

Homeless Workforce Integration Network (H-WIN) Meeting
Minutes
8.10.22

Meeting Recording: [H-WIN Meeting 8.10.22 - YouTube](#)

Attendance:

Jaime Jenett , H3; Maureen Nelson, EHSD; Nidhal Decesare, Liberty Union High School District; Morgan Perkins, Hope Solutions; Emily Bero, Hope Solutions; Jo Bruno, Council on Homelessness/Delta Peers; Hikmat Babak, Hope Solutions; Capri Nesbitt, SHELTER, Inc.; Jesse Drake, SHELTER, Inc.; Mayra Trujillo, Hope Solutions; Jamie Luna, Department of Child Support Services; Magdalena Montalvo, Contra Costa Office of Education; Monie Bohnsack, Mt. Diablo Unified School District; Elizabeth Verdin, Hume Center; Catherine Joiner, RCD Housing; Gerald Richards, Advisory Council on Aging; Gloribel Pastrana, Rubicon Programs; Alexandra Brewster, [Agency?]; Kathryn Ross, SHELTER, Inc.;

I. WELCOME AND INTRODUCTIONS

Attendees introduced themselves.

II. STRUCTURE of H-WIN and WIN(s)

H-WIN and WIN have been operating in parallel. Pre-COVID, the three WINs met in person: one in each area of the County (West/Central/East). Since COVID, the WINs have been meeting monthly online, but still rotating through the three areas. (One month, focus is on West; the next, Central; the next, East). This is in contrast to the H-WIN, which has only existed online. Every meeting is “all-county,” with optional break-out sessions focused on each area of the county. Though sometimes the two groups seem duplicative, and merging them has been considered, WDB senior management has now directed that both H-WIN and WIN continue. Group was asked what configuration was preferred. The two groups can alternate months or be booked on same day, one right after another (WDB senior management’s preference).

Concerns, suggestions, ideas expressed:

- Two groups can be duplicative for attendees and presenters
- Both groups continuing might be too time-consuming for attendees, but going to only one meeting or the other can cause FOMO (fear of missing out)
- Co-Chair of WINs liked the suggestion that the three WINs merge into one
- Suggested: A “common” share-out; a time period “in the middle” of the two meetings, but the common period would have to be attached to either the end of the first one or at the beginning of the second meeting.
- Two Zoom meetings or one? Consensus seemed to be two. To participate in the common period, attendees would have to log into two meetings.
- Example: If the announcement section always happens in the last 15 minutes of meeting A, the B attendees would log into A, be on for 15 minutes, then jump off and log into meeting B. If announcements are at the beginning of B, the A attendees would have to log into B for the first few minutes to hear them, then log off.
- WIN meetings do not usually produce notes. It would be important to produce notes so people who could not attend would feel they are getting the information.

- Announcements in the common section would cover resources, events, new programs, partnerships, grants, trainings, recruitments (for job seekers or staff), addressing employment barriers, paid work experience/internships, newcomers, chance to connect with other agencies to collaborate.
- Re: Collaboration, see the **H-WIN Resource List**:
https://docs.google.com/spreadsheets/d/1_LiHxXpWDhfA8I4omS6XBdDZ5c7fryWCILeInIM4KOs/edit?usp=sharing
- To be added to the **WIN mailing list**, email Gloribel Pastrana:
gloribelp@rubiconprograms.org

III. **POLL: What topics would you like to see presented on at H-WIN?**

Attendance at H-WIN meetings is heavy on the homeless services side. How to increase attendance by WFD staff? Interest has been expressed in the past on these topics:

- Case conferencing, advocacy, paid training/internships, youth/TAY, families, employment barriers, newcomers, transitional housing

Poll Results:

1. Employment barriers
2. Families, paid internships (tied)
3. TAY
4. Transitional housing

IV. **PRESENTATION:** Dept. of Child Support Services, Contra Costa County, **Jamie Luna**, Outreach & Marketing Coordinator / Child Support Specialist Supervisor, 925-957-7380, Jamie.Luna@dcss.cccounty.us.

The DCSS is currently pivoting to become a more customer service based agency focusing on removing barriers and collaborating with parents to find solutions in the best interest of the children they serve. They are no longer under the DA and instead operate in a capacity parallel to EHSD. As they shift away from being collections focused they are implementing new strategies and developing new tools to help inform and empower both DCSS employees and clients.

Relevant Information and Program Changes

- Cases open in one of two ways:
 - Someone is active in cash aid as a single parent and a referral is automatically sent
 - Someone is not aided but is looking for child support assistance
- Needs assessments
 - New intake protocol. Discussion with both parties in the case about why it is open and what resources they need or barriers they might be facing.
 - Resource center in development for DCSS staff so that case managers can refer clients to supportive services or perform warm transfers to address needs.
- Free genetic testing is available to establish paternity.
- If both parties are amenable, child support documents can be served and signed with DCSS rather than going to court.

- DCSS can assist with change of circumstance needs rather than the client having to file a motion at the court.
- Debt Reduction Program
 - Previously called COPE, it has been simplified and more people qualify now. Based on the client's ability to pay.
- Family Reunification
 - See PowerPoint for DCSS policies surrounding Family Reunification.
 - DCSS is not attached to the court and so not automatically aware when a client is going through the process of legal Family Reunification.
- Ways to get information
 - VIC, Virtual Information Center, answers general Child Support questions 24/7
 - Virtual Chat with a caseworker. The client will ideally be able to speak with their specific caseworker but if their caseworker is unavailable they will speak with someone in the same team.

Q&A Responses

- DCSS is an individual county office housed federally under Department of Family Services (DFS). It is parallel to EHSD.
- When someone signs up for cash aid, they sign over their child support to the county for reimbursement. If the child support exceeds the amount of aid being paid, aid should be discontinued. Specific circumstances should be discussed with the DCSS case worker.
- If a direct payment is given, the only way it will count for child support is if the parent receiving support says specifically that the payment is for child support, or the court determines that it counts. It is not suggested that clients provide direct payments.
- Clients can receive Medi-Cal and CalFresh without being on cash aid. This may be preferable in cases where the amount of child support paid is greater than the amount of cash aid.
- DCSS does not determine custody or visitation. Contact the Contra Costa Family Law Facilitator for assistance with these matters.
- Low income individuals can request a waiver of fees for filing with the Family Law Facilitator.
- Child support crosses state and national lines as long as there is reciprocity with that state.
- Video chat with a case worker does not require appointment. Ideally the client will be connected to their specific case worker but if they are not available the client will be connected to someone in the same team.
- If someone would like to bring a second party or an advocate to a virtual meeting, they can. The client will be asked identifying questions at the start of the meeting and then asked if they would like the person to stay on the call. Wait time is usually about 5 minutes.
- Even if a client does not know who their DCSS case worker is they can and should contact DCSS. They will be informed of their caseworker's name after initial contact and, if utilizing the call center, will receive a call back from them within 48 hours.

V. AGENCY ANNOUNCEMENTS

Gloribel Pastrana Rubicon –

- Rubicon seeking Workforce Liaison, business services east and part of central Contra Costa.

Monie Bohnsack MDUSD HOPE –

- MDUSD annual parent conference Sat 8/13, providing free lunch, 200 back packs, presentations and community resource square for parents and students.

Jaime Jenett H3 –

- Reminder to put information in Google document:
https://docs.google.com/spreadsheets/d/1_LiHxXpWDhfA8I4omS6XBdDZ5c7fryWCILeInIM4KO/edit#gid=0
- Homeless Continuum of Care focusing on equity for the year.
- Event online 8/11 and in person 8/13 in Antioch for people with the lived experience of homelessness.
- Access flyers for homeless services updated. CORE added as a resource. Link provided in chat.
<https://cchealth.org/h3/coc/help.php>
- 2021 annual report is out. Page 58 has information on employment and income growth.
<https://cchealth.org/h3/coc/pdf/Annual-Report-2021.pdf>
- 2 page H3 data summary infographic linked in chat <https://cchealth.org/h3/coc/pdf/Infographic-2021.pdf>
- Homeless awareness month is in November, keep an eye out for more information.

Catherine Joiner RCD –

- Shared out her 2-year anniversary with RCD

Maureen Nelson WDB –

- RR Learning Center having a fundraiser 8/13. Met them at the Antioch community day event where they gave away 1700 backpacks.
- WDB Planning job fair September 28th. Location TBD

Jo Bruno Council on Homelessness/ Delta Peers Living Experience Advisor – Jo.Bruno.CMT@gmail.com

- If you have job openings, consider connecting with April Loveland about the SPIRIT Program. Provided through Contra Costa College, this program works with people lived experience who are looking for work within the system of care.
- Looking to collaborate for a new program around the Wellness Recovery Action Plan with an emphasis on Peer Support. Seeking someone already working within the homeless community, also specified DV.

Betty Geishirt Cantrell –

- Spark Point Contra Costa Richmond hiring a manager

Capri Nesbitt with Shelter Inc –

- As of July 1st Shelter Inc has obtained the HVRP Program Homeless Veteran Integration Employment Program, specifically for veterans looking for help with homelessness and employment.
- Shelter Inc is providing eviction prevention assistance.

Michael Callanan CORE –

- Hiring two Master Level Social Workers one in Concord, one in Richmond Heluna Health