

In compliance with Governor Newsom's Executive Order N-29-20, which suspended portions of the Brown Act, Governor Newsom's Executive Order N-33-20 (Stay At Home Order issued March 19, 2020), and the County of Los Angeles Public Health Officer's Reopening Safer at Work and in the Community for Control of COVID-19 Blueprint for a Safer Economy – Orange Tier Risk Reduction Measures (issued April 14, 2021), members of the Social Services Commission and staff will participate in this meeting via teleconference or other electronic means in our continuing effort to practice social distancing to reduce the spread of COVID-19.

PARTICIPATE BEFORE THE MEETING by emailing

SocialServicesCommission@TorranceCA.gov and write "Public Comment" in the subject line. In the body of the email include the item number and/or title of the item with your comments.

MEMBERS OF THE PUBLIC MAY VIEW AND PARTICIPATE IN THE MEETING via Zoom by using the following link or by calling in with the phone number listed below:

<https://bit.ly/2XLJDvq>

Phone number: 1-669 900 9128

Meeting ID: 940 9908 4932

Passcode: 467182

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the City Clerk's office at (310) 618-2780. Notification 48 hours prior to the meeting will enable the City to make reasonable arrangements to ensure accessibility to this meeting. [28CFR35.102-35.104 ADA Title II]

Direct questions or concerns to the Commission Liaison at (310) 618-XXXX or individual department head prior to submission to the Commission. Parties will be notified if the complaint will be included on a subsequent agenda.

**TORRANCE SOCIAL SERVICES COMMISSION
THURSDAY, APRIL 22, 2021
REGULAR MEETING
6:00 P.M.**

1. CALL MEETING TO ORDER

ROLL CALL: Commission members Bickford, Gow, Jones, Leys, Reynolds, Witt, Chair Scotto

2. FLAG SALUTE:

3. REPORT OF THE CITY CLERK ON THE POSTING OF THE AGENDA

The agenda was posted on the Public Notice Board at 3031 Torrance Bl. and on the City's Website on Thursday, April, 15, 2021/ Rebecca Poirier

**MOTION TO ACCEPT AND FILE REPORT ON THE POSTING OF THE AGENDA
MOTION TO WAIVE FURTHER READING OF RESOLUTIONS AND ORDINANCES
AFTER NUMBER & TITLE – See Council Rules of Order Section 2.11 (Resolution 2006-65)**

4. ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS

5. ORAL COMMUNICATIONS (Limited to a 30 minute period)

This portion of the meeting is reserved for public comment on items on the agenda or on topics of interest to the general public. Under the Ralph M. Brown Act, Commissioners cannot act on items raised during public comment but may respond briefly to statements made or questions posed; request clarification; or refer the item to staff. Speakers under this Public Comment period will have no longer than 3 minutes per speaker. Please do not use Bluetooth or speaker devices, mute the volume on your television or other electronic devices and speak clearly. Your phone call to the Commission meeting will be recorded as part of the meeting. By staying on the line and making public comment during the meeting, you are agreeing to have your phone call recorded.

6. CONSENT CALENDAR

Matters listed under the Consent Calendar are considered routine and will be enacted by one motion and one vote. There will be no separate discussion of these items. If discussion is desired, that item will be removed by a Commissioner from the Consent Calendar and considered separately.

6A. APPROVAL OF MINUTES: March 25, 2021

7. ADMINISTRATIVE MATTERS

7A. CONDUCT A HOMELESSNESS PLAN LISTENING SESSION WITH TORRANCE HOMEOWNER ASSOCIATIONS

7B. ACCEPT AND FILE PRESENTATION FROM STAFF ON OUTREACH WORKER OUTCOMES

7C. ACCEPT AND FILE PRESENTATION FROM STAFF ON THE 2021 VETERANS EVENT

8. PUBLIC HEARINGS: NONE

9. ADJOURNMENT

- 9A.** Adjournment of Social Services Commission Meeting to May 22, 2021, at 6:00 p.m. In compliance with Governor Newsom's Executive Order N-29-20, which suspended portions of the Brown Act, Governor Newsom's Executive Order N-33-20 (Stay At Home Order issued March 19, 2020), and the County of Los Angeles Public Health Officer's Reopening Safer at Work and in the Community for Control of COVID-19 Blueprint for a Safer Economy – Orange Tier Risk Reduction Measures (issued April 14, 2021), members of the Social Services Commission and staff will participate in this meeting via teleconference or other electronic means in our continuing effort to practice social distancing to reduce the spread of COVID-19.

March 25, 2021

**MINUTES OF A MEETING OF THE
TORRANCE SOCIAL SERVICES COMMISSION**

1. CALL TO ORDER

The Torrance Social Services Commission convened in a regular session at 6:00 p.m. on Thursday, March 25, 2021 via teleconference or other electronic means.

2. ROLL CALL

Present: Commissioners Gow, Jones, Leys, Reynolds, Witt and Chairperson Scotto

Absent: Commissioner Bickford

Also Present: Assistant to the City Manager Hoang and Management Associate Gent

MOTION: Commissioner Gow moved to approve the excused absence of Commissioner Bickford; motion was seconded by Commissioner Witt. The motion passed by a roll call vote. (Absent Commissioner Bickford)

3. FLAG SALUTE

The pledge of Allegiance was led by Commissioner Leys.

4. REPORT FROM STAFF ON POSTING OF AGENDA

Management Associate Gent stated that the agenda for the Social Services Commission was properly posted on March 18, 2021 on the Public Notice Board by the City Clerk's office and the City's website.

5. COMMISSION AND STAFF ANNOUNCEMENTS

Commissioner Gow announced that COVID-19 vaccines would be available on March 29, 2021 at the Ken Miller Recreational Center.

6. ORAL COMMUNICATIONS #1

None

7. APPROVE COMMISSION MINUTES: SEPTEMBER 24, 2020

MOTION: Commissioner Gow moved to approve the Commission minutes of September 24, 2020, with Commissioner Gow's clarification of his departure from the September 24, 2020 meeting; motion was seconded by Commissioner Witt. The motion passed by a roll call vote. (Absent Commissioner Bickford)

8. APPROVE COMMISSION MINUTES: FEBRUARY 25, 2021

MOTION: Commissioner Reynolds moved to approve the Commission minutes of February 25, 2021, as submitted; motion was seconded by Commissioner Witt. The motion passed by a roll call vote. (Absent Commissioner Bickford)

ITEM 6A

9. ACCEPT AND FILE PRESENTATION FROM THE TORRANCE POLICE DEPARTMENT

Management Associate Gent presented the report on the item.

Sergeant Maitlen presented information on the roles, the members and the issues of the Community Lead Officer Detail (CLO) within the Police Department and Community Affairs Division. Sergeant Maitlen detailed the process and the follow up services that the CLO used when they received a complaint about a homeless individual. He described the ways in which the CLOs interacted and cooperated with the Torrance Outreach Worker, Valerie Hernandez. He noted that the Torrance Mental Evaluation Team (TMET) was now under the Community Affairs Division and supervised by a CLO Sergeant. He explained that CLO and TMET worked together to find long-term solutions for those experiencing homelessness.

Officer Kissinger reviewed the makeup and duties of TMET and noted that the team contained a clinical psychologist from the Los Angeles County Department of Mental Health. He added that TMET provided training for patrol officers and was available 24 hours a day by phone for consultations. He discussed patterns and conditions in those experiencing homelessness and the strengths of TMET. He noted that TMET hoped to expand their coverage hours and days and have multiple clinicians.

MOTION: Commissioner Gow moved to accept and file presentation from the Torrance Police; Department; motion was seconded by Commissioner Leys. The motion passed by a roll call vote. (Absent Commissioner Bickford)

10. ACCEPT AND FILE PRESENTATION ON THE PEOPLE ASSISTING THE HOMELESS (PATH) LEASEUP PROGRAM

Carley Berkowitz, Community Event Specialist from People Assisting the Homeless (PATH) LeaseUp Program explained the mission of PATH and reported that the LeaseUp Program united property owners and managers with people who were experiencing homelessness, had a housing subsidy and were working with a case manager/service provider. She noted that LeaseUp had been created to provide financial support to property managers and owners, as they were an excellent source of existing housing to offer to the unhoused. She stated that LeaseUp Program was funded from Measure H funding and some private funding and noted that the Program had housed over 1400 people experiencing homelessness since 2018. She explained that the PATH and Los Angeles Homeless Services Authority (LAHSA) had a goal of adding 500 units a month to the LeaseUp website.

Ms. Berkowitz noted that some of the benefits of the Program for the property owners were: reliable monthly rent from housing subsidies, holding fees, a protection plan against damage, vacancy loss funds, a 24-hour help line and the assistance of a housing specialist. She explained how the public could promote the LeaseUp Program using tool kits provided by the Program or direct support from LeaseUp personnel.

MOTION: Commissioner Witt moved to accept and file the presentation on the People Assisting the Homeless (PATH) LeaseUp program; motion was seconded by Commissioner Gow. The motion passed by a roll call vote. (Absent Commissioner Bickford)

11. ACCEPT AND FILE PRESENTATION FROM STAFF ON OUTREACH WORKER

Management Associate Gent presented the report for the item and reviewed and explained the metrics of the Outreach Workers Outcomes report: including the number of

interactions with duplicated and unduplicated clients, the vulnerability of the clients, the types of documentation a client might need in order to be able to obtain housing and the number of program placements made.

MOTION: Commissioner Reynolds moved to accept and file presentation from staff on Outreach Worker; motion was seconded by Commissioner Gow. The motion passed by a roll call vote. (Absent Commissioner Bickford)

12. ACCEPT AND FILE UPDATE FROM STAFF ON THE STATUS OF THE CITY-WIDE TOILETRY DRIVE

Management Associate Gent presented the report for the item and summarized the drive activities to date. She noted that the second drive through event would take place on March 27.

Staff the Drive through March 27:

- Commissioners Gow, Jones, Reynolds and Chairperson Scotto

Volunteers to sort Donations on April 2:

- Commissioners Gow, Reynolds and Chairperson Scotto

MOTION: Commissioner Gow moved to accept and file update from staff on status of the City-wide toiletry drive; motion was seconded by Commissioner Witt. The motion passed by a roll call vote. (Absent Commissioner Bickford)

13. ADJOURNMENT

At 7:48 p.m., Commissioner Gow moved to adjourn the meeting to the regular meeting on Thursday, April 22, 2021 at 6:00 p.m. via teleconference or other electronic means. The motion was seconded by Commissioner Witt and a roll call vote reflected unanimous approval. (Absent Commissioner Bickford)

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Honorable Members of the Social Services Commission
City Hall
Torrance, California

Members of the Commission:

SUBJECT: Conduct a Homelessness Plan Listening Session with Torrance Homeowner Associations

RECOMMENDATION

Recommendation of staff that the Social Services Commission conduct a homeless plan listening session with Torrance Homeowner Associations.

BACKGROUND AND ANALYSIS

Torrance City Council and the Social Services commission held two joint meetings in October 2019. City Council directed staff to formalize a Homeless Task Force to focus on a coordinated response to addressing homelessness. City Council also directed staff to move forward to formalize a homeless plan. In doing so, City Council wanted to ensure that the community was involved, and as such, community engagement and input is being solicited by way of listening sessions.

Three listening sessions were planned for the general public to give their input. The first listening session was held during an in-person meeting of the Social Services Commission on February 27, 2020. With LA County's Safer-at-Home Orders, the following two listening sessions were held during the Commission's virtual meetings on September 24, 2020 and October 22, 2020.

As staff previously indicated, listening session are also being held with specific groups, including nonprofit organizations providing services in Torrance, homeowner associations representing Torrance neighborhoods, and Torrance faith-based organizations.

Representatives from sixteen Torrance homeowner associations have been invited to participate in this evening's listening session. Representatives from the associations have been asked to address three areas on behalf of the neighborhoods they represent:

1. What does homelessness look like in Torrance? What are your concerns about homelessness in Torrance?
2. What is your understanding of what the City can do to address homelessness?
3. What are some ways in which the Torrance community can help with homelessness?

Similar to the three listening sessions to gather input from the general public, speakers tonight will have up to three minutes to respond per question. Results of tonight's listening session will be combined with the past listening session, and future listening sessions, in developing a homeless plan, which will be presented to City Council for approval.

The Commission's specific role in this session is to simply listen to the input of the representatives from the participating homeowner associations.

As an ongoing reminder, the City continues to host a survey on the City website for anyone who wishes to provide input. The survey can be found at www.TorranceCA.gov/HomelessPlan.

Respectfully submitted,



Zulma Gent
Staff to the Commission



Viet Hoang
Staff to the Commission

Honorable Members of the Social Services Commission
City Hall
Torrance, California

Members of the Commission:

SUBJECT: Accept and File Presentation from Staff on Outreach Worker Outcomes

RECOMMENDATION

Recommendation of staff that the Social Services Commission accept and file a presentation from staff on the outcomes established to measure the impact of the City's Outreach efforts related to homelessness.

BACKGROUND/ANALYSIS

At the March 25th Social Services Commission meeting, your Honorable Body heard a briefing on the metrics of the Outreach Workers outcome report, which included the numbers for Ms. Hernandez first month of outreach in the City of Torrance. Since the last Commission meeting, key metrics have been updated by the City to measure the effectiveness of the Outreach program (Attached).

This report is updated monthly and will be shared with City Council and the Social Services Commission on a quarterly basis.

Valerie, will also share a success story with your Honorable body.

Staff respectfully recommends that your honorable body accept and file this presentation.

Respectfully submitted,



Zulma Gent
Staff Liaison to the Commission



Viet Hoang
Staff Liaison to the Commission

Attachment: Outreach Metrics – Harbor Interfaith Services and the City of Torrance

City of Torrance Outreach Outcomes

February - December, 2021

DRAFT

Assessments, Interactions	FEB MAR APR MAY JUN JUL AUG SEP OCT NOV DEC												<u>Clients Served</u>		<u>Progress to Date</u>		
													To Date	Goal	Progress		
Light Touch Outreach Interactions: Contacts in the field between Outreach & Housing Navigator and Clients																	
Number of Unduplicated Clients	7	6														13	
Number of Interactions with Unduplicated Clients	13	18														31	
Priority Clients Case Managed: Ongoing engagement centered around a housing plan																	
1 - 4 (Priority Score 1)																0	
5 - 7 (Priority Score 2)	1	2														3	
8 - 11 (Priority Score 3)	2	1														3	
12 - 17 (Priority Score 4)																0	
Totals:	3	3	0	0	0	0	0	0	0	0	0	0	0	0			

Document Ready	FEB MAR APR MAY JUN JUL AUG SEP OCT NOV DEC												<u>Progress to Date</u>				
													Goal	Progress			
Documentation / Benefits Enrollment: Clients who have all documents and are enrolled in eligible DPSS programs																	
Documentation Ready	5	3	0	0	0	0	0	0	0	0	0	0	0	0		8	
DPSS Enrolled	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	

Program Placements	FEB MAR APR MAY JUN JUL AUG SEP OCT NOV DEC												<u>Progress to Date</u>				
													Goal	Progress			
Interim (Transitional) Housing Referrals Made	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	
Interim (Transitional) Housing Referrals Attained	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	
Stable (Permanent) Housing Referrals	2	0	0	0	0	0	0	0	0	0	0	0	0	0		2	
Stable (Permanent) Housing Placements	2	0	0	0	0	0	0	0	0	0	0	0	0	0		2	
Veteran Housing Referrals Made	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	
Veteran Housing Referrals Attained	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	
Safe Parking Referrals Made	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	
Safe Parking Referrals Attained	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	
Mental Health & Substance Treatment Program Referrals Made	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	
Mental Health & Substance Treatment Program Referrals Attained	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	
Food and Meal Referral Made	1	1	0	0	0	0	0	0	0	0	0	0	0	0		2	
Medical (Non Mental Health) Referral Made	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	

Honorable Members of the Social Services Commission
City Hall
Torrance, California

Members of the Commission:

**SUBJECT: ACCEPT AND FILE PRESENTATION FROM STAFF ON THE 2021
VETERANS EVENT**

RECOMMENDATION

Accept and file presentation from staff on the 2021 Veterans Event.

BACKGROUND AND ANALYSIS

At the February 25, 2021 Social Services Commission meeting, the Commission requested that staff research and report back to the commission on the following options:

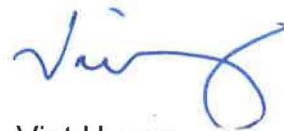
1. Other cities 2020 Veterans recognition event for ideas.
2. Have service provider contact information available participants.
3. Virtual luncheon program format with inserts from service providers.
4. Locations where veterans can receive an honorary meal from local businesses.
5. Having Commission members volunteer to complete tasks related to research and planning an event.
6. Highlight messages from veterans.
7. Present video messages from local veterans throughout the week and on the actual Veterans Day.

Tonight, Jill Reed, Staff Assistant in the City Manager's Office, will provide an update of staff's findings in the above areas.

Respectfully submitted,



Zulma Gent
Staff to the Commission



Viet Hoang
Staff to the Commission