

**CITY OF ANAHEIM**  
**HOMELESS POLICY WORKING GROUP**

**MINUTES**  
**August 25, 2017**

Agenda Posting: A complete copy of the Homeless Policy Working Group Agenda was posted on Tuesday, August 22, 2017 at 8:30 a.m. at Anaheim City Hall and at the Anaheim West Tower.

I. CALL TO ORDER

The meeting was called to order at 8:30 a.m. on Friday, August 25, 2017 at the Gordon Hoyt Conference Room, Anaheim West Tower, 201 S. Anaheim Blvd., Anaheim, California.

1. Natalie Wieckert, County of Orange
2. Mike Robbins, People's Taskforce
3. Eve Garrow, ACLU
4. Linda Lehnkering, Poverty Taskforce
5. Captain Eric Carter, City of Anaheim
6. Matt Bates, CityNet
7. Mayor Pro Tem James Vanderbilt, City of Anaheim
8. Council Member Jose Moreno, City of Anaheim
9. Council Member Denise Barnes, City of Anaheim
10. Jesse Ben-Ron, State Assembly
11. Norma Campos Kurtz, State Assembly
12. Calvin Sung, State Senate
13. Jay Burress, Visit Anaheim
14. Esther Wallace, West Anaheim Development Council

The following staff members were present:

Kristine Ridge, Assistant City Manager  
Sal Figueroa, Council Aide to Council Member Moreno

II. PUBLIC COMMENT

Public comments were open for two minutes.

David Gillanders from Pathways of Hope spoke of his excitement for this Working Group and the opportunity to work with various stakeholders addressing homelessness.

Kevin McCarthy suggested that the City come up with one entity for residents to call about homeless issues because he says that he has made many calls and the majority of his messages have not been returned. McCarthy mentioned an area full of trash by where he lives and was told that someone would follow up with him.

Wes Jones mentioned he attended the Commission to End Homelessness meeting on August 23. Jones referred to a speech that Matt Bates made on Housing First. Jones then discussed how County Board of Supervisor Do said that if Housing First is used for someone who is not ready for housing then that it will fail. Jones said that Supervisor Do also recommended the use of law enforcement on the Riverbed. Jones then stated how he does not see how the City can support its place on the Commission with Supervisor Do as the Head.

Tim Houchen reflected on what Jones had just discussed. Houchen then conveyed the message that more pressure be put on the County.

Janet Saldivar stated that homelessness is an issue by her home. Her trashcans have been stolen, her children have been harassed, and her car has been broken into. Saldivar then stated that the City and County are not doing much to address homeless issues.

Peggy Kruse stated that she believes people are being too compassionate to those who are homeless. Kruse said that she used to be homeless in the 80's and that she has attempted to help those in her neighborhood who are homeless. Kruse said that when she has offered people jobs they have told her that they do not want to work. Kruse recommended that there be consequences.

Chair Moreno announced that later in the meeting options for different meeting times will be discussed.

Chair Moreno thanked the speakers and moved to the next item on the agenda.

### III. APPROVAL OF MINUTES

Chair Moreno asked for a Motion to approve the minutes from the July 27, 2017 Homeless Policy Working Group meeting.

Council Member Barnes offered a Motion to approve the minutes and Jay Burress seconded the motion. There being no questions or comments by the working group, the minutes were approved unanimously as presented.

### IV. APPROVAL OF PURPOSE STATEMENT AND OBJECTIVES

Chair Moreno affirmed that they made minor edits to the Statement of Objectives. Chair Moreno then asked if there were any suggestions or questions about the Purpose and Objectives Statement.

Chair Moreno asked for a Motion to approve.

Council Member Barnes offered a motioned to approve the Purpose and Objectives Statement as presented and Esther Wallace seconded the motion. The motion passed unanimously.

Chair Moreno moved to the next agenda item.

V. HOMELESS SERVICE PROVIDERS PANEL DISCUSSION

Chair Moreno summarized the goal of the Working Group and how the first meetings have been dedicated to research and understanding from those who are in the condition of homelessness, from those who are serving homelessness, and the county, city, and state individuals who are engaging in work on behalf of the residents.

Chair Moreno introduced the service providers who are present to discuss their perspectives on homelessness from a policy standpoint.

Nathan Zug, Love Anaheim  
Gigi Zaganeh, CityNet  
Patti Long, Mercy House  
Paul Cho, Illumination Foundation

Chair Moreno thanked the panelists for coming to the meeting and for their work with the homeless. Chair Moreno then asked the panelists to introduce themselves and provide recommendations for the Working Group to take into account.

Nathan Zug stated that he wears many hats as a pastor, school board member, and active citizen. Zug stated that he works with a group that came together to start Love Anaheim, which aggregates volunteers to do service projects that need to be done with resources that can be provided through the community and also fosters leadership. Zug stated they have completed many projects to address homelessness. Zug stated that as a member of a church organization he sees that many people come to churches or faith based organizations for help. Zug then stated that what inhibits his work is disruption of normal function. Zug gave the example of a family going to a park on a normal basis, but after a course of events in the last year, there are things that will inhibit their use of the park. These things could be such things as the use of bathrooms because others are using them; this might be okay for a day or two, but not okay for weeks or months. This leads to frustrations and people making calls to the City to address these issues. Zug praised the progress that has been made in the continuum of care and his biggest encouragement is to continue to work together and play into people's strengths, with a coordinated effort to fill gaps that need to be filled.

Patti Long described the different strategies used to address homelessness such as focusing on housing strategies. Long stated that Mercy House owns and operates permanent housing projects and it operates HUD funded permanent supportive housing. Long mentioned Mercy House's work with rapid rehousing programs, rental assistance programs, shelter plus care vouchers, prevention, emergency shelters, family care centers, and outreach diversion. Long stated that collaboration is key and the more that providers come together to work with strategies that have been effective is key to success. Long stated that it is simplistic to say that people don't want housing because they reject an offer for help as each individual is in a different place in their life, with many having mental health issues or problems with addiction, therefore she recommended that these factors need to be considered when policies are put into place.

Paul Cho stated that when he cofounded the Illumination Foundation he had many preconceived notions about those who are homeless, but he did not have any preconceived notions about how to address homelessness. Cho mentioned how the Illumination Foundation has worked with the City on the Homeless Assistance Pilot Program to address children who are homeless, which he believes, was very innovative. Cho stated that when people think of addressing homelessness they usually think of housing, which he states is essentially true. Cho then stated that when you look at housing, it is just a transaction as are many other things that are given to those who are homeless. Cho recommended that the focus be on turning all of the transactions into a relationship with the homeless. Cho posed the question, when you give housing to someone who is homeless, are they no longer homeless. Cho stated that housing is just the first step, and relationships and community are as important to sustain the individual.

Gigi Zaganeh discussed how CityNet has been in charge of facilitating the Anaheim Homeless Collaborative. Zaganeh also mentioned her role in working for the outreach of a shelter that helped women who were homeless. Zaganeh mentioned that as part of the Collaborative, she and her coworkers go out every week in partnership with other organizations in the collaborative and offer services to people. Zaganeh stated that when she meets someone it takes about 8-10 times before he or she becomes receptive to help. Zaganeh stated that CityNet's goal is not just housing, but also linking people to supportive services. What has affected her the most is the coordinated entry system policies and housing authority policies in place because it has been difficult to link people to permanent supportive housing, but improvements have been made to help more people. Zaganeh also highlighted the many factors that deter people from being able to access housing, such as an eviction on their record, or a past crime.

Esther Wallace asked how many of the panelists work outside of the City, or throughout the County.

Zaganeh mentioned that they work with other cities.

Cho stated that they work in various counties.

Matt Bates discussed the frustrations felt by residents who are affected by homelessness, and asked the panel how they would recommend taking into account their concerns while taking into account those who are homeless.

Cho discussed how many of these places are not meant for human habitation and that those who are currently living at those places need to be directed towards places where they can live. Cho then stated that when people are put into appropriate housing it would then address the issues of residents who are not homeless.

Chair Moreno asked what about those who will not move from their spots until they are ready and how to handle that.

Long stated that a crime is a crime and that needs to be addressed appropriately, but in regards to the issue of sleeping outside, that should not be a crime; those who are sleeping outside are also victims of crime and that needs to be remembered and understood.

Zaganeh stated that she has heard from many people who are uncomfortable with taking their kids to the park and she said that when she has talked to these residents she feels confident in telling them that the City is doing a lot to address their concerns. Zaganeh then said that in terms of policy, she recommends to look at what has worked and what hasn't worked, in terms of programs and models. Zaganeh then stated that she understands how it is hard for all residents who are being affected.

Eve Garrow stated she wants to challenge the notion that people want to live outside because they have chosen to do so. Garrow then discussed the long wait list that many face to attain housing because of the lack of efficient supply of housing. Garrow then asked if the permanent supportive housing providers could speak to this and if they can explain what people are up against when they are applying for housing.

Long said that she agreed with Garrow and that it is a huge mistake to think that there are many people turning down housing opportunities, because that is not the case. Long reiterated that there are limited housing supply units. Long then stated that data shows that when people are offered the right type of housing it is effective.

Cho stated that when a homeless individual is approached about housing, they will most often say no and that is because of many previous false promises.

Council Member Vanderbilt asked is the messaging for caseworkers changing to take into account the lack of housing and the need for constant contact to create trust.

Zaganeh answered yes and discussed how there is not a one size fits all to cater to everyone's needs.

Mike Robbins discussed force movement policies where people are forced to move without being offered services and asked if the panelists have anything to say about it.

Zaganeh answered she has seen many situations where people are forced to move and if a service provider is involved somehow then they try to get the person services before they are moved.

Cho said that some events in the Riverbed and how agencies have reacted, such as when Public Works came without pre-notice to close off a piece of the Riverbed is an example of when a situation was mishandled. Cho recommended that people be given notice and options. Cho also recommended that there be better communication for those involved with the flood channel.

Chair Moreno followed up by asking what the consequence for moving people from their location is.

Zaganeh said that in terms of service they pick up the work from where they left off.

Chair Moreno clarified his question by asking where they go.

Cho referred to a UCI study that demonstrated that most of those who are homeless in the City are longtime Orange County residents and just because an area is shut down does not mean they are going to leave the County; they will instead move to another location nearby.

Long stated that these are our citizens and they belong here.

Esther Wallace asked how many cities in Orange County have a waitlist and do the homeless signed up on these waitlists. Wallace also asked why they are coming to Anaheim.

Zaganeh stated there are different types of waiting lists; for housing authorities there is Anaheim, Santa Ana, Garden Grove, and the Orange County Housing Authority. There is also the Coordinated Entry Service one that is county wide; there are also waitlists for senior housing, veteran housing, or project based voucher apartments, which can make the idea of waitlists confusing.

Cho affirmed that the Section 8 waitlist is extremely long and therefore more housing is needed. Cho also acknowledged that building housing is very expensive and therefore recommended the need to be creative.

Calvin Sun asked if there is a specific type of person that is often not addressed among the homeless.

Zaganeh said that in terms of shelter programs there is a limited amount for single males, she then gave credit to the Illumination foundation for creating micro-communities. Zaganeh said that for behavioral health there are very limited residential facilities.

Cho said that the micro-community concept was done in an effort to create units that are more inexpensive and it allows a community environment to form.

Chair Moreno asked, how welcoming neighborhoods in the City would be to having a micro-community in their neighborhood.

Cho said that the one in Anaheim is by Nathan Zug's church and the church individuals thought it was a great idea.

Chair Moreno clarified the question by asking if people would want to have these micro-communities near them or against them.

Zug answered by saying that an importance needs to be placed on creating relationships and by assuring people of what they might have uncertainties about.

Cho said that eight of these micro-communities are around the County and they have not had any problems. Cho then said you cannot just drop people off at a home and say goodbye, but relationships need to continue to form.

Long stated that good communication and management will be key.

Chair Moreno asked about enforcement and to what extent the panelists believe the current situation has occurred because of a lack of enforcement.

Zaganeh said that she did a recent survey of the flood control channel where it was asked why people chose to go there. Zaganeh said that many said that there was less law enforcement there, which makes them feel more comfortable.

Zug restated the concept of disruption of normal function.

Chair Moreno thanked Zug for bringing up the framework of disruption of normal function and then directed the question of enforcement to Patti Long.

Long answered it might be a piece but it is not what has created the problem. Long then said that providers need to take into account what might affect the neighborhood negatively. Long referred to Bridges at Kraemer Place and how there has only been one complaint and that was handled immediately. Long then stated that service providers need to take neighborhood complaints seriously so that the next project will have a potentially easier time being passed.

Chair Moreno thanked the panelists.

Chair Moreno stated that due to lack of time, item number seven would be rescheduled for the next meeting.

Chair Moreno moved to the next item on the agenda.

#### VI. SCHEDULING OF EVENING MEETINGS

Chair Moreno discussed the three dates that he provided: Tuesday, September 5, 6-8pm; Wednesday, September 13, 6-8pm; and, Thursday, September 21, 6-8pm.

Chair Moreno asked if there were any conflicts from any members. September 5 and September 21 did not have any conflicts, but a third date will need to be found. Chair Moreno stated the goal is to have a meeting in the west, in the central, and in the east part of the City.

Chair Moreno moved to the next agenda item.

VII. END HOMELESSNESS THE ANAHEIM WAY PRESENTATION

This item was continued to the September 8 Homeless Policy Working Group meeting due to time constraints.

VIII. WORKING GROUP MEMBER COMMUNICATIONS

Natalie Wieckert discussed the handouts of information she provided to the group. The handouts explain in detail what the County has been doing in the last year in regards to homeless efforts, as well as information on the most recent budget. Wieckert stated that this information is in response to Council Member Barnes' request from the last meeting on what the County is doing for homelessness.

Chair Moreno thanked Wieckert.

IX. ADJOURNMENT

There being no further business, the meeting adjourned at 10:12 a.m. to Tuesday, September 5, at 6 p.m. with location TBD.