

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 – Yellow Tier Risk Reduction Measures (issued May 14, 2021), members of the Social Services Commission and staff will participate in this meeting via teleconference or other electronic means.

MEMBERS OF THE PUBLIC MAY 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 this item with your comments. All comments emailed by 2:00 p.m. on the date of the meeting will be included as a "Supplemental". Comments received after 2:00 p.m. will be uploaded the following day to the previously noted web address.

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/2XLJDvg>
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) 618-5880 or individual department head prior to submission to the Commission. Parties will be notified if the complaint will be included on a subsequent agenda.

The Social Services Commission is an advisory body to the City Council that meets on the fourth Thursday of each month at 6:00 p.m. All meetings are open to the public.

Staff reports are attached to the agenda and available for review online. Questions or concerns may be directed to Zulma Gent, at 310.618.5880. Agendas and Minutes are posted on the City of Torrance Home Page www.TorranceCA.Gov.

2 MAY
3:50

**TORRANCE SOCIAL SERVICES COMMISSION AGENDA
MAY 27, 2021
REGULAR MEETING
6:00 P.M. VIA TELECONFERENCE OR OTHER ELECTRONIC MEANS**

SOCIAL SERVICES COMMISSION MAY TAKE ACTION ON ANY ITEM LISTED ON THE AGENDA

1. CALL MEETING TO ORDER

ROLL CALL: Commission members Bickford, Gow, Jones, Leys, Reynolds, Witt, Chair Scotto
REQUEST FOR EXCUSED ABSENCE: Reynolds

2. FLAG SALUTE: Commissioner Gow

3. REPORT OF THE PUBLIC WORKS STAFF 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, May 20, 2021.

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 not 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. 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: April 22, 2021

7. ADMINISTRATIVE MATTERS

7A. ACCEPT AND FILE PRESENTATION FROM THE TORRANCE POLICE DEPARTMENT, TORRANCE MENTAL EVALUATION TEAM

7B. ACCEPT AND FILE REPORT FROM STAFF ON 2021 VETERANS EVENT

7C. ACCEPT AND FILE REPORT FROM STAFF ON OUTCOMES ON THE OUTREACH WORKER FOR THE MONTH OF APRIL

8. COMMISSION ORAL COMMUNICATIONS

10. ADJOURNMENT

10A. Adjournment of the Social Services Commission Meeting to Thursday, June 24, 2021, at 6:00 p.m.

**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, April 22, 2021 via teleconference or other electronic means.

ROLL CALL

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

Absent: None

Also Present: Deputy City Manager Hoang and Management Associate Gent

2. FLAG SALUTE

The pledge of Allegiance was led by Commissioner Witt.

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

Management Associate Gent stated that the agenda for the Social Services Commission was properly posted on April 15, 2021 on the Public Notice Board by the City Clerk's office and the City's website.

MOTION: Commissioner Witt moved to accept and file report on the posting of the agenda; motion was seconded by Commissioner Bickford. The motion passed by a roll call vote.

Management Associate Gent explained that the City Clerk was moving to a template agenda for all City meetings and that the item for a motion to waive further reading or resolutions and ordinances after number and title did not apply to the Commission and would be removed from future meeting agendas.

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

Management Associate Gent announced that there were no withdrawn, deferred items but that there was a supplemental item for Item 7B, which was a corrected report for the item.

5. ORAL COMMUNICATIONS

Commissioner Gow thanked all those in the Torrance community and staff that helped during the toiletry drive. He announced that vaccines were now available for those 16 years and older and noted that the City Council was conducting City budget overview sessions.

Chair Scotto thanked all those volunteered to sort the toiletry donations.

Management Associate Gent announced that the toiletry drive was very successful and added that donated items were distributed to Family Promise, 1736 Family Crisis Center and Harbor Interfaith. She thanked the community, the Commission and City staff.

Management Associate Gent reported how to submit a VID HUG salute to honor a Veteran.

Management Associate Gent noted that the City had obtained ten HUD VASH VA Supportive housing vouchers and reported that five of the vouchers would be used to support veterans, beginning May 1.

6. CONSENT CALENDAR

6A. APPROVAL OF MINUTES: MARCH 25, 2021

MOTION: Commissioner Gow moved to approve Item 6A; motion was seconded by Commissioner Jones. The motion passed by a roll call vote.

7. ADMINISTRATIVE MATTERS

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

Deputy City Manager Hoang presented the report and noted that 16 homeowners' associations had been invited to participate. He explained that once the information from the Listening Sessions and the online survey had been compiled, it would be used to develop a Homeless Plan, which would be brought before the City Council for approval. He noted that more information on the online survey could be found at www.TorranceCA.gov/HomelessPlan

QUESTION 1:

What does homelessness look like in Torrance? What are your concerns about homelessness in Torrance? (3 minutes per speaker)

- Julie Dojiri, representing New Horizon of South Bay, stated her concerns: the increase in the number of homeless in Torrance and the safety and health factors for the senior population of New Horizon
- Melissa Wright, representing Seaside Neighborhood Association, noted that signs of homelessness in Torrance included people sleeping on park benches, in front of closed businesses or in bushes in the neighborhood, and families living in vehicles. Other concerns were: homeless children who were attending Torrance schools, the lack of shelters and the danger posed by the mental health of individuals, the lack of cleanliness and threat of contamination from feces and urine.
- Melanie Dreike, representing West Torrance Homeowners' Association, stated that homeless people were doing a variety of things that they should not be doing in the neighborhood: such as blocking access to businesses, sleeping in the parks.

QUESTION 2:

What is your understanding of what the City can do to address homelessness? (3 minutes per speaker)

- Melissa Wright - need to understand what category the homeless individual is in and then offer appropriate services to those who will accept the help. Do not allow camping on streets, benches, parking, work with State and other agencies to find solutions
- Melanie Dreike - does not have an understanding of what the City, by law, can do

- Julie Dojiri – would like City to collaborate and communicate with the County and have agency in City to deal directly with homelessness as well as to collaborate with other area agencies

QUESTION 3:

What are some ways in which the Torrance community can help with homelessness? (3 minutes per speaker)

- Melanie Dreike – Associations could provide the homeless, once they were housed, with clothes and food.
- Melissa Wright – could make donations, work with other Cities, City could have a plan that contains a mental health evaluation team to work with the homeless individuals, City needs to create a shelter for single people and contract with local hotels to house families, private citizens could still provide food, rides to shelters or open their homes to the homeless.
- Julie Dojiri – needs to be public education on homelessness

There was no other public comment.

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

Management Associate Gent presented the report for the item and reviewed and explained the metrics of the Outreach Workers Outcomes report. She noted that the City and the Outreach Worker and Police Department were in discussion with the Department of Motor Vehicles to arrange monthly or weekly appointments to help homeless individuals obtain a driver's license or identification card.

Outreach Housing Navigator Hernandez reported on a successful housing placement for one of her clients in March 2021, through the Rapid Rehousing program.

Nancy Wilcox, Co-Chair of the South Bay Coalition to End Homelessness reported that the Los Angeles Homeless Services Authority (LAHSA) may have to re-deploy some of their South Bay personnel in response to the City of Los Angeles' demand to find housing for those now living on skid row. She added that the addition of the Outreach Housing Navigator was an important step forward for the City of Torrance.

Members of the public spoke.

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

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

Management Staff Assistant Jill Reed presented her research on items that had been suggested by the Commission during the February meeting discussion. She stated that she did not find any examples of local cities which had had anything other than virtual Veteran events in 2020, other than temporary markers placed near a Veterans' Memorial. She discussed her experience attending a virtual meeting with tables where attendees had the ability to interact with each other, but noted that the platform navigation was cumbersome and not easy to use successfully.

Staff Assistant Reed stated that the City could:

- List restaurants or businesses that offered free or discounted meals to Veterans
- Repeat the VID-Hug program used at Armed Forces Week
- Present profiles/interviews videos with veterans on CitiCable, shown both individually and compiled for later viewing
- Create City webpage
- Do messaging on City's three digital signs throughout the week

There was a discussion of previous events. Chairperson Scotto requested that Commissioners submit a list of three to five items that they would like to have considered for the 2021 Veterans Recognition event. She noted that the lists should be submitted by email to staff by May 14, 2021, for placement on the agenda for public discussion at the May Commission meeting.

MOTION: Commissioner Gow moved to accept and file presentation from staff on the 2021 Veterans Event; motion was seconded by Commissioner Bickford. The motion passed by a roll call vote.

8. **PUBLIC HEARINGS: None**

9. **ADJOURNMENT**

9A. At 7:23 p.m., Commissioner Gow moved to adjourn the meeting to the regular meeting on Thursday, May 27, 2021 at 6:00 p.m. via teleconference or other electronic means. The motion was seconded by Commissioner Jones and a roll call vote reflected unanimous approval.

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

Members of the Commission:

**SUBJECT: Accept and File Presentation from the Torrance Police Department,
Torrance Mental Evaluation Team.**

RECOMMENDATION

Recommendation of staff that the Social Services Commission accept and file a presentation from the Torrance Police Department, Torrance Mental Evaluation Team.

BACKGROUND/ANALYSIS

Adults with developmental disabilities and children with special needs are two populations within the Commission's subject matter jurisdiction. This evening, Detective AJ Kissinger of the Torrance Mental Evaluation Team, and Dr. Sandra Preciado, a psychologist assigned to the Torrance Mental Evaluation Team through the LA County Department of Mental Health, will be speaking to the Commission. Detective Kissinger and Dr. Preciado will discuss the capabilities of Spillman, a single-source database that provides the Department with real-time data, and how the system can implement alert codes to help households with family members with developmental disabilities or special needs.

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

Commission Meeting of
May 27, 2021

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

Members of the Commission:

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

RECOMMENDATION

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

BACKGROUND AND ANALYSIS

At the April 22, 2021 Social Services Commission meeting, the Commission agreed to email staff a wish list of three to five items for consideration for the potential 2021 Virtual Veterans Event. Chair Scotto recommended that the list should be emailed to staff by May 14th and published on the agenda for public discussion.

Staffed compiled the list submitted by your honorable body and would like to obtain direction for the 2021 Potential Virtual Veterans Event.

Respectfully submitted,



Zulma Gent
Staff to the Commission



Viet Hoang
Staff to the Commission

Attachment: Social Services Commission 2021 Veterans Virtual Event

Social Services Commission 2021 Veteran Virtual Event

Chair Scotto:

1. Let's get away from the "lunch" theme and call it an "event" only. This way we are not locked into a lunch-time showing
2. Highlight each branch of service with a comment from a veteran from that service (I think this might have already been suggested)
3. Can we include photos or video of the veteran banners as displayed on the street lights?
4. Have referral segments where vets can get more detailed info on services
5. Call the event "2021 Salute to Veterans"

Commissioner Reynolds:

1. I would like to see some diversity, not just in branches of service, but in theater of operation. WWII vs. Korea vs. Vietnam, vs. various middle east encounters vs. no action at all. I think we appreciate the different theaters for different reasons.
2. I would like to see some real talent, perhaps a local celebrity, known for eloquence, to offer up a "thank you for your service" speech that the Vets will never forget. Maybe a local Toastmasters group has such talent.
3. As a memento for the occasion, the vets could be provided a video of the occasion electronically. It need not be a CD, but just an e-file.

Commissioner Jones

- 1 Veterans Can ask the let us know if there's anything you'd like to see us do different at our future luncheons to better serve you. And let them know we really value Their opinions. This could be put on the website now for Feedback.
- 2 I contacted Torrance Bakery to ask them if they would be willing to bake 15 to 25 special cookies individually wrapped for veterans to come in and have a free cookie in honor of Veterans Day.
- 3 They have always participated and providing cookies at our luncheon. This also could be listed on our website letting the veteran know that they can go and receive a special treat from the bakery, if Torrance Bakery agrees to do this.
- 4 We can put together A list of five places that will be providing lunch or dinner for a veteran in the Torrance area. Maybe the restaurant could provide a certain area with social distancing for veterans only. Maybe this is something that could be done for one week the week that veterans day falls on so everyone's not gather together at the same time. this can provide more social distancing.
- 5 I believe that we have already come up with a Lot of great ideas and that we need to look re-examine, all of our options.

Commissioner Gow:

1. Determine if it's possible to do an in-person event, even if it's limited to 50% participation (100 vets & guests).
2. Guarantee that honor guard has access to the 5 flags of ALL 5 branches and during "program" do a recognition of ALL 5 branches, in addition to a recognition of various eras: Vietnam, Gulf War, Korea, WWII, etc.



3. If virtual: Central landing page from link on TorranceCA.gov main page banner scroll. Including: video of resource booth fair organization participants and link to their websites, etc.
4. From the city's Business License list, send requests to 20-40 restaurants, etc. asking for an offer of 5-10 free meals that vets can request via a centralized email, phone, or online page. (same with other Business who may want to offer something else, in lieu of our raffle.)
5. Compilation Program to air on Torrance CitiCABLE at 11am on Nov. 11 (Speaker; music; tributes; resource booth fair organization participants; etc.)

Commissioner Bickford:

1. Continue with listing of services and support organizations on the website – perhaps we can even discover local businesses that give discounts to vets that day or week and post those also
2. On the website continue with all services available and some new ones
3. Written or video tapings of tributes
4. Continue with the announcement/marketing of the Appreciation Event on all modalities we use.
5. Tape the presentation to be available on the website for viewing at different times (Citi Cable to tape)

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

Members of the Social Services Commission:

**SUBJECT: Accept and File Report from Staff on Outcomes on Outreach Worker
for the Month of April**

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 for the month of April.

BACKGROUND/ANALYSIS

Staff presented your honorable body at the March commission meeting with key metrics that have been established by the City to measure the effectiveness of the Outreach program (Attached). Staff will present the progress towards goals and established outcomes.

Staff will share key metrics and highlight them and the difference between "priority clients" and "light touch outreach interactions."

Priority clients refer to those individuals who have been jointly identified by the City and Harbor Interfaith Services as having the greatest urgency to receive services. These individuals are likely to require multiple contacts by the Outreach Worker to build trust and to take steps to accepting services centered around a housing plan.

Light touch outreach interactions occur with individuals when the Outreach Worker is in the field and provides referrals to programs that will benefit the individual. These individuals are not likely to be part of the Outreach Worker's ongoing client priority list; however, may benefit from a referral to a specific program or service.

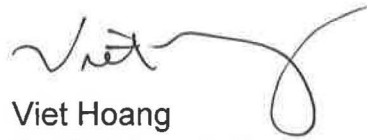
During this evening's Commission meeting, staff will be walking the Commission through the outreach metrics report. This report is updated monthly and will be shared with the Social Services Commission on a monthly basis.

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

Assessments, Interactions	Clients Served												Progress to Date	
	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	To Date	Goal	Progress
Light Touch Outreach Interactions: Contacts in the field between Outreach & Housing Navigator and Clients														
Number of Unduplicated Clients	7	6	3											16
Number of Interactions with Unduplicated Clients	13	18	7											38
Priority Clients Case Managed: Ongoing engagement centered around a housing plan														
1 - 4 (Priority Score 1)	0	0	0											0
5 - 7 (Priority Score 2)	1	2	0											3
8 - 11 (Priority Score 3)	2	1	2											5
12 - 17 (Priority Score 4)	0	0	1											1
Totals:	3	3	3	0	0	0	0	0	0	0	0			0

Document Ready	Progress to Date												
	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Goal	Progress
Documentation / Benefits Enrollment: Clients who have all documents and are enrolled in eligible DPSS programs													
Documentation Ready	5	3	1	0	0	0	0	0	0	0	0		9
DPSS Enrolled	0	0	0	0	0	0	0	0	0	0	0		0

Program Placements	Progress to Date												
	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Goal	Progress
Interim (Transitional) Housing Referrals Made	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
Stable (Permanent) Housing Referrals	2	0	1	0	0	0	0	0	0	0	0		3
Stable (Permanent) Housing Placements	2	0	1	0	0	0	0	0	0	0	0		3
Veteran Housing Referrals Made	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
Safe Parking Referrals Made	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
Mental Health & Substance Treatment Program Referrals Made	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
Food and Meal Referral Made	1	1	13	0	0	0	0	0	0	0	0		15
Medical (Non Mental Health) Referral Made	0	0	0	0	0	0	0	0	0	0	0		0