Have someone at DPR locations to handle infor sharing during peak times. • Engage with outreach workers so they are aware of changes. • Equip all community leaders with all necessary info: ANC and MOCRS, one pager to pass out, other neighborhood groups. • Yes! People do walk up to rec centers. Sign outside. Ask rec centers to track and see if people accept rides to other locations. • Struggles of does bus show up? Communicate between pickup and client. • Creaste more transparency with hotline and pickups. • Bus drivers get off bus and do outreach. Pair with someone who can

Discussion Prompts	Feedback (as written)
	get off the bus and walk to client.
Other Concerns	
<p>Related to the Winter Plan –</p> <ul style="list-style-type: none"> We focused the feedback stations on COVID and Shelter Capacity. Do you have other areas of concern? How can we address your most significant concerns? 	<ul style="list-style-type: none"> Transportation: <ul style="list-style-type: none"> Need clarity on bus pickups – scheduled and on demand. Example - if a hypothermia alert is activated and call Shelter Hotline are they expected pickup? Example – Will they transport to another shelter if needed or if one shelter is full? Staffing: <ul style="list-style-type: none"> Our teams are stretched thin! Financial Services could help people self resolve, especially working and our shelters.
<p>Beyond the Winter Plan –</p> <ul style="list-style-type: none"> What new developments since the last ICH Full Council meeting concern you the most? How can we address your most significant concerns? 	<ul style="list-style-type: none"> Shelter Conditions: <ul style="list-style-type: none"> People are concerned about cleanliness and there is not enough deep cleaning. Recommendation to start an incentive or way for clients to participate in cleaning their space. Hired cleaning crews are not living in the space, so not getting everything. It is much easier to find people if they are in shelter, so what can we do to get more people inside? Jobs/Employment: <ul style="list-style-type: none"> Gap in homelessness and employment. Should have a way to train people to be CNAs, etc. and partner with hospitals for job placements. Need opportunities to learn on the job. Affordability is still a barrier. Inclusionary Zoning (IZ) only goes so far Staff and security lack empathy. Need better training and sensitivity. Meals/Food Quality: <ul style="list-style-type: none"> Stuff is expired. Food handling concerns – i.e. have seen refrigerated items sitting out. Can we partner with grocery stores/restaurants for fresh/non-expired foods? ERAP is top of mind! <ul style="list-style-type: none"> Need to make sure dollars are available now! Portal failed. This had a huge impact on users who were already under stress!