

Social Services Commission Meeting Agenda Announcement

On March 12, 2020, Governor Newsom issued Executive Order No. N-25-20, which allows Brown Act Body members to attend meetings telephonically. Please be advised that some, or all, Whittier Social Services Commissioners may attend this meeting telephonically.

Consistent with mandates of Executive Order No. N-29-20, a physical location from which members of the public may observe the meeting or offer public comment will not be made available. City Hall will not be open to the public for this meeting; however public comments can be submitted below as instructed.

To submit Public Comments/Questions:

- Email: gonzalezr@cityofwhittier.org
- Voicemail: (562) 567-9400

To view live meetings remotely:

- Video and audio: <https://us06web.zoom.us/j/96391049442>
- Audio only: Dial (669) 900-9128 (Meeting ID: 963 9104 9442)

Please submit email comments by 5:30 p.m. on the date of the meeting to ensure Social Service Commissioners receive and have time to review them. All emails received by 5:30 p.m. are forwarded to the Commission. Emails received after 5:30 p.m. but before the conclusion of public comments will be entered into the record.

Americans with Disabilities Act

Disability-related services are available to enable persons with a disability to participate in this meeting, consistent with the Federal Americans with Disabilities Act of 1990. Spanish interpreters are also available. For information or to request services, please contact the Parks, Recreation and Community Services Department at least 24 hours in advance of the meeting at (562) 567-9400.

**AGENDA
CITY OF WHITTIER
SOCIAL SERVICES COMMISSION
COUNCIL CHAMBER, 13230 PENN STREET
SEPTEMBER 7, 2021, 6:30 PM**

1. CALL TO ORDER

2. ROLL CALL

Commissioner Marisol Enriquez-Santos
Commissioner Jose Luevano
Commissioner Kathleen McDonnell
Vice Chair Loletta Barrett
Chair Carlos Illingworth

3. PLEDGE OF ALLEGIANCE

4. PUBLIC COMMENTS

The public is invited to address the Social Services Commission regarding any item of business, or any matter within the body's subject matter jurisdiction. Consistent with Executive Order No. N-29-20 public comments can be made via:

- Email: gonzalezr@cityofwhittier.org
- Voicemail: (562) 567-9400

Please submit email and voicemail public comments by 5:30 p.m. on the date of the meeting to ensure Commissioners receive and have time to review them. All emails and voicemails received by 5:30 p.m. are forwarded to the Commission. Emails and voicemails received after 5:30 p.m. but before the conclusion of public comments will be entered into the record.

Pursuant to State law, the Commission cannot take action or express a consensus of approval or disapproval on any communications which do not appear on the printed agenda.

5. STAFF REPORTS

5.A. APPROVAL OF MINUTES

Recommendation: Approve the Minutes of the Regular Meeting of July 6, 2021.

5.B. INFORMATION AND REFERRAL REPORT

Recommendation: Receive and file the Information and Referral Report for the period of June and July 2021.

5.C. UPDATE ON CITY OF WHITTIER HOMELESS PLAN

Recommendation: Receive and file the update on City of Whittier Homeless Plan.

6. SECRETARY COMMENTS

7. COMMISSION MEMBER COMMENTS/CONFERENCE REPORTS

8. ADJOURNMENT

Disability-related services are available to enable persons with a disability to participate in this meeting, consistent with the Federal Americans with Disabilities Act of 1990. Spanish interpreters are also available. For information or to request services, please contact the Parks, Recreation and Community Services Department at least 24 hours in advance of the meeting at (562) 567-9400.

The agenda packet is available three days before the meeting in the Parks, Recreation and Community Services Department at City Hall (13230 Penn Street), Whittier Central Library (7344 Washington Avenue) and the East Whittier Branch Library (10537 Santa Gertrudes Avenue). Additionally, the agenda packet can be viewed on the City's website. Materials distributed to the Commission within 72 hours of the Social Services Commission meeting are available for public inspection in the Parks, Recreation and Community Services Department Office.

Los servicios relacionados con la discapacidad están disponibles para permitir que las personas con discapacidad participen en esta reunión, de conformidad con la Ley Federal de Estadounidenses con Discapacidades de 1990. También hay intérpretes en español disponibles. Para obtener información o para solicitar servicios, comuníquese con el Departamento de recreación y Parques al Servicio a la Comunidad de la reunión al (562) 567-9400.

El paquete de la agenda está disponible tres días antes de la reunión el Departamento Parques Recreación y Servicio a la Comunidad en el Ayuntamiento (13230 Penn Street), Whittier Central Library (7344 Washington Avenue) y Biblioteca sucursal del este de Whittier (10537 Santa Gertrudes Avenue). Además, el paquete de la agenda se puede ver en el sitio web de la Ciudad. Los materiales distribuidos al Concejo Municipal dentro de las 72 horas de la reunión del Comisión de Servicios Sociales están disponibles para inspección pública en el Departamento de Recreación y Parques al Servicio a la Comunidad.

I hereby certify under penalty of perjury, under the laws of the State of California that the foregoing agenda was posted in accordance with the applicable legal requirements. Regular and Adjourned Regular meeting agendas may be amended up to 72 hours in advance of the meeting. Dated this 2 day of September 2021.

/s/ Roxanne Gonzalez

Roxanne Gonzalez, Administrative Secretary



Agenda Report

Social Services Commission

Date: September 7, 2021

To: Social Services Commission

From: Virginia Santana, Director of Parks, Recreation and Community Services

Subject: Approval of Minutes

RECOMMENDATION

Approve the Minutes of the Regular Meeting of July 6, 2021.

BACKGROUND

None.

DISCUSSION

Staff prepared draft minutes and hereby submits the Minutes for Commission approval.

FISCAL IMPACT

There is no fiscal impact associated with this report.

STRATEGIC PLANNING GOAL

Goal 4: Transparent & Open Government

ATTACHMENTS

- A. Minutes of the Regular Meeting of July 6, 2021

**MINUTES
CITY OF WHITTIER
SOCIAL SERVICES COMMISSION
REGULAR MEETING
CITY COUNCIL CHAMBER, 13230 PENN STREET
July 6, 2021 – 6:30 P.M.**

1. CALL TO ORDER:

Vice-Chair Barrett, consistent with Executive Order No. N-25-20, called the regular meeting of the Social Services Commission to order at 6:32 p.m. via telephone conference on July 6, 2021.

2. ROLL CALL

PRESENT: Kathleen McDonnell, Commissioner
Marisol Enriquez-Santos, Commissioner
Loletta Barrett, Vice-Chair

ABSENT: Jose Luevano, Commissioner
Carlos Illingworth, Chair

STAFF PRESENT:

Virginia Santana, Director of Parks, Recreation and Community Services
Julissa Romero, Office Specialist II

3. PLEDGE OF ALLEGIANCE

Commissioner McDonnell led the Pledge of Allegiance.

4. PUBLIC COMMENTS

Office Specialist II Romero reported no public comments were received.

5. STAFF REPORTS

5.A. Approval of Minutes

Commissioner McDonnell pointed out an inaccuracy in the Minutes of the June 1 regular meeting. On Page 3, under item 5A, Commissioner McDonnell was mistitled as Vice-Chair McDonnell.

It was moved by Commissioner Enriquez-Santos, seconded by Commissioner McDonnell, and carried 3-0 by roll call vote, to approve with corrections the Minutes of the June 1, 2021, Regular Meeting.

5.B. Information and Referral Report

Secretary Santana presented the Information and Referral report for the month of May 2021.

Commissioner McDonnell asked for clarification regarding an acronym of an organization, and Secretary Santana explained the organization and whom they can service.

Vice-Chair Barrett mentioned that she appreciates the staff effort for the new format, but she preferred the previous form as it provided her with the numbers to view trends in services needed. Secretary Santana mentioned that Staff will work on a new revised format option to provide Commissioners with the requested information.

It was moved by Commissioner McDonnell, seconded by Commissioner Enriquez-Santos, and carried 3-0 by roll call vote, to receive and file the May I&R Report.

5.C. Update on City of Whittier Homeless Plan Implementation

Secretary Santana presented the Whittier Homeless Plan Implementation report and updates on Measure H funds and the City's agreement with the County.

Vice-Chair Barrett inquired about information regarding a ribbon-cutting event for the navigation center. Secretary Santana confirmed that invitations would be sent out to the Commissioners as soon as the information is available.

Vice-Chair Barrett mentioned feedback she has received from the community regarding securing housing.

In response to Commissioner McDonnell's question about the caseload for social workers at the Temporary Emergency shelter, Secretary Virginia stated she would get that information for the Commissioners.

It was moved by Commissioner McDonnell, seconded by Chair Enriquez-Santos, and carried 3-0 by roll call vote, to receive and file the update on the City of Whittier Homeless Plan implementation.

5.B. 2020 Whittier Volunteer Recognition Program

Secretary Santana provided an update on preparations and plans for the Volunteer Recognition Ceremony on August 10 at 5 p.m. She asked if the Commissioners would like to present an award to specific recipients. Commissioner McDonnell stated that she would like to present the award to Sandra Hahn and Gil Rodriguez. Vice-Chair Barrett and Commissioner Enriquez-Santos stated that they have no preference.

It was moved by Commissioner Enriquez-Santos, seconded by Commissioner McDonnell, and carried 3-0 by roll call vote, to receive and file the 2020 Whittier Volunteer Recognition Program update.

6. SECRETARY'S COMMENTS

Secretary Santana updated Commissioners on the 4th of July event and provided information on the Concerts in the Park series that takes place Friday nights at York Field.

Secretary Santana informed the Commission on plans to collaborate with organizations like the Boys and Girls Club and The Hispanic Organization Outreach Taskforce for after-school programming and backpack giveaways.

In response to Vice-Chair Barrett's suggestion for Staff to reach out to the community and local churches to participate in the backpack donation Secretary Santana said she would review the idea and provide an update to the Commissioners.

7. COMMISSIONERS' COMMENTS

In response to Vice-Chair Barrett's question regarding the scholarship event and cooling centers run by the city, Secretary Santana said there would be a "Presenting of the Check" event for the scholarship winners on July 27, at 5 p.m. and explained the cooling centers are located at Parnell, Palm, and Whittier Community Center.

8. ADJOURNMENT

The meeting was adjourned at 7:18 p.m.

Approved and adopted by the Social Services Commission on _____.

Virginia Santana, Secretary



Agenda Report

Social Services Commission

Date: September 7, 2021

To: Social Services Commission

From: Virginia Santana, Director of Parks, Recreation and Community Services

Subject: Information and Referral Report

RECOMMENDATION

Receive and file the Information and Referral Report for the period of June and July 2021.

BACKGROUND

None.

DISCUSSION

Staff prepared the Information and Referral report and hereby submits the report for Commission's review. The report will provide a summary of the calls for service, the information presented, and a summary of any local events or trainings offered to residents (Attachment A). The report will also include an annual summary for 2021 by month (Attachment B).

FISCAL IMPACT

There is no fiscal impact associated with this report.

STRATEGIC PLANNING GOAL

Goal 4: Transparent & Open Government

ATTACHMENTS

- A. I & R Report, June, and July 2021
- B. Annual I&R Summary 2021

I & R Report
June 2021

The month of June we received our regular calls regarding City and County Service, Senior Transportation, and Senior Benefits and legal aid. The month of June brought in a total of 88 calls for service.

Senior Transportation (42.05% of calls):

- Individual's health insurance plan
- Dial-A-Ride (City and County)
- ACCESS

Legal Aid (3.41% of calls):

- LAFLA
- Christian legal

Sr. Benefits (19.32% of calls):

- SASSFA
- SCRS-LACDPH
- Whittier meals on wheels

Utilities (7.95% of calls):

- LIHEAP
- Edison
- Gas company

Housing (5.68% of calls):

- LACDA
- HUD.org
- TSA Housing

City/ County Services (21.59% of calls):

- DPSS
- SASSFA
- PAWS/ LA

I & R Report
July 2021

The month of July, half of our calls were directed to Transit, we received our regular calls regarding City and County Service, and Senior Benefits and Utilities, housing and other county services. The month of July brought in a total of 48 calls for service.

Senior Transportation (50.00% of calls):

- Individual's health insurance plan
- Dial-A-Ride (City and County)
- ACCESS

Sr. Benefits (10.42% of calls):

- SASSFA
- SCRS-LACDPH
- Whittier meals on wheels

Utilities (20.83% of calls):

- LIHEAP
- Edison
- Gas company

Housing (16.67% of calls):

- LACDA
- HUD.org
- TSA Housing

City/ County Services (2.08% of calls):

- DPSS
- SASSFA
- PAWS/ LA

2021, Calls for Service SUMMARY

Date	Taxes	Transit	Legal	COVID	Benefits	Utilities	Housing	City/County Services	Disability Services	Veteran's Services	TOTAL
January	64	8	1	5	5	0	2	1	0	0	86
February	101	6	0	49	7	0	3	0	0	0	166
March	57	19	0	62	1	0	0	5	0	0	144
April	18	8	7	123	13	8	4	2	0	0	183
May	0	15	10	1	8	5	5	11	0	0	55
June	0	37	3	0	17	7	5	19	0	0	88
July	0	24	0	0	5	10	8	1	0	0	48
August											0
September											0
October											0
November											0
December											0
TOTAL	240	117	21	240	56	30	27	39	0	0	770
	31.17%	15.19%	2.73%	31.17%	7.27%	3.90%	3.51%	5.06%	0.00%	0.00%	100.00%



Agenda Report

Social Services Commission

Date: September 7, 2021

To: Social Services Commission

From: Virginia Santana, Director of Parks, Recreation and Community Services

Subject: Update on City of Whittier Homeless Plan

RECOMMENDATION

Receive and file the update on City of Whittier Homeless Plan.

BACKGROUND

The homeless plan provides a framework and establishes four goals with supporting action items to prevent and combat homelessness over the next three years. The plan includes actions the City has undertaken to improve existing services and programs, increase service access, identify, and strengthen local and regional partnerships, and provide outreach and information to the community regarding homelessness. The plan includes ideas from the two consultants who worked on the plan, the Whittier Police Department, Whittier First Day, the Social Services Commissioners, and comments from the community meetings, community surveys, and stakeholder interviews. The plan recognizes the need for additional resources to address the City's homeless issues and provide information to the community on the work being done. Metrics for each goal have been set, as appropriate, in coordination with the County and homeless prevention experts over the course of the life of the plan.

DISCUSSION

Temporary Homeless Shelter at the Senior Center

The Salvation Army closed the temporary shelter at the Senior Center on August 19, 2021 and transferred all its residents to the new Navigation Center on Pickering Avenue. The new Salvation Army facility formally opened on August 13, 2021 and has 139-beds. The Navigation Center will be managed by Christina Cuevas, Executive Director of the Salvation Army. The direct line to the Navigation Center is 562-696-7175.

City Net

On June 22, 2021, City Council approved a Professional Services Agreement with City Net to provide supplemental outreach, engagement, and case management services directly to Whittier residents experiencing homelessness and an updated census count. The agreement includes a budget for transport of persons experiencing homelessness, rapid rehousing services, services for sober living facilities, and other stop-gap housing

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services to facilitate faster transitions of persons experiencing homelessness into both the Whittier Navigation Center and long-term housing.

At the August 26, 2021, Whittier Consortium on Homelessness meeting, City Manager Brian Saeki introduced the City Net Team, including Representative Valerie Carter. City Net will offer 40 hours a week (2 staff, with vehicle) of field response operations for outreach. The City Net team will respond to non-criminal justice/police-related issues and will work to bring resources as quickly as possible, working with the existing service providers in the City of Whittier. The hours of operation at this time are Monday-Friday 7:30 am to 3:30 pm. Calls for service will continue to go through Whittier PD dispatch at 562-567-9240. The City Net team will have a Whittier-specific, direct call-in phone number announcement soon. The City Net team is composed of social workers, specialists, and licensed clinicians.

24-7 Online Homeless Report

In the 2nd Quarter of 2021, the 24/7 app noted 183 homeless calls for service. Common hotspots include Greenleaf near Whittier Blvd., Lee Owens Park, Kennedy Park, York Field, and the Greenway Trail.

Request through the 24/7 app are routed directly to the Whittier Police Dispatch to determine where the request is to be delegated, i.e., Police, Met Team, City Net, Public Works, and or LA County Homeless Services. A 24/7 response is sent to the originating community member updating them on the status of the request and opens a dialog if further information is required.

To download the 24/7 app on a smartphone or tablet, go to:

<https://www.cityofwhittier.org/services/online-services/whittier-24-7>

FISCAL IMPACT

There is no fiscal impact associated with this report.

STRATEGIC PLANNING GOAL

Goal 4: Transparent & Open Government

ATTACHMENTS

None.