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3 **HUMAN RELATIONS COMMISSION**

4 **Thursday, November 8, 2012**

5 Council Conference Room

6 Palo Alto Civic Center

7 250 Hamilton Avenue

8 7:00 PM
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12 **Commissioners Present:** Ray Bacchetti, Theresa Chen, Claude Ezran, Diane Morin, Jill O’Nan, Daryl
13 Savage, Sunita Verma

14 **Commissioner Absent:** None

15 **Others Present:** None

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17 **Staff Present:** Minka van der Zwaag, Amy Johnson
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19 **I. ROLL CALL CONDUCTED BY:** Amy Johnson
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22 **II. ORAL COMMUNICATIONS:** Ms. Winter Dellenbach, a Palo Alto resident, shared her concerns
23 for the residents of the Buena Vista Mobile Home Park because the property will be sold and all the
24 low-income residents must find new homes. She asked the HRC to engage the issue.
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27 **III. APPROVAL OF MINUTES:**

28 Commissioner Bacchetti made a motion to approve the minutes as corrected of the March 08, 2012
29 meeting, seconded by Commissioner Savage, AYES: Unanimous.
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31 Commissioner Bacchetti made a motion to approve the minutes as corrected of the May 08, 2012
32 meeting, seconded by Commissioner Verma, AYES: Unanimous.
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34 Commissioner Verma made a motion to approve the minutes as corrected of the May 31, 2012 meeting,
35 seconded by Commissioner Chen, AYES: Unanimous.
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37 Commissioner Verma made a motion to approve the minutes as corrected of the June 14, 2012 meeting,
38 seconded by Commissioner Morin, AYES: Unanimous.
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40 Commissioner Morin made a motion to approve the minutes as corrected of the July 12, 2012 meeting,
41 seconded by Commissioner Verma, AYES: Unanimous.
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43 Commissioner Bacchetti made a motion to approve the minutes as corrected of the September 13, 2012

44 meeting, seconded by Commissioner Morin, AYES: Unanimous.

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46 Commissioner Chen made a motion to approve the minutes as corrected of the October 11, 2012
47 meeting, seconded by Commissioner Morin, AYES: Unanimous.

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49 **IV. AGENDA CHANGES, REQUESTS, and DELETIONS:** None

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51 **BUSINESS**

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53 **1. PRESENTATION ON POLICE DEPARTMENT CRISIS INTERVENTION TEAM**
54 **(CIT) TRAINING**

55 Ms. van der Zwaag introduced Pat Dwyer, Law Enforcement Liaison for the Santa Clara County
56 Department of Mental Health. She thanked him for bringing the training to tonight's meeting. Mr.
57 Dwyer explained that the program was developed by three past Palo Alto Officers: Kathy McKenna,
58 Dave Newman and himself. He explained that the mentally ill have had to endure more discrimination
59 than any other group of people. CIT training was developed as a way to help officers learn how to better
60 respond to individuals with mental health issues. Agencies can receive the training on a CD at no cost.
61 Mr. Dwyer provided some background information: In 2004 the Mental Health Services Act was passed
62 which created a 1% tax to help improve the system; the Act created 50 million dollars in funding for
63 mental health programs. AB109 created an increase of mentally ill people onto the streets; 10-15% of all
64 Police Department contacts involve mentally ill people, with 23% of these people having serious mental
65 illnesses. Of the 22 officer involved shootings, 10 involved mentally ill people. Mr. Dwyer discussed
66 the CIT training: It is a 40-hour course that trains officers to recognize and address the needs of mentally
67 ill people. Palo Alto will be the first in Santa Clara County to have 100% of its officers trained in the
68 program. The goals of the program are to reduce injuries, avoid unnecessary incarceration, improve
69 services, reduce the stigma, and improve the skills and confidence of the officers in dealing with
70 mentally ill individuals. The CIT training program is comprised of lecture, video instruction and
71 debriefing. The video training is interactive with someone at the computer controlling responses within
72 the video, which is made up of various scenarios. Dave Newman and Kathy McKenna demonstrated
73 how the video worked by running through two of the video scenarios. Commissioner Savage then
74 volunteered to try one of the video scenarios.

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76 **Public Comment:**

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78 Philip Dah, with InnVision Shelter Network, said that he has seen a huge improvement with the
79 interactions between homeless clients and Palo Alto Police officers. The CIT training they have
80 received has made a big difference.

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82 Jeff Gielow, a former InnVision staff member said that he supported the program too.

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84 Chair Ezran thanked Mr. Dwyer and his staff for the demonstration and for all their efforts to develop
85 this training program that so significantly benefits the mentally ill and adds to the skills set of police
86 officers.

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88 **2. PRESENTATION ON MERGER BETWEEN INNVISION AND SHELTER**
89 **NETWORK**

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91 Chris Canter Vice President of InnVision Shelter Network, discussed the merger between InnVision and
92 Shelter Network. He introduced Philip Dah, who is the Executive Director of the Opportunity Center

93 (managed by InnVision Shelter Network). Mr. Canter discussed the history of the merger. This was an
94 opportunity for both agencies to help each other by being able to provide better services for their clients.
95 The two agencies officially merged on July 1, 2012. Between both agencies, they have 64 years of
96 experience combined. The merger has allowed them to increase capacity in their programs by almost
97 1000 people per year. The waitlist prior to the merger was approximately 50 families for the last 3
98 years.

100 The commissioners asked questions about costs, waitlists, and programs. Mr. Canter and Mr. Dah
101 responded that after the merger they have enough staff to be able to do more follow up with clients who
102 previously failed the program. They have more beds because of acquiring more housing units. They
103 discussed programs that go beyond just providing beds, such as: job assistance, case management, child
104 care, life skills, substance abuse treatment programs, and referrals to mental health services. They also
105 provide educational scholarships. Shelter Network is the senior partner and the main model of the
106 merger. InnVision was struggling financially. Shelter Network is very pleased to have been able to get
107 great staff like Philip Dah.

109 Mr. Dah spoke about the benefits of merging with Shelter Network. The Opportunity Center staff now
110 has more opportunities for upward mobility than before. They've been able to hire more staff and
111 everyone is excited about the merger.

113 The commissioners asked questions about trends in services and the need for additional services in East
114 Palo Alto. Mr. Canter and Mr. Dah said they are seeing an increase in homelessness among veterans. It
115 is also taking longer to get people through the program because it is more difficult for them to find jobs.
116 Also, there are plans to convert the warming shelter in East Palo Alto to a full shelter in the future.

118 Chair Ezran thanked Mr. Canter and Mr. Dah for attending the meeting and discussing the merger with
119 the HRC.

122 **3. UPDATE ON HUMAN SERVICES NEEDS ASSESSMENT**

123 Ms. van der Zwaag discussed the items still outstanding. The subcommittee met with the HSRAP
124 agencies to collect their feedback regarding the potential to have extra funding. Some of the feedback
125 they received was that additional funding, though it would be one time only, would help to offset the
126 potential 3-5% cuts, help with cost of new technology, help to purchase big-ticket items, provide staff
127 training, they also felt it would be more efficient if given to an existing agency over providing funding
128 to a new agency. They also heard feedback regarding cuts, which have an effect on their program
129 credibility as well as how the cuts affect their programs.

131 Ms. van der Zwaag explained that next steps are that Commissioner Bacchetti and she will write a report
132 for the Finance Committee that would provide a response to their questions and/or requests for
133 additional information. She hopes to be able to present the report to the Finance Committee in late
134 January or February.

137 **4. REPORTS FROM OFFICIALS:**

138 **A. Commissioner Reports:**

139 Chair Ezran reported that he and other HRC members attended QPR (suicide prevention) training and it
140 was very informative. He presented at Leadership Palo Alto along with Commissioner Bacchetti. He
141 has also met with Neighbors Abroad to brainstorm ideas.

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Vice Chair O’Nan reported that she spoke with County Supervisor Liz Kniss regarding transportation issues. Supervisor Kniss was very open to the issue and would be a good source of support.

B. Council Buddy Reports:

None

C. Council Liaison Report:

None

D. Staff Liaison Report:

Ms. van der Zwaag reported that the Living in Vehicles issue and proposed ordinance is on the Policy and Services agenda for November 20th. She also reported that she has not yet seen the approved resolution regarding Citizens United.

ANNOUNCEMENTS

None

CALL FOR AGENDA ITEMS

- Meet the new Asst. Director of Community Services Department
- Presentation/Update from Police Department
- Update on Human Services Needs Assessment
- Buena Vista Mobile Home Park closure

ADJOURNMENT

The meeting adjourned at 9:45pm