



Contra Costa Continuum of Care

# Homelessness Awareness Month Toolkit

2022

# Letter from the Council on Homelessness Chair and Vice Chair

The Contra Costa Council on Homelessness is happy to recognize November as Homelessness Awareness Month! This special month provides an opportunity to reflect on the inspiration and aspirations of community work towards addressing homelessness. To recognize the importance of this work, we are dedicated to learning more and providing new, insightful material to better our services.

Throughout the month of November, we hope you will take time to learn, engage and celebrate with us. Please, utilize this toolkit. Share it with your network and get involved.

This toolkit is divided into three sections:

## LEARN

To learn is to know. In this section you will find data, information about services, a highlight on our Equity work and an update about Project Roomkey.

## ENGAGE

To engage is to act. Do you want to attend an event, volunteer or donate? Do you want to advocate in your community? This is where you'll find what you need. Be sure to look for our hybrid (in person AND virtual) CoC Learning Hub event on November 14th!

## RECOGNIZE

To recognize is to celebrate. Here, you will hear from people with a lived experience of homelessness and highlight the great work done to support people experiencing homelessness in our community.

Homeless Awareness Month is a collaboration of many community members, and it requires your involvement. This toolkit can act as a resource for those who want to learn more, do more, and share more.

We hope you will help us to spread the word!



*Rjh*  
Juno Hedrick  
Chair and Youth Representative

*Jo Bruno*

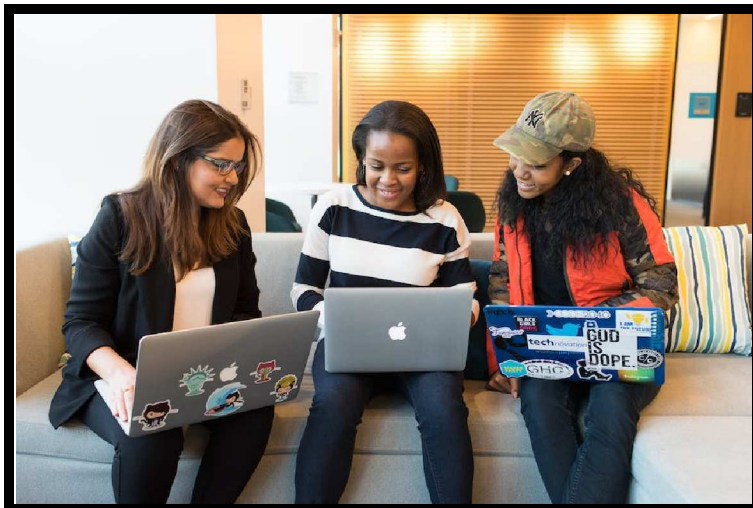
Jo Bruno  
Vice Chair and Lived Experience  
Representative



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# Learn



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# Data on Homelessness

The data below comes from the "Contra Costa Continuum of Care Calendar Year 2021 Annual Report" which summarizes the demographics, program utilization, and outcomes for people who accessed homeless services in Contra Costa County's CoC during calendar year 2021.

For the full report, go to: <https://cchealth.org/h3/coc/reports.php#Annual>

9,119

people accessed  
homeless services in  
2021



Black/African American (4x) and American Indian/Alaska Native (8x) were over-represented in the CoC data relative to the county's general population



9% decrease in households served between 2019-2021



15% of households in the CoC in 2021 were families with children



20% of households accessing crisis response services had a history of domestic violence



9% increase in Transition Aged Youth (ages 18-24) served between 2019-2021



1,758 households maintained or moved into permanent housing in 2021

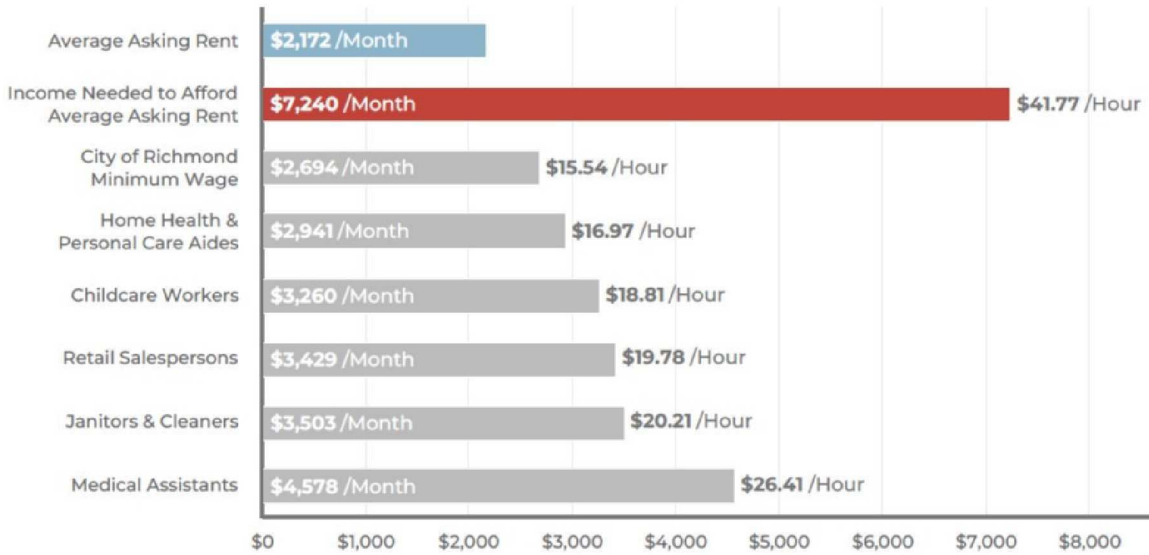


128% increase in accidental overdoses that lead to death among those experiencing homelessness between 2019 and 2021

# Data on Housing Needs

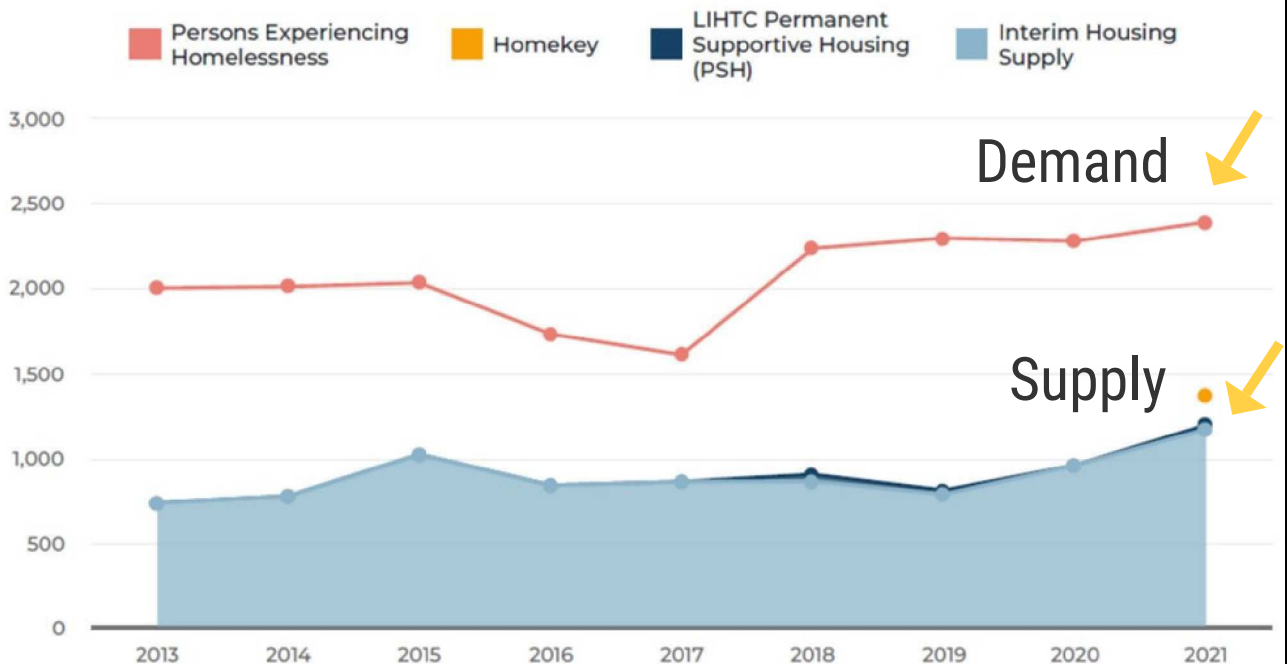
## WHO CAN AFFORD TO RENT

Renters need to earn **2.7 times** minimum wage to afford the average asking rent in Contra Costa County.



## HOUSING FOR PERSONS EXPERIENCING HOMELESSNESS

With the addition of Homekey, the interim and permanent housing supply available in Contra Costa County in 2021 for persons experiencing homelessness was **1,363 beds**.



From: <https://chpc.net/resources/contra-costa-county-housing-need-report-2022/>

# Connecting to Services: General

## Accessing Homeless Services in Contra Costa County



If you are experiencing or at risk of homelessness in Contra Costa, here are three ways you can access services.

### 1) CALL



Call 211 or text "HOPE" to 20121

- Callers will be given resources and information
- Free, confidential service is available 24/7
- Find useful resources online at [211cc.org](http://211cc.org)

### 2) CARE



Walk into a CARE Center

- Coordinated Assessment Resource and Engagement (CARE) Centers are drop-in sites for people experiencing homelessness

**RICHMOND — GRIP**—165 22nd Street  
Mon-Fri: 9 a.m.–3 p.m. | Sat & Sun: 8 a.m.–2 p.m.

#### Services

- Basic needs (meals, bathrooms, mail, laundry, showers)
- Case management

**WALNUT CREEK — Trinity Center**—1888 Trinity Ave.  
Mon-Fri: 8 a.m.–4 p.m.

#### Services

- Basic needs (meals, bathrooms, mail, laundry, showers)
- Case management
- Adults only

### 3) CORE



Connect to CORE outreach by calling 211

- Coordinated Outreach Referral and Engagement (CORE) Teams assist individuals and families experiencing unsheltered homelessness by connecting them to healthcare, basic needs and referrals to shelter
- CORE is not available 24/7 and is not a crisis response. Call 911 for emergencies

[cchealth.org/h3](http://cchealth.org/h3) | (925) 608-6700

# Connecting to Services: More about 211

# 211



## Help starts here

*La ayuda empieza aquí*

Call 211 for:

Llame al 211 para:

- |  |  |
|--|--|
| <input type="checkbox"/> Emergency Food        | <input type="checkbox"/> Comida de emergencia                                      |
| <input type="checkbox"/> Affordable Housing    | <input type="checkbox"/> Vivienda para personas de bajos ingresos                  |
| <input type="checkbox"/> Emergency Shelter     | <input type="checkbox"/> Refugio de emergencia                                     |
| <input type="checkbox"/> Job Services          | <input type="checkbox"/> Servicios para personas en busca de empleo                |
| <input type="checkbox"/> Re-Entry Services     | <input type="checkbox"/> Servicios para personas previamente encarceladas          |
| <input type="checkbox"/> Rental Assistance     | <input type="checkbox"/> Ayuda con el pago de renta                                |
| <input type="checkbox"/> Utility Assistance    | <input type="checkbox"/> Ayuda con el pago de utilidades                           |
| <input type="checkbox"/> Healthcare            | <input type="checkbox"/> Servicios para su salud                                   |
| <input type="checkbox"/> Mental Health         | <input type="checkbox"/> Salud mental  |
| <input type="checkbox"/> Alcohol/Drug Services | <input type="checkbox"/> Programas para personas con problemas de alcohol y drogas |
| <input type="checkbox"/> Parenting Support     | <input type="checkbox"/> Apoyo para padres   |
| <input type="checkbox"/> Veterans Benefits     | <input type="checkbox"/> Beneficios para veteranos                                 |
| <input type="checkbox"/> Legal Assistance      | <input type="checkbox"/> Asistencia legal para inquilinos, inmigrantes y familias  |

And much more!

¡Y mucho más!

**211 is fast, free, confidential, and  
available 24 hours a day in over 240 languages.**

*El 211 es rápido, gratis, confidencial y disponible  
las 24 horas del día en más de 240 idiomas.*



crisis-center.org

211 in Contra Costa is a service of:  
211 en Contra Costa es un servicio del:





# Connecting to Services: Families with Children (0-5)

In addition to accessing services through our 3 access points, families with minor children may also connect to homeless-related services through these resources listed below.

## Bay Area Crisis Nursery

For parents with children aged 0-5 experiencing homelessness who need additional childcare and housing support for their children.

- **Nursery:** Children ages 0-5 may stay at the Nursery for up to 30 days.
- **Emergency Childcare Services-** Emergency Childcare Services are now offered between 7 am – 7 pm daily!
- **Crisis Day Services-** Support parents in finding and maintaining employment, attending court dates, classes, medical appointments, etc.
- **Crisis Residential Overnight Program-** Parents voluntarily admit their child(ren) when experiencing a crisis.
- **Respite Overnight Program-** For parents who just need a break can visit the Nursery for monthly visits. These visits range from 1-3 days.

For more information go to <https://bayareacrisisnursery.org/> or call 925-685-8052.

## Head Start

For parents with children aged 0-5 who need free or low cost Child Care and Pre-School.

- Part-day or full-day care is available
- Center hours are 7:00 a.m. – 5:30 p.m.
- Home-based services, health and nutrition services, and mental health services offered

For more information, call (925) 272-4727 or go to [CSBConnect.org](https://CSBConnect.org)

# Connecting to Services: Families with School Aged Children

In addition to accessing services through our 3 access points, families with minor children may also connect to homeless-related services through these resource listed below.



## District Homeless Liaisons

School aged children experiencing homelessness may qualify for specific help and resources. Each school district has a Homeless Liaison to ensure that homeless children and youths are enrolled in, and have a full and equal opportunity to succeed in, school.

District Homeless Liaisons can help homeless children and youth that fall into the following categories:

- An individual who lacks a fixed, regular, and adequate nighttime residence;
- "Doubled-up" families, children in families that live with friends or relatives due to a loss of housing, economic hardship, or a similar reason;
- Children and youth living in a shelter, transitional housing, motel, vehicle, or campground; and
- "Unaccompanied youth," children and youth who are not in the physical custody of a parent or guardian.

To find the Homeless Liaison for your school district and to learn more about what resources might be available, call 925-942-3300 or click [https://p16cdn4static.sharpschool.com/UserFiles/Servers/Server\\_1077313/File/Departments/Educational%20Services/Youth%20Development%20Services/Foster%20Youth%20Services/8.12.21%20Liaison%20List%2021-22.pdf](https://p16cdn4static.sharpschool.com/UserFiles/Servers/Server_1077313/File/Departments/Educational%20Services/Youth%20Development%20Services/Foster%20Youth%20Services/8.12.21%20Liaison%20List%2021-22.pdf)

# Connecting to Services: Transition Aged Youth (18-24)

In addition to accessing services through CALL-CARE-CORE, Transition Aged youth (TAY) ages 18-24, may also connect to TAY specific homeless-related services by calling 510-236-9612.



## Homeless? Runaway? Kicked out?

510-236-9612

If you are between the ages of 18-24 and have run away, been thrown out, or are feeling unsafe in your home, we have free and voluntary services:

**Counseling**      Housing Search Assistance  
Substance Abuse Prevention Groups  
Linkages to Substance Abuse and Mental Health Treatment  
**Employment Assistance Drop-in Center\***  
Life Skills **Case Management**      Health Care  
Meals, showers, laundry facilities, mail service  
**Transitional Housing**      Family Reunification  
Peer Support Groups **Emergency Housing**  
Transportation  
School Enrollment/GED Prep

\* Drop-In Center service temporarily suspended due to COVID-19

# Connecting to Services: Older Adults

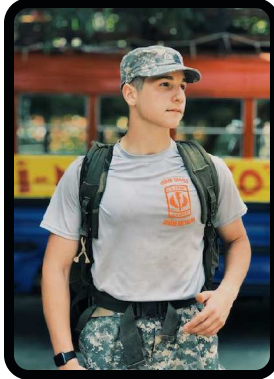
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For Older Adults (62+) who are homeless or at risk for being homeless who need housing resources.

- **Information & Assistance (I&A) Call Center** provides information, referrals to resources, and support in problem solving to seniors age 60 and older, adults with disabilities, and their caregivers. Call (800) 510-2020 or (925) 229-8434
- **Home Match** helps match “home providers” who have spare room(s) with “home seekers” who are looking for affordable places to live. Home seekers must currently live, work, or attend school in Contra Costa County, and make below \$119,950 annual gross income. Please note Home Match is unable to guarantee a match or provide immediate housing. Call (925) 956-7385
- **Contra Costa Senior Legal Services** provides free legal assistance to seniors age 60 and older on civil matters such as elder abuse, housing/eviction, public benefits, and consumer protection. Call (925) 609-7900
- **Senior Nutrition Program** provides lunch at 18 Café Costa/senior center locations for seniors age 60 and older. There is no cost, only small donation suggested. Must make reservation by contacting Café Costa/local senior centers by 11 a.m. the day before your lunch. Call I&A at (925) 229-8434 if you need help locating phone number
- For homebound seniors, home delivered meals are available through **Meals on Wheels**. Central and East County residents, call (925) 937-8607; West County, call (510) 412-0166

# Connecting to Services: Veterans



For Veterans who are homeless or at risk for being homeless who need housing resources.

## **Social Work Triage**

Contact Social Work Triage to get connected to services.

Monday – Friday: 8:00am – 4:30pm

Social Work Triage Phone Number: 925-404-4887

Drop-In: Martinez VA Outpatient Clinic, 150 Muir Rd., Martinez, CA 94553

## *Services Provided*

- Emergency Shelters & Residential Treatment – Brookside Shelter & Phillip Dorn Center (Medical Respite)
- Transitional Housing – Veterans Accession House
- HUD/VASH Program – Section 8 vouchers for Veterans with case management services
- Supportive Services for Veterans and Families – Temporary Financial Assistance, Housing Navigation, Benefits Support, Employment services, Legal services and Healthcare Navigation Support
- Veteran Justice Outreach - Outreach and Veteran Treatment Court services to eligible Veterans who are involved in the criminal justice system

## **Supportive Services for Veterans Families (SSVF) Intake Lines**

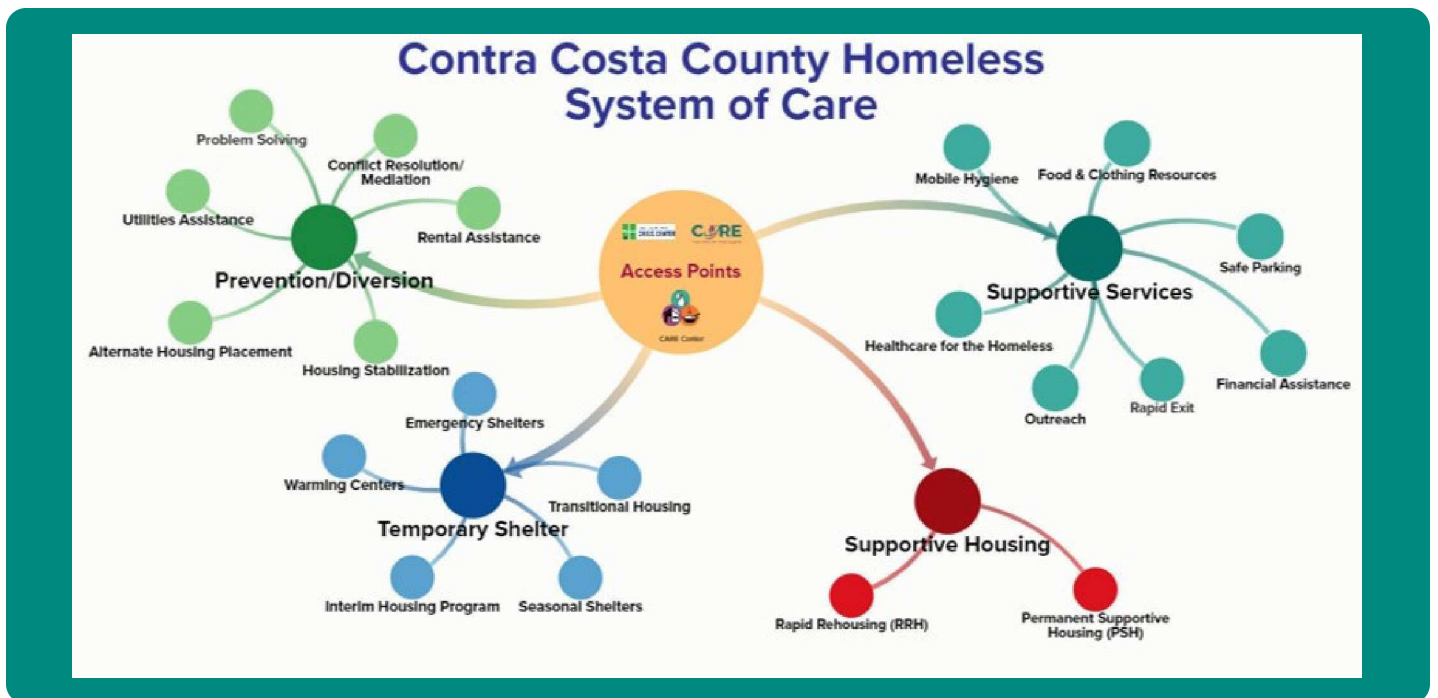
- Shelter Inc – 925-957- 7592
- Berkeley Food & Housing, Roads Homes – 925-957-6042

# Services Available

From our 3 access points, CALL/CARE/CORE, people seeking homeless services may be connected to a variety of available resources that best meet their needs.

The general categories of resources people may be connected to are:

- Prevention & Diversion**
- Supportive Services**
- Temporary Shelter**
- Supportive Housing**



Because our homeless system of care does not have enough capacity to meet the needs of every person seeking services, instead of "first come, first serve", some resources are distributed through a process called Coordinated Entry that you will learn about on the next page.

# Coordinated Entry



Contra Costa uses Coordinated Entry to quickly connect individuals and families to available and appropriate housing and services.

The purpose of a Coordinated Entry System is to ensure that all people experiencing a housing crisis:

- have fair and equal access to resources; and
- are quickly identified, assessed for, and connected to housing and homeless services based on their strengths and needs.

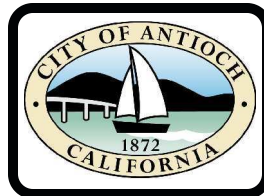
Coordinated Entry:

- uses standardized tools and practices;
- incorporates a system-wide Housing First (no barriers to entry) approach; and
- in an environment of scarce resources, coordinates housing support so that those with the most severe service needs are prioritized.

For more information about Coordinated Entry in Contra Costa County, go to:  
<https://cchealth.org/h3/coc/#CES>

# What Cities Are Doing

## ANTIOCH



- The City of Antioch is pursuing a Request for Qualifications (RFQ) to select a developer for a joint Homekey application for the 2023 Notice of Funding Availability (NOFA)
- The city is also working on a Non-Congregate Bridge Housing motel conversion set to take place at the Executive Inn in order to house unsheltered Antioch residents. It is set to open Early Winter of 2022.
- The Laundry Voucher Program is available to unhoused residents through our partnership with SHARE Community and The Church 4 Me. Vouchers are available Tuesdays starting at 8am-4pm at the Community Outreach Center 525 E 18th St, Antioch
- Any inquiries about programs can be directed to Unhoused Resident Coordinator Jazmin Ridley at 925-204-4167

## CONCORD



- Providing over \$300,000 annually to organizations servicing the needs of Concord's unhoused population.
- Serving as a host city to one of the three County full service homeless shelters.



## CONCORD (CONT.)

- Funding a full-time, 3-person County CORE (Coordinated Outreach, Referral & Engagement) team to work in Concord
- Funding a full-time County/City MHET team (Mental Health Evaluation Team) to proactively provide referrals to outpatient mental health services and other resources to aid individuals experiencing significant mental health challenges to aid the individuals in avoiding the need for future crisis intervention with the County Mental Health Hospital and/or law enforcement.
- Educating the community when addressing complaints of encampments and coordinating abatements when there are public health and safety concerns, and when consistent with State guidance and existing Federal case law. Whenever an abatement of public property is necessary, ensuring that persons living in the encampments are provided advance notice and offered services through CORE.
- Funded a Community Services Manager position, to work in the City's housing division to help the Council and community define homeless service goals, facilitate relationships amongst the many non-profit groups providing services within the unsheltered community with a goal of maximizing effectiveness, identify funding opportunities to enhance homeless services and programs and, in general, to help the City continue to make progress on this challenge.
- Launched a pilot rapid rehousing program leveraging State Permanent Local Housing Allocation funding (PLHA) to assist individuals and families experiencing homelessness transition into permanency with adequate support services.
- Set-aside \$2.4 million in onetime funds to support future efforts. Council has not yet decided on how best to invest this money.
- Preparing to develop a strategic plan to address homelessness in the City of Concord.

## MARTINEZ



- Every Friday on the City of Martinez Waterfront, the Martinez Police Department organizes community partners to come together to provide basic services for our unhoused population. Our unhoused can receive medical, dental, behavioral health, and social support through Contra Costa County Health Care for the Homeless; showers and haircuts through the Bay Church, fresh burritos from Passion to the Street (courtesy of Loaves and Fishes); and clothes from the Homeless Action Coalition. Additionally, unhoused veterans receive support with housing search and placement, temporary financial assistance, case management, and employment services through Berkeley Food & Housing Project.
- Currently, the City has a Coordinated Outreach, Referral & Engagement (CORE) team providing outreach 20 hours a week and has an officer assigned as a Community Resource Officer to support the unhoused. Additionally, for 2023, the City of Martinez Police Department is piloting a program to evaluate the effectiveness of having a mental health nurse available to support the unhoused. The health provider is available in-person two days a week on Mondays and Tuesdays and assists with de-escalation and mental health services in partnership with a police officer. Lastly, our City Council has approved of an Ad Hoc Subcommittee for the Unhoused with the goal of discussing and developing short and long-term solutions to support the unhoused.

## PITTSBURG



In Spring 2022, two affordable housing projects held ribbon cuttings, Veterans Square developed by Satellite Affordable Housing Associates and Gonzalves Village developed by Yellow Roof Foundation, both receiving funding assistance from the City of Pittsburg and the Pittsburg Housing Authority. Veterans Square is a 29-unit project providing supportive housing to veterans, and those who may have been unhoused and referred by coordinated entry. Gonzalves Village consists of 6 single-family furnished, income based affordable rental units.

## PINOLE



Hosted several Project H.O.P.E. (Helping Others Through Positive Encounters) events that focus on connecting the houseless members of our community to resources and providing them with a few essentials. These events allow individuals who are experiencing homelessness to receive a hot meal, shower, a haircut, and services provided by CORE Outreach. Resources include CORE Outreach, meal vouchers to local restaurants, showers at a local hotel, haircuts, as well as providing food and essential needs kits and supplies. These events are further supported by proactive quarterly homeless intervention efforts by the Police Department's Community Outreach Unit and assigning a detective as our Mental Health Evaluation Team (MHET) liaison officers to coordinate any engagement efforts that require mental health services.

## PLEASANT HILL



- Funds CORE Outreach team
- Creation of police Crisis Intervention Team to deal with individuals experiencing mental or emotional crisis
- Participation in regular Regional Homeless meeting with local City Managers and Police Chiefs
- Participate in regular Regional Homeless meeting with CORE Outreach teams members and police officers from Pleasant Hill and Martinez
- Engaged the community in town hall forum on issues related to homeless in "Community Conversations"
- Diversity Commission working with CORE to assist homeless population as part of Community Service Day

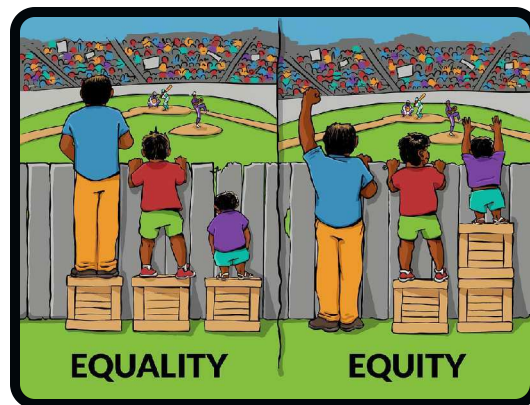
# SAN PABLO



In January 2020, the City of San Pablo conducted a citywide survey showing the residents overwhelmingly desired improvements in assisting our homeless population. In response, the San Pablo Police Department created the Crisis Response Team (CRT) in July of 2022.

- CRT is comprised of trained police officers dedicated to serving our homeless population and specially trained police officers to support individuals suffering from a mental health crisis.
- The two teams work collaboratively as many of our homeless residents are also experiencing mental health crisis. The units fall under the direction of Lieutenant Shawn Ray; the Public Safety Representative on the Contra Costa Council on Homelessness.
- The San Pablo funded CORE Outreach team (Coordinated Outreach Referral, Engagement) and Crisis Response Team seeks long-term solutions to homelessness through the use of these services in alignment with the commitment of the County A3 (Anyone, Anywhere, Anytime) Community Crisis team.
- CRT Officers will also be partnering with the business and residential community through our established Neighborhood and Business Watch programs to ensure consistent and transparent feedback and communication.
- The San Pablo Police Department recognizes the importance of being proactive in addressing these priorities. Through the partnerships and positive relationships built within this community, we believe in the long-term success of San Pablo to remain an amazing place to work, live, and play.

# Spotlight on Equity



The Contra Costa Continuum of Care is committed to increasing equity across the homeless system of care. We believe that if communities center the experiences of those most impacted by homelessness and create more inclusive decision-making processes, they can redesign service systems to be more culturally responsive, trauma informed, equitable, and effective.

- In 2021, our CoC began the steps to implement recommendations from a [racial equity system analysis](#) of the Contra Costa Continuum of Care (CoC) conducted in 2020
- In September 2022, the Council on Homelessness created an Equity Committee and selected a top equity priority for work in 2023
- At a system level, we have incorporated equity-based performance measures into our program standards and specific equity language in our Council Bylaws and system level Policies and Procedures

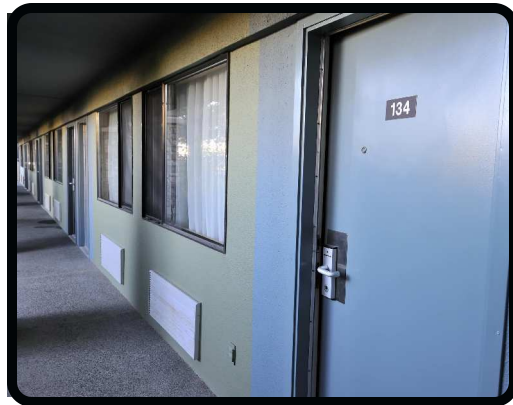
## Equity Committee Priority for 2023

- Create accessible information, outreach, and educational materials to engage hard to reach or previously unreached communities in Contra Costa County

## To Get Involved

- Email [contracostacoc@cchealth.org](mailto:contracostacoc@cchealth.org) or phone or text 925-464-0152
- For more information, go to <https://cchealth.org/h3/coc/#Equity>.

# Spotlight on Project Roomkey



In response to the COVID-19 pandemic, in March 2020 the state launched Project Roomkey (PRK), which funded the CoC to open emergency hotel programs, moving people from congregate shelters into private rooms designated for households. Placement into Project Roomkey interim housing was prioritized for people most at risk of severe impact from COVID-19 including seniors and people with chronic or multiple health conditions.

In 2021 as the shelter-in-place mandate was lifted and the impact of COVID-19 was deemed less severe, PRK began sunseting. Our system of care prioritized housing and shelter resources for PRK residents to ensure that all clients were offered temporary or permanent housing options before the last of the Contra Costa Project Roomkey programs closed at the end of June, 2022.

## Project Roomkey (PRK) Highlights

- From August of 2020 until the closure of PRK in June of 2022, all housing resources through Coordinated Entry were prioritized for PRK residents
- 100 Mainstream Vouchers awarded to the Housing Authority of Contra Costa County were allocated to PRK residents
- In August of 2021, The Housing Authority of Contra Costa County was awarded 201 Emergency Housing Vouchers. Of those 201 vouchers, to date, 136 have been given to long term shelter residents, which included many residents who were part of PRK

# Engage



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# Calendar of Events for November

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3<sup>rd</sup>

## Healthright 360: Restoring Hope and Community Resource Fair and Free Services

Monday  
1 pm - 3 pm

**Location:** To Be Determined

Join us for free medical services, free haircuts, legal aid & record expungement, housing information, family resources. Free raffle every hour! For more information, contact Andrea Lopez at (925)732-1372 or [anlopez@healthright360.org](mailto:anlopez@healthright360.org).



8<sup>th</sup>

## Homelessness Awareness Month Presentation to the Contra Costa Board of Supervisors

Tuesday  
9:30 am

**Location:** Agenda with link will be posted here 96 hours before meeting: [http://64.166.146.245/agenda\\_publish.cfm?id=&mt=ALL](http://64.166.146.245/agenda_publish.cfm?id=&mt=ALL)

Join community members and advocates as we hear from our Chair and Vice Chair, receive a proclamation from the Board of Supervisors declaring November Homelessness Awareness Month and celebrate together!



14<sup>th</sup>

Monday  
Noon - 12:30



## Recognizing Lavonna Martin as Woman of the Year

**Location:** 1025 Escobar Street, Martinez\*

Join us as State Senator Steve Glazer recognizes Lavonna Martin, Former Director of Health, Housing and Homelessness, as District 7 Woman of the Year for her work to address homelessness.

\*Note to in person attendees: the building does have security screening that any event attendees would need to go through before entering. For more information: <https://www.contracosta.ca.gov/8368/County-Administration-Building-Access>

14<sup>th</sup>

Monday  
1 pm - 3 pm



## CoC Learning Hub: R.O.O.T.S.- Reflecting On Our Truth and Stories

**In Person:** 1025 Escobar Street, Martinez\* **For Zoom, click:**  
[https://homebaseccc.zoom.us/meeting/register/tZcucuivrD4sGtEp4caj9PT\\_nipGBImoEXHe](https://homebaseccc.zoom.us/join/https://homebaseccc.zoom.us/meeting/register/tZcucuivrD4sGtEp4caj9PT_nipGBImoEXHe)

The Coc Learning Hub will a) recognize people nominated for Outstanding Landlord, Outstanding Volunteer and Thriving in the Face of Homelessness and b) feature the stars of our Homelessness Awareness Month video (<https://express.adobe.com/video/kP6MsvYeoN4te>) as they talk about their experience of homelessness, what helped them move forward and where they are now.

\*Note to in person attendees: the building does have security screening that any event attendees would need to go through before entering. For more information: <https://www.contracosta.ca.gov/8368/County-Administration-Building-Access>

22<sup>nd</sup>

Tuesday  
10:30 am



## Glo's Independent Living 3rd Annual Community Thanksgiving Dinner

**Location:** 145 6th St Richmond Ca, 94801

Glo's Independent Living LLC is having their 3rd Annual Community Thanksgiving dinner for the unhoused in Richmond. There will be food, games and resources.

# Volunteer

To see a full list of homeless service agencies with volunteer opportunities, go to: <https://cchealth.org/h3/coc/pdf/Volunteer-Opportunities-at-CoC-agencies.pdf>.



## Glo's Independent Living

### **Volunteer Opportunity:**

- Help serve food or host activities at Glo's Annual Community Thanksgiving dinner

**When:** November 22, 2022 from Noon - 4 pm

**Where:** N.145 6th St Richmond Ca 94801

**Contact:** Tiffany Powell 510 932-0882

## Habitat for Humanity Unity Build Day

### **Volunteer Opportunity:**

- Habitat for Humanity's Unity Build Days are designed to bring together communities of all faiths and non-religious worldviews to make a transformative impact. Esperanza Place development in Walnut Creek - the site of 42 community build affordable townhomes.

**When:** November 19th, 8:30 am - 4 pm

**Where:** 1250 Las Juntas Way, Walnut Creek, CA

**Contact:** Ali Nelson - [ANelson@HabitatEBSV.org](mailto:ANelson@HabitatEBSV.org) - 510.803.3356

# Volunteer



## Loaves and Fishes

### **Volunteer Opportunity:**

- Loaves and Fishes of Contra Costa has a great opportunity for you to give back to your community! We are currently seeking volunteers to help alleviate food insecurity meals and groceries to those in need in our community. Volunteers work closely with staff and other volunteers to perform the following: Light food preparation: greens, bread/butter, serve meal in to-go containers, assist in clean up. Other duties that may also be assigned include unloading vehicles when donated groceries arrive, rolling meals from the kitchen, etc. The volunteer must be able to stand between 3-4 hours, lift up to 25 pounds. Minimum age to serve with a supervising adult is age 12. Due to the population we serve, all volunteers must be fully vaccinated and submit documentation prior to volunteering. Masks may be required for all staff and volunteers. To apply, go to: <https://loavesfishescc.org/volunteer/ways-to-volunteer/>

**When:** Ongoing

**Where:** At any of our five dining room locations in Martinez, Walnut Creek, Antioch, Pittsburg and Oakley. More information is on our website <https://loavesfishescc.org/volunteer>

**Contact:** Email [volunteer@loavesfishescc.org](mailto:volunteer@loavesfishescc.org) or contact us at 925 293-4792

# Donate

To see a full list of homeless service agencies with donation needs, go to:

<https://cchealth.org/h3/coc/pdf/Donations.pdf>

## CORE Outreach

**Items Needed:** Moving blankets, tarps, blankets, socks, hygiene kits

**Drop off Location:** 2400 Bisso Lane, Suite D2, Concord

**Contact:** Mike Callanan at [michael.callanan@cchealth.org](mailto:michael.callanan@cchealth.org) or at 925-316-9619

## Glo's Independent Living

**Items Needed:** Masks, water, clothing

**Drop off Location:** 145 6th St., Richmond

**Contact:** Tiffany Powell at 510-932-0882

## Hope Solutions

**Items Needed:** Spirit of Giving: Give the gift of giving. Sponsor a family during the holidays to help create special memories that will last a lifetime.

Seasonal Celebrations: Celebrate spring Baskets and Jack-O-Lantern grams.

Donate a Spring Basket or Halloween goody bag to brighten a child's day.

Donation Drives: Host a "Hope Drive" to provide essential always in need of diapers, ready to go move-in kits, hygiene products, or welcome baskets to support the families at Hope Solutions.

**Drop off Location:** Schedule drop off

**Contact:** Sandibel Arnold, Volunteer & Donations Coordinator,  
[sarnold@hopesolutions.org](mailto:sarnold@hopesolutions.org)

# Donate



## Housing Consortium of the East Bay (HCEB)

**Items Needed:** Home furniture for all rooms, bedding, appliances, toiletries

**Drop off Location:** 410 7th Street, #203, Oakland, CA 94607

**Contact:** Call 510-832-1382

## Loaves and Fishes

**Items Needed:** Food donations, winter care kits including cotton socks, mittens, scarfs, hats

**Drop off Location:** 835 Ferry Street Martinez, CA 94553

**Contact:** Email [info@loavesfishescc.org](mailto:info@loavesfishescc.org) or call 925 293 4792

# Guidance on Clothing Donations

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The printable booklet  
**"CLOTHING DONATIONS CONSIDERATIONS &  
BEST CHOICES FOR PEOPLE EXPERIENCING STREET HOMELESSNESS"**  
on the following pages was developed by John Warden, a community member  
with a lived experience of homelessness.

# CLOTHING DONATIONS CONSIDERATIONS & BEST CHOICES FOR UNSHELTERED HOMELESS LIVING





## **About the Author**

My name is John Warden. I was homeless for 53 months (2011-2016). Over half of this time was spent living on the streets of Palm Springs, California. The desert region I lived in was known for its hot summer temperatures in excess of 120 degrees but, deserts are also known to fluctuate greatly and in winter the temperatures still get into the 30's. The area is also very windy. So windy that paint can be stripped from your car in a few months. We also have a monsoon season where heavy rains hail and sudden dust storms called "Haboobs" can appear and inundate an area with zero visibility and dirt mixed with rain contaminating everything you have in a silky mud.

Before I was homeless I had many jobs that took me into the outdoors. I was a Wilderness ranger for the U.S. Forest Service (2000-2006), I was a Nordic Ski Patroller and an AMGA certified mountain guide (1998-2006). I worked in the outdoor retail industry specializing in outdoor wear and training (1996 to 2001) and I was a soldier in the Army/National Guard (1983-1996). All my life I had been an outdoor enthusiast and skier. I loved the outdoors and knew how to respect it.

All of this knowledge kept me safe from the weather when I was living on the street although, I saw why many associates of mine were suffering from the clothes they had to wear. A lot of cotton clothing made a lot of homeless people miserable. The clothes they had took a long time to wash and dry which led to problems with keeping clean and sanitary. I saw many people get hypothermia by becoming wet (from lawn sprinklers) and then cold because the wind would chill them down.

This is why I am writing this guide. It is for people or groups and organizations who want to help the homeless get the best items of clothing for their survival. Being cold and wet gives little hope for any person experiencing homelessness. This lack of hope leads to depression and sometimes can erupt into anger or outbursts that create negative and unwarranted attention from police or the general public.

Thank you for reading this information. I am available for classes in person or through ZOOM and encourage you to seek out more ways you can provide clothing resources to the homeless in our community.

]

## PROPER CLOTHING FOR STREET HOMELESS

These days most people experience homelessness without shelter. They are forced to improvise or construct shelter from wind and rain, snow and moisture. If they can't make a cover of some sort then they may just be standing in the rain or sitting in the rain trying to not move so the wetness doesn't rub against them and chill them to the bone.

When the weather turns wet and windy the homeless try to find places they can "hangout" and stay dry. Throughout their day this involves migrating from a coffee shop to a library to a stoop of a dumpster area back to a coffee shop until they wear out their welcome and get told to leave. Then they head out into the cold, wet world. They get wet and then cold and then have nothing to warm them up. They stay like that until the rain clears. As this happens the skies clear and the cold returns. None of this helps this person dry out or get warm. Their skin is pruned and their feet are absolutely frozen. How would you feel to start your day off like this? How would your demeanor and attitude be? How would you cope day in and day out with this?

What if there were clothes that would help you manage better? What if the homeless on the street had more than cotton hoodies and down jackets to wear?

### **GOOD NEWS!!!**

The clothing that we use for hiking, winter sports, backpacking, snowboarding and anything we do outdoors is the perfect match for a homeless person.

### **WHY?**

Because it is made from synthetic materials that absorb little to no moisture, stay warm when they are wet, and they work to keep you dry and keep the wind off of your skin.

Anything made of synthetic materials like fleece, polypropylene, nylon, is the type of fabric we are looking for. These qualities are:

Easy wash and rinse

Quick drying

Wind resistant

Water resistant (still keeps wind from blowing through fabric to cool you down)

Easy to pack and manage wrinkles

Generally considered travel clothing so the look is casual/professional

Very durable and tear resistant

### **These QUALITIES over COTTON are:**

Easy to WASH and RINSE without a laundry machine. Just use a sink and hand soap.

Quick Drying fibers hold less than 1% in weight of water so drying is very fast

Wind Resistant/Proof tightly woven fabrics block wind yet, are breathable

Water Resistant/Proof Fabric absorbs little water and can keep you warm when wet

Durable fabrics are resistant to tears and abrasion

Low bulk and low wrinkle so you can look less disheveled.

Natural materials like COTTON and WOOL or SILK are not good to use in such extreme exposed situations because they are made up of fibers that are able to absorb water into them which takes away their ability to warm. They also can not dry without significant heat from a machine or many hours or several days in the sun. This means that the clothing will actually make you lose precious heat from your own body instead of insulate you from the cold.

NOTE: WOOL and SILK for 24/7 outdoor use makes these just as bad as COTTON

### **A QUICK STORY**

One winter years ago I went to Squaw Valley to snow camp along Squaw Creek. I was snowshoeing and came to a place where I crossed over a snow bridge. The snow bridge gave way to my weight and I broke through the bridge and fell into 2 feet of ice cold rushing water. With my back pack on I rolled into the water and completely soaked myself.

The time was noon. It was 29 degrees outside with a slight breeze. Windchill was about 24 degrees. I was two hours from my car. What did I do?

Took off all my wet clothes (everything) while standing on a closed cell foam sleeping pad. I rung out my fleece jacket and fleece pants and hat, gloves.

Put on a change of dry base layers and mid layers and socks

Put on my damp jacket and pants

Put on my outer most shell for wind protection

Put on my pack and continued

Within 5 minutes I was too warm. Right where I wanted to be. I adjusted my clothing so I didn't get too hot and 30 minutes later my fleece jacket and pants were bone dry.

If I had been homeless and this happened I would be in a life threatening situation in less than 15 minutes. And over the course of many years, this scenario has happened to me countless times and I'm here to share the story.

**THIS CLOTHING WILL SAVE A PERSONS LIFE**

## **FINE TUNE YOUR GIVING**

The San Francisco bay area is home to many outdoor enthusiasts. Joggers, cyclists, hikers, trail riders, equestrians and sports players all use synthetic clothes for their exploits. Folks who do winter sports like snowboarding and skiing, ice fishing, snow shoeing. All of you are using these materials and you have stuff in the closet that you no longer use. These are all life savers to a homeless person. Look at some of the clothes you have had for years and it still looks good. These are all waiting to be repurposed as “SAFETY CLOTHES” for the homeless.

So, when you think about donating clothes to a shelter please think about your old outdoor clothes and donate those over the cotton clothing.

When you donate your clothes ask if the shelter is separating clothes for people living outside. If they don't please suggest that they do this service for their clients.

If you belong to a club or organization that is involved in outdoor activities, please consider having a clothing drive for old synthetic clothing to be given the homeless.

If your organization helps homeless with resources and support. Consider reorganizing your clothing bank so that those who live on the street can obtain the special clothing they need to support themselves. Have your staff educated on “outfitting” so they can work with and educate their clients.

These small steps will help make life better for a person experiencing homelessness and maybe even save their life.

Any person experiencing poverty who has no access to laundry facilities should consider these clothes as well.

## **CLOTHING MANUFACTURERS TO CONSIDER**

**These companies make cotton casual clothes also so be aware to check labels for fabric contents:**

COLUMBIA

The NORTH FACE

PATAGONIA

R.E.I.

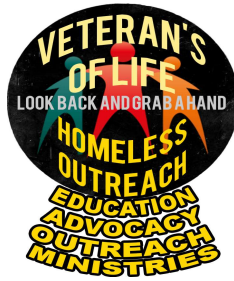
TITLE 9

SMART WOOL

BIG 5 / DICK'S / J.C. PENNY / SEARS / OLD NAVY – Active Wear Departments

FROGG TOGGS

CAMPMORE



The Veteran's of Life is an advocacy, education and outreach organization that is working to educate the public about real homelessness and what people experiencing homelessness actually go through and how the community helps and exacerbates their struggles and recovery. We are formerly homeless and in personal or professional "recovery" courses or practicing successful life skills development.

We teach the community to hate homelessness NOT the homeless. We advocate for peer support and for others in recovery to "LOOK BACK AND GRAB A HAND" of those who need help and walk with them through their journey into transitional housing and wrap around services and mental health treatment. We serve the homeless not the homeless industry and we strive to breakdown misinformation and reasons to criminalize homelessness.

We participate in discussions and forums and bring homelessness issues out to be heard.

Since 2017 the Veterans of Life has sponsored "Captain Hydro" which has been delivering cold bottled water to the thirsty homeless along the Monumnet and Contra Costa Blvd corridors in Pleasant Hill and Concord and in Walnut Creek. Water is donated by local community members.

We are also working on an immersive homelessness simulation (pending post COVID-19) for citizens, city managers and stake holders to participate in sensitivity training.

The Veteran's of Life is not a non-profit organization.

# How to Help: Landlords



## Have an Extra Room?

If you or someone you know has an extra room available in their home, please contact Home Match Contra Costa. Home Match is a nonprofit shared housing program that improves lives and communities by bringing people together to share homes. Turn your spare room into an opportunity for income and new social connections! It is free to apply.

Home Match thoroughly screens all participants, which includes a free background check, photo ID verification, and income verification for Home Seekers. They connect people based on compatibility and offer on-going support, even after move-in. For more information, please call (925) 956-7385, email [homematchcontracosta@frontporch.net](mailto:homematchcontracosta@frontporch.net) or visit <https://covia.org/programs/home-match/>

## Have an Extra Unit?

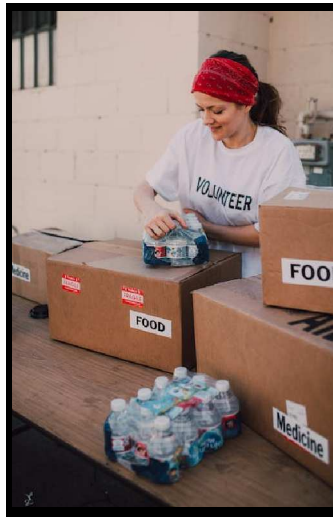
Many people in our community trying to exit homelessness are connected to programs that will pay for their rent and provide supportive services to help ensure their success but are unable to find a landlord who will rent to them. As a landlord, you have the power to literally end someone's homelessness!

### Benefits to Landlords Who Participate

- Guaranteed rent
- Potential extra security deposit
- Designated staff person to act as liaison between landlord and tenant
- The knowledge that you are actively helping end homelessness in your community

For more information, email [Jaime.Jenett@cchealth.org](mailto:Jaime.Jenett@cchealth.org) or call 925-608-6716.

# How to Help: Faith Community



## Does Your Congregation Serve People Experiencing Homelessness?

Many faith partners in Contra Costa county are doing tremendous work to support people experiencing homelessness. We want to make sure that your volunteers have all the information they need to connect people experiencing homelessness with the full array of services that may be available to them. Congregations doing outreach/feeding programs/clothing donation programs can:

- Coordinate with CORE outreach to potentially go out with your volunteers to provide additional resources. Email [Contracostacoc@cchealth.org](mailto:Contracostacoc@cchealth.org) or call 925-608-6716 to start this conversation.
- Make sure your programs listed in the 211 database so people seeking your type of services know about you. Contact Blanca Gutierrez, 211 Resource Manager, [blancag@crisis-center.org](mailto:blancag@crisis-center.org) to find out more about how to create a listing for your program.
- Request a "Homeless Services 101" training for your volunteers! Contact [Jaime.jenett@cchealth.org](mailto:Jaime.jenett@cchealth.org) or call 925-608-6716 for more information.

# Speak Up

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If you care about homelessness, your voice should be heard. Here are a few ideas about how you can become an advocate on issues relating to homelessness.



## 1. VOTE

You don't have to be housed to vote! Your vote can make the difference when it comes to representatives and policies that impact people experiencing homelessness. For more information on voting in Contra Costa, including polling places and how to track your ballot, go to: [www.cocovote.us](http://www.cocovote.us).

## 2. JOIN A MAILING LIST

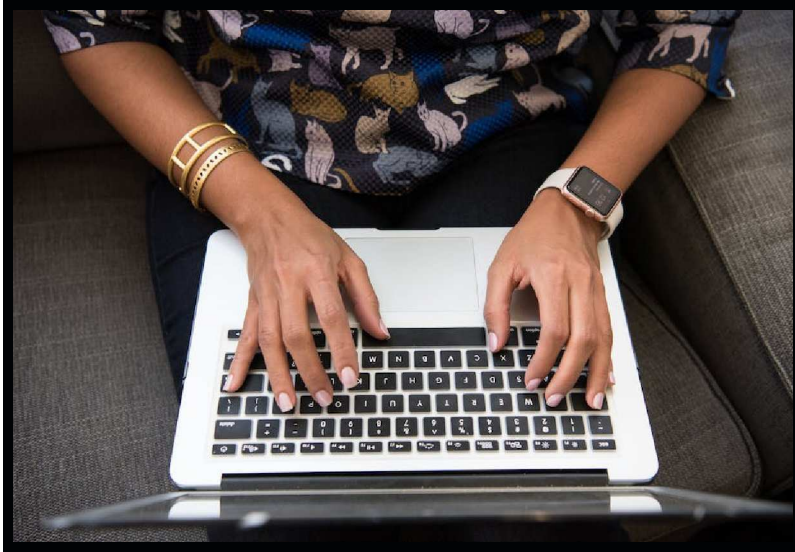
Sign up for updates from the trusted agencies and organizations below. They'll alert you to opportunities and often provide speaking points!

- [Contra Costa Continuum of Care \(CoC\)](#)
- [Nonprofit Housing Northern California \(NPH\)](#)
- [East Bay Housing Organizations \(EBHO\)](#)
- [National Alliance to End Homelessness \(NAEH\)](#)
- [Housing California](#)
- [Ensuring Opportunity: The Campaign to End Poverty in Contra Costa](#)



# Speak Up

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## 3. SPEAK AT A MEETING

Council on Homelessness, City/Town Council and Board of Supervisors meetings all discuss issues related to homelessness and provide opportunity for public input. Sign up to automatically receive agendas and share your thoughts when an issue related to homelessness is being discussed. Ask your local electeds to adopt a proclamation like the one on the next page. Come to the Board of Supervisors meeting on November 9th!

## 4. WRITE A LETTER

Federal, State and Local representatives want to hear from you! Don't be shy about writing a letter or email. For more information about how to identify your representatives go to [www.usa.gov/elected-officials](http://www.usa.gov/elected-officials).

# Sample Proclamation

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Every year we create a proclamation that community members can request their local governing bodies adopt to raise the awareness of homelessness. The proclamation provides current data on homelessness in Contra Costa, guidance about how to connect to homeless services and is a tool to further amplify the message that homelessness is a pressing issue in our community.

See the following pages for the sample proclamation.

## **November as Homelessness Awareness Month Proclamation 2022**

WHEREAS, the month of November is recognized as Homelessness Awareness Month in the United States; and

WHEREAS, the purpose of the proclamation is to educate the public and advocate with and on behalf of people experiencing homelessness about the many reasons people are homeless, including the shortage of affordable housing in Contra Costa County; and to encourage support for homeless assistance service providers as well as community service opportunities for students and school service organizations; and

WHEREAS, there are over twenty organizations in Contra Costa committed to sheltering, providing supportive services, and/or basic resources to people experiencing homelessness; and

WHEREAS, Contra Costa County recognizes that homelessness continues to be a serious problem for many individuals and families in Contra Costa; and

WHEREAS, 9,119 individuals accessed homeless services in Contra Costa in 2021, making up 6,816 unique households<sup>1</sup>; and

WHEREAS this was a 9% decrease in households served since 2019<sup>2</sup>; and

WHEREAS, there was a 24% increase in the number of days homeless, from 756 days to 940 days, between 2020 and 2021<sup>3</sup>; and

WHEREAS, 40% of the individuals served were Black/African American; 4x the percent in the county population in 2021<sup>4</sup>; and

WHEREAS, 8% of the individuals served were American Indian/Alaskan Native; 8x the percent in the county population in 2021<sup>5</sup>; and

WHEREAS, there was a 7% increase in people aged 62+ between 2019 and 2021<sup>6</sup>; and

WHEREAS, there was a 9% increase in Transition Aged Youth (ages 18-24) between 2019 and 2021<sup>7</sup>; and

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<sup>1</sup> Contra Costa County Homeless Continuum of Care 2022 Annual Report Infographic, p.1, <https://cchealth.org/h3/coc/pdf/Infographic-2021.pdf>

<sup>2</sup> Ibid, p. 1

<sup>3</sup> Ibid, p. 3

<sup>4</sup> Contra Costa County Homeless Continuum of Care 2022 Annual Report Infographic, p.2, <https://cchealth.org/h3/coc/pdf/Infographic-2021.pdf>

<sup>5</sup> Ibid, p.2

<sup>6</sup> Ibid, p. 2

<sup>7</sup> Contra Costa County Homeless Continuum of Care 2022 Annual Report , p.3 <https://cchealth.org/h3/coc/pdf/Annual-Report-2021.pdf>

## **November as Homelessness Awareness Month Proclamation 2022**

WHEREAS, 71% of the CoC households had a disabling condition<sup>8</sup>; and

WHEREAS, 20% of people who accessed crisis response programs reported surviving domestic violence at some time in their lives and 31% of those people were fleeing domestic violence at the time they enrolled into the program<sup>9</sup>; and

WHEREAS, between 2019 and 2021, there was a 47% increase in people experiencing homelessness identified by the coroner's office after passing away in a non-hospital setting<sup>10</sup>; and

WHEREAS, 1,758 households exited to or maintained permanent housing during 2021<sup>11</sup>; and

WHEREAS, In Contra Costa, Renters in Contra Costa County need to earn \$41.77 per hour - 2.7 times minimum wage - to afford the average monthly asking rent of \$2,172.<sup>12</sup>; and

WHEREAS, asking rents increased by 5.3% between Q4 2020 and Q4 2021<sup>13</sup>; and

NOW THEREFORE BE IT RESOLVED that Contra Costa County hereby proclaims November as Homelessness Awareness Month.

BE IT FURTHER RESOLVED that Contra Costa County encourages all residents to recognize that thousands of people in Contra Costa do not have housing and need support from government, citizens and private/public nonprofit service entities to address the myriad challenges of homelessness.

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<sup>8</sup> Contra Costa County Homeless Continuum of Care 2022 Annual Report, p. 3  
<https://cchealth.org/h3/coc/pdf/Annual-Report-2021.pdf>

<sup>9</sup> Ibid, p. 3

<sup>10</sup> Ibid, p. 3

<sup>11</sup> Ibid, p. 2

<sup>12</sup> Contra Costa 2022 Affordable Housing Needs Report, [https://1p08d91kd0c03rlxhmtydpr-wpengine.netdna-ssl.com/wp-content/uploads/2022/05/Contra-Costa\\_Housing\\_Report\\_2022-AHNR-rev.pdf](https://1p08d91kd0c03rlxhmtydpr-wpengine.netdna-ssl.com/wp-content/uploads/2022/05/Contra-Costa_Housing_Report_2022-AHNR-rev.pdf)

<sup>13</sup> Ibid

# Recognize



<b><u>Topic</u></b>	<b><u>Page</u></b>
R.O.O.T.S (Reflecting On Our Truth And Stories).- Video	46
Recognition: Thriving in the Face of Homelessness	47
Recognition: Outstanding Volunteer	59
Recognition: Outstanding Landlord	67

# "R.O.O.T.S.- Reflecting On Our Truth And Stories"- Video

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*In this short video, Contra Costa residents share why they lost their housing.*

To view the video, go to:

<https://express.adobe.com/video/kP6MsvYeoN4te>

To hear more about their experience of homelessness, what helped them move forward and where they are now, join our

**CoC Learning Hub  
Monday, 11/14, 1 pm - 3 pm**

**Register here:**

[https://homebaseccc.zoom.us/meeting/register/tZcucuivrD4sGtEp4caj9PT\\_nipGBImoEXHe](https://homebaseccc.zoom.us/meeting/register/tZcucuivrD4sGtEp4caj9PT_nipGBImoEXHe)

## Homelessness Awareness Month 2022 Recognitions for “Thriving in the Face of Homelessness”

*The “Thriving in the Face of Homelessness” category is to recognize individuals who have experienced the crisis of homelessness and a) supported other people experiencing homelessness and/or b) moved out of homelessness themselves.*

### **Nominees**

1. Amanda Jenkins (District 1)
2. Daniel Aderholdt (Serves entire county)
3. Denise Mills (District 4)
4. Jessi Taran (District 1)
5. Jo Bruno (District 3)
6. Lisa Thomas (Serves entire county)
7. Tamisha Walker (Serves entire county)
8. Willy Vega (Serves entire county)

*The following pages contain descriptions of each nominee as provided by the person (s) who nominated them.*

# Amanda Jenkins, Operation Ground 0

**Nominated by:** Amanda Jenkins, Self

**Supervisorial District:** District 1 (Richmond, San Pablo, El Cerrito, part of Pinole, and the unincorporated communities of Bayview, East Richmond Heights, El Sobrante, Kensington, Montalvin Manor, Tara Hills, North Richmond, and Rollingwood)

**Nominee's personal accomplishments that reflect resilience and courage.** *For the last 7 yrs I have been homeless with my son. We went from abandoned houses to a tent to a makeshift house to an RV. 2yrs ago I started a safe parking program in North Richmond CA and recently my site was awarded a 4.8 million dollar Grant and 102 people will be housed they the housing first program. I also volunteer as site manager for this site and advocate at all levels for the residents. I have helped in housing 3 families into permanent housing as well as I volunteer when ever possible for anything in my community regarding homelessness. I am currently on the steering committee for the City of Richmond as well as cc county strategic planning committee to come up with a better plan for the homeless population related to services. I volunteer as the assistant manager at the Rydin Rd encampment safe parking site in Richmond Ca as well. I started my own non profit as a mobile outreach in 2017 and continue to help others daily. I have not been paid and dnt care about money I simply do because I'm doing God's work and it warms my heart to see people smile and be with there families n a house happy.*

*I am told I am very well liked as well as talked about in the city of Richmond I know tht the mayor and all of city council appreciate my work as well as the city manager and program managers I work with. I have done surveys and referrals leading 3 people to long-term housing again and they appreciate it. I go above and beyond the scope of the job whenever needed and never complain about it.*



# Amanda Jenkins, Operation Ground 0

**Nominated by:** John Springman, Friend

**Supervisory District:** District 1 (Richmond, San Pablo, El Cerrito, part of Pinole, and the unincorporated communities of Bayview, East Richmond Heights, El Sobrante, Kensington, Montalvin Manor, Tara Hills, North Richmond, and Rollingwood)

**Nominee's personal accomplishments that reflect resilience and courage.** *For the last 7 years I have seen Amanda thrive and become a leader and advocate for the homeless in her community she started the Castro encampment in Richmond which received \$4.8m from governor newsom and she is part of the county steering committee the city of Richmond strategic plan committee the homeless taskforce the Reimagining Richmond Taskforce the Castro stakeholders taskforce and advocates with Faith in Action East Bay for Rydin Rd and Castro encampments as well as all the homeless in Richmond and North Richmond. She is always willing and able to help anyone with anything whether it be money clothes a ride help with paperwork assistance in any resources. She is still homeless with her 15yr old son and has been apart of 7 families with minor children from the Castro encampment being housed and continues to do this day after day for no money at all she has yet to get a job from the city yet she says she doesn't do it for the money she does it bcuz she wants to get to heaven to see her sons face again. She lost her son almost 6yrs ago to gun violence.*

*Amanda touches and changes people's lives everyday. Several times in the past 7 yrs I have witnessed individuals come to her with no hope ready to hurt themselves or give up and Amanda welcomes them into whatever dwelling she calls home at the time and talks to them and helps them with clothes and comfort and maybe a place to sleep or she might have built them a room connected to her dwelling or mentored them if there young and talked them down from feeling the way they were feeling or gave them resources and helped them to receive whatever help they may be seeking. She has helped the RV community of around 75 people recieve a grant that will assure everyone in the encampment will receive housing thru the housing 1st model and services they need to become self sufficient. Amanda is truly a great person and leader and advocate and has served her homeless peers with her heart everyday since she became homeless and people trust her in the homeless communittee and deserves this award.*

# Amanda Jenkins, Operation Ground 0

**Nominated by:** Kevin Canamore, Friend, Co-worker, Business partner

**Supervisory District:** District 1 (Richmond, San Pablo, El Cerrito, part of Pinole, and the unincorporated communities of Bayview, East Richmond Heights, El Sobrante, Kensington, Montalvin Manor, Tara Hills, North Richmond, and Rollingwood)

**Nominee's personal accomplishments that reflect resilience and courage.** *She started her own safe parking site for homeless individuals living in RVs and trailers in North Richmond 2 yrs ago and in April that site received a 4.8 million dollar grant from the governor so now 102 residents will be housed through the housing first initiative and have their rent paid for one year or more and we see services. She started her own LLC local organizing committee that advocates with faith in action East Bay for homeless rights in the city of Richmond and North Richmond and for the red and road encampment also in Richmond she's a leader and organizer with faith in action East Bay as well as volunteers as an assistant program manager at her site for the last 2 years she participates in All City council meetings regarding the homeless and is part of the Contra Costa strategic planning committee as well as the city of Richmond steering committee to try and assist in a better plan for the future for the homeless population.*

*She is the founder and CEO of her own mobile outreach for the homeless and is always helping someone. People respect her and trust her and depend on her and she is still homeless herself with her teenage son. She makes people feel comfortable and gives them hope they trust her and she delivers everything that she tells them she will. Because of her efforts the people who live in her safe working site will all get housing for a year through the housing first initiative as well as services that they desperately need they trust her and love her and appreciate everything she's done.*

# Daniel Aderholt, American River Homeless Crews

**Nominated by:** Claudia Aderholt, Wife

**Supervisory District:** They serve the entire county

**Nominee's personal accomplishments that reflect resilience and courage.** *Founder and CEO of American River homeless crews and his crew members cleaned everyday for over 9 years and saved the the American River parkway. They have saved 1,000's of homeless people and their pets lives through the years! The founder & CEO of American River homeless crews just became a nonprofit May 10th 2022 and the founder and CEO Daniel Aderholt was paying for the homeless crews tools and supplies out of his own pocket all these years!*

*He's also saved the hundreds homeless pets living on the American River parkway all these years with food and supplies as well. They have been on the news dozens of times through the years saving our homeless people living on the streets in Sacramento, Pittsburg, Antioch, Concord and Martinez. My husband grew up in Pittsburg, California and always takes care of the homeless living there and where we live now in Sacramento everyday since he was a kid. He spent 20 years feeding the homeless at Brown Bag Golden Hills Church outreach in Antioch California and started doing it in his own 10 years ago here in Sacramento and Bay Area as well everyday.*

# Denise Mills, CORE Outreach & Men and Woman of Purpose

**Nominated by:** Kristi Jung, Coworker

**Supervisorial District:** District 4 (Clayton, Concord, Pleasant Hill, part of Walnut Creek, and the unincorporated Contra Costa Centre)

**Nominee's personal accomplishments that reflect resilience and courage.** *Denise fought to get sober, pull her life together, get herself off the streets and into a stable lifestyle. She is now working with the homeless to help them. She has been clean and housed for 10 years now. She has been working with homeless individuals for nearly 10 years.*

*She is an amazing, kindhearted individual to works hard and compassionate everyday to help her clients. She has a strong mindset and strives to do her best everyday to help others.*

# Jessi Taran

**Nominated by:** Vanessa Calloway, community member that provides services to the area.

**Supervisory District:** District 1 (Richmond, San Pablo, El Cerrito, part of Pinole, and the unincorporated communities of Bayview, East Richmond Heights, El Sobrante, Kensington, Montalvin Manor, Tara Hills, North Richmond, and Rollingwood)

**Nominee's personal accomplishments that reflect resilience and courage.** *Jessi although homeless herself have made a point to organize and support those living at Rydin Road as well as other encampments. She has been very focal in community meetings and City council meeting*

*Although Jessi has had many unpleasant circumstances in life she always find a way to think of others.*

## Jo Bruno, Delta Peers

**Nominated by:** Jo Bruno, Self “I’m my own best friend”

**Supervisory District:** District 3 (Bethel Island, Blackhawk, Byron, Diablo, Discovery Bay and Knightsen, as well as the cities of Antioch, Brentwood, and Oakley)

**Nominee’s personal accomplishments that reflect resilience and courage.** *I am tooting my own horn here, but it’s essential to share my story. I became homeless, sleeping in my car, during the winter of 2019. During this time, I graduated as valedictorian for the SPIRIT program. I’ve been a peer advisor for multiple groups who serve the unhoused. Even through my own crisis of homelessness, mental health and feelings of shame, I stepped up and joined the council for homelessness, where I’ve served as Lived-Experience Advisor for nearly a year now. Not only did I step up in my profession, I stepped up in my personal and spiritual life. I found another purpose as I was fighting through my homelessness. I’m extremely proud of myself, not only because of the resiliency and courage, but for literally surviving the worst kind of crisis I’ve ever experienced. It’s worth rooting my own horn.*

# Jo Bruno, SPIRIT Program

**Nominated by:** Victoria Alexander, SPIRIT program classmate

**Supervisory District:** District 5 (Hercules, Martinez, Pittsburg, portions of Pinole and Antioch, and unincorporated communities of Alhambra Valley, Bay Point, Briones, Rodeo, Pacheco, Crockett, Tormey, Port Costa, Mt. View, Vine Hill, Reliez Valley, and Clyde)

**Nominee's personal accomplishments that reflect resilience and courage.** *She keeps striving to help her self and others in the community.*

# Lisa Thomas, CORE Homeless Outreach

**Nominated by:** Michael Callanan, Manager

**Supervisorial District:** They serve the entire county

**Nominee's personal accomplishments that reflect resilience and courage.** *Works to help the homeless population daily, has been instrumental in the development and expansion of CORE Homeless Outreach. She has trained and managed all parts of CORE from hiring, training, data, de-escalation, and managed all the changes that came with COVID, and its challenges. She problem solves tough situations that come to her one after another for the homeless population and has made relationships and contacts with so many resources inside and around Contra Costa County.*

*She has taken her knowledge and live experienced and put her heart and passion into serving the homeless population. She has also started working at the Concord shelter 11+ years ago and worked her way up to where she is now.*



# Tamisha Walker, Safe Return Project

**Nominated by:** Adey Teshager, Employee “Tamisha is my Boss but I also consider her my leader”

**Supervisorial District:** They serve the entire county

**Nominee’s personal accomplishments that reflect resilience and courage.** *Her accomplishments are a lot in this community. She was once homeless with a child and worked herself into being a homeowner. It took a few years but she never stopped until she was thriving and still today she’s thriving. I admire her motivation and relentlessness to do better for herself and family. In turn, she became an example for us, showing us that anything is possible after any hardships. I first met her when I was homeless in 2018. She gave me an opportunity with her organization as a fellow. I went through the program and was able to get employment with her organization and never looked back. She has been a great example for me to follow and continue to learn how to be as courageous as she is. She’s now a council woman in Contra Costa.*

*I am nominating her because even when we at the org are not service providers she is always helping mothers that are homeless get into emergency hotels out of her own concerns for the children and so that we connect them with real people that are dedicated to serving others. I see her always putting others before herself and that’s admirable to me.*

# Willy Vega Concord Shelter

**Nominated by:** Bruce Heyer. “Willy is my Pastor, spiritual father, and he helped me get clean off of meth. Now I work for Contra Costa County Mental Health Financial Counseling. I help people get Medi-cal so they can go to program, amongst other things.”

**Supervisory District:** They serve the entire county

**Nominee’s personal accomplishments that reflect resilience and courage.** *Willy Vega drives to Diablo Valley Ranch every Sunday night to bring the residents church services. He also works at the shelter with homeless people helping them get Medi-cal so they can go to program if they want. I was one of those people. I now have 8 years clean off of Meth. I used from 1987 until 10/19/2014. I would be dead today if he hadn't helped me.*

*Willy Vega genuinely loves everyone. I have not met another person that cares for a person's physical and spiritual wellbeing more than him.*

Contra Costa Council on Homelessness

Homelessness Awareness Month 2022  
Recognitions for “Outstanding Volunteer”

*The Outstanding Volunteer category is to recognize individuals or groups who have enriched the lives of people facing homelessness in Contra Costa County through volunteer efforts. Outstanding efforts can be demonstrated by length of involvement, by a strong concentration of service or impact of efforts. Nominees must volunteer in Contra Costa County and the volunteer activity must be without pay*

**Nominees**

1. Colin "Jack" Fliemann (District 4)
2. Kevin Murray, Passion to the Streets (District 5)
3. Reina Ortega, Delta Peers (District 3)
4. Florence Davis (District 1)
5. Maureen O'Rourke, Trinity Center (District 4)
6. Kim Hunter Reay, White Pony Express (Serves Entire County)

*The following pages contain descriptions of each nominee as provided by the person (s) who nominated them.*

# Colin "Jack" Fliehmann

**Nominated by:** Sharon Schutjer, Acquaintance

**Supervisorial District:** District 4 (Clayton, Concord, Pleasant Hill, part of Walnut Creek, and the unincorporated Contra Costa Centre)

**Nominee's outstanding volunteer service:** *Colin "Jack" Fliehmann has been serving the homeless for many years. Concord is the city he lives in and focuses on. "Jack" as he is known by many has been feeding many homeless persons breakfast and lunch for many years. he is an unsung hero and really he probably prefers it this way. He has a route he travels every morning. Every person he comes in contact with is talked to with respect and humanity. This invisible population feels seen, heard and treated like a human being. He has a saying " loved, known and not alone." Jack also has arranged with a local doughnut shop to give anyone who is hungry the ability to have coffee and doughnuts and use of the restrooms because he has put his own credit card on file. Not one person has abused this privilege or been disrespectful to the business or its owners.*

**The difference that the Nominee's service makes to individuals facing homelessness:** *Colin "jack" Fliehmann has been serving the homeless for many years. Concord is the city he lives in and focuses on. "Jack" as he is known by many has been feeding many homeless persons breakfast and lunch for many years. he is an unsung hero and really he probably prefers it this way. He has a route he travels every morning. Every person he comes in contact with is talked to with respect and humanity. This invisible population feels seen, heard and treated like a human being. He has a saying " loved, known and not alone." Jack also has arranged with a local doughnut shop to give anyone who is hungry the ability to have coffee and doughnuts and use of the restrooms because he has put his own credit card on file. Not one person has abused this privilege or been disrespectful to the business or its owners.*

*This person and his "angels" who also dedicate their time and money to help these people by being consistent with their meals and their friendship and making these people feel valued and still part of a community. "Jack" does this because he has been there. Many years ago he found himself in the same situation. He is now giving back and has found his inspiration with the help of god who he has spent many years reading the homeless receiving a meal a passage or inspirational blessing to all the people he serves.*

*"Jack" may not want this recognition because he is not one for the spotlight. He does it because he is a selfless human being. I had the pleasure of going around with him one Sunday and he is well respected by all he serves in his community and he does it all without county or government money as does his "angels" who help with the cost of food and supplies. Jack's wife sacrifices having him at home 7 days a week both mornings and afternoons allowing him to make his rounds.*

# Kevin Murray, Passion to the Streets

**Nominated by:** Lara DeLaney, Friend

**Supervisory District:** District 5 (Hercules, Martinez, Pittsburg, portions of Pinole and Antioch, and unincorporated communities of Alhambra Valley, Bay Point, Briones, Rodeo, Pacheco, Crockett, Tormey, Port Costa, Mt. View, Vine Hill, Reliez Valley, and Clyde)

**Nominee's outstanding volunteer service:** *Kevin Murray has been an integral part of the organization 'Passion to the Streets' since its formation in Martinez about a decade ago. <https://passiontothestreets.com>. He currently serves as the Executive Director, and in that role, he works tirelessly to support the needs of our unhoused in the the Martinez community. Passion to the Streets Inc is a non-profit organization that supports families in need in many ways. They provide food and basic necessities for those in need, and help children and families transitioning from homelessness to permanent housing. They also provide advocacy, along with promoting community awareness, education, collaboration, and support.*

**The difference that the Nominee's service makes to individuals facing homelessness:** *Kevin Murray has been an integral part of the organization 'Passion to the Streets' since its formation in Martinez about a decade ago. <https://passiontothestreets.com>. He currently serves as the Executive Director, and in that role, he works tirelessly to support the needs of our unhoused in the the Martinez community. Passion to the Streets Inc is a non-profit organization that supports families in need in many ways. They provide food and basic necessities for those in need, and help children and families transitioning from homelessness to permanent housing. They also provide advocacy, along with promoting community awareness, education, collaboration, and support.*

*Kevin and the organization Passion to the Streets are helping meeting the crisis needs of our unhoused. They also collaborate with serving the unhoused at Camp Hope in Martinez. They are valued by members of the community, including the City Council, because they are serving some of the neediest people in our community, and doing it with both passion and compassion.*

*Kevin organizes many fundraisers throughout the year to support the work of the organization including car shows, Cookies4Clothing, Christmas Stockings, and meal preparation at local shelters.*

# Reina Ortega, Delta Peers

**Nominated by:** Jo Bruno, Friend

**Supervisorial District:** District 3 (Bethel Island, Blackhawk, Byron, Diablo, Discovery Bay and Knightsen, as well as the cities of Antioch, Brentwood, and Oakley)

**Nominee's outstanding volunteer service:** *During the 2021 PIT count, Reina stepped up to partner with me in the city of Antioch. Her ambition and level of compassion was appreciated. It was her first time getting involved, and since then, she has stayed engaged.*

**The difference that the Nominee's service makes to individuals facing homelessness:** *During the 2021 PIT count, Reina stepped up to partner with me in the city of Antioch. Her ambition and level of compassion was appreciated. It was her first time getting involved, and since then, she has stayed engaged.*

*The volunteer work that Reina put forth toward the PIT count was unseen by the unhoused population, but it was felt within the system. There was a shortage of volunteers, so she stepped up to take responsibility for a certain section of our mapping the county. I wouldn't of been able to do it without her.*

# Florence Davis

**Nominated by:** Lea Murray, Friend

**Supervisorial District:** District 1 (Richmond, San Pablo, El Cerrito, part of Pinole, and the unincorporated communities of Bayview, East Richmond Heights, El Sobrante, Kensington, Montalvin Manor, Tara Hills, North Richmond, and Rollingwood)

**Nominee's outstanding volunteer service:** *Florence Davis served as a Rydin Road Ambassador to almost everyone on Rydin Road. Although she was matched to one person she was essentially the "Mother of Rydin Road". Florence is faithful, loyal, and knowledgeable about services that benefit the unhoused.*

**The difference that the Nominee's service makes to individuals facing homelessness:** *Florence Davis served as a Rydin Road Ambassador to almost everyone on Rydin Road. Although she was matched to one person she was essentially the "Mother of Rydin Road". Florence is faithful, loyal, and knowledgeable about services that benefit the unhoused.*

*Florence is a giver. She genuinely loves people and it shows by her actions. She visits the encampment regularly and checks on everyone. She advocates for residents in person and on Zoom.*

*There is no one else like Florence. She is hands down our best ambassador*

# Maureen O'Rourke, Trinity Center

**Nominated by:** Pamela McGrath, Volunteer coordinator

**Supervisory District:** District 4 (Clayton, Concord, Pleasant Hill, part of Walnut Creek, and the unincorporated Contra Costa Centre)

**Nominee's outstanding volunteer service:** *Trinity Center squared off against Covid 19 early in 2020. One of the biggest changes we made in order to keep people safe was to suspend our entire volunteer program. We had hundreds of volunteers providing a huge array of essential and high level services in partnership with our operations team and case managers. We are immensely proud of our staff who persevered through the lockdown managing to keep the doors to Trinity Center open each and every weekday to offer essential services to our unsheltered neighbors. There was a volunteer who was determined to come back as soon as we would allow her to do so. Maureen was committed to serving the under-served. She knew how important it was for our clothing room to continue to provide fresh clothing to our unsheltered members. She was persistent in her desire to serve and persistently asked to back to Trinity Center to serve. Maureen was the first volunteer to sign up when we re-launched our pilot post-Covid volunteer program. She took on the huge task of coordinating our clothing room needs with the inventory provided by White Pony Express. Over the last few months, she has built up and trained a team of clothing room volunteers that allow our members to "shop" for fresh clothing 5 days a week. She carefully manages the inventory to ensure that our members will receive what they need most. Besides coordinating with White Pony Express, Maureen has coordinated clothing drives at local faith and civic organizations. Without her tireless efforts, we would not have been able to provide the 16,437 articles of clothing that we distributed from our clothing room in calendar year 2021. She's still on the job and we are so grateful that she is! In the first 6 months of 2022, our clothing room has distributed 10,296 articles of clothing! Thank you, Maureen, and team!*

**The difference that the Nominee's service makes to individuals facing homelessness:** *Trinity Center squared off against Covid 19 early in 2020. One of the biggest changes we made in order to keep people safe was to suspend our entire volunteer program. We had hundreds of volunteers providing a huge array of essential and high level services in partnership with our operations team and case managers. We are immensely proud of our staff who persevered through the lockdown managing to keep the doors to Trinity Center open each and every weekday to offer essential services to our unsheltered neighbors. There was a volunteer who was determined to come back as soon as we would allow her to do so. Maureen was committed to serving the under-served. She knew how important it was for our clothing room to continue to provide fresh clothing to our unsheltered members. She was persistent in her desire to serve and persistently asked to back to Trinity Center to serve. Maureen was the first volunteer to sign up when we re-launched our pilot post-Covid volunteer program. She took on the huge task of coordinating our clothing room needs with the inventory provided by White Pony Express. Over the last few months, she has built up and trained a team of clothing room volunteers that allow our members to "shop" for fresh clothing 5 days a week. She carefully*



*manages the inventory to ensure that our members will receive what they need most. Besides coordinating with White Pony Express, Maureen has coordinated clothing drives at local faith and civic organizations. Without her tireless efforts, we would not have been able to provide the 16,437 articles of clothing that we distributed from our clothing room in calendar year 2021. She's still on the job and we are so grateful that she is! In the first 6 months of 2022, our clothing room has distributed 10,296 articles of clothing! Thank you, Maureen, and team!*

*Maureen is so compassionate and humble. She knows each member by name and enjoys visiting with them and serving them. She remembers what hard to find items they are looking for and tries her best to procure those items for them. She is happy to be nominated especially since it will bring awareness to the need for compassionate care and friendly community connections for our unsheltered neighbors.*

# Kim Hunter-Reay, White Pony Inn

**Nominated by:** Peter Brooks, Neighbor and Fellow Volunteer

**Supervisorial District:** They serve the entire county

**Nominee's outstanding volunteer service:** Kim Hunter-Reay has been a volunteer for White Pony Inn since 2014. Her services have focused on helping people avoid homelessness, or for people moving out of homelessness, to set up livable residential environments. This includes facilitating access to food, clothing, furniture, supplies, transportation and hands-on help with moving, as well as help locating apartments and coordinating efforts of friends and neighbors to assist with a variety of needs.

**The difference that the Nominee's service makes to individuals facing homelessness:** *Kim Hunter-Reay has been a volunteer for White Pony Inn since 2014. Her services have focused on helping people avoid homelessness, or for people moving out of homelessness, to set up livable residential environments. This includes facilitating access to food, clothing, furniture, supplies, transportation and hands-on help with moving, as well as help locating apartments and coordinating efforts of friends and neighbors to assist with a variety of needs.*

*"Jenny," a woman of 62 with substantial physical disabilities who lived on the streets until a year ago, moved into an apartment where the rent has mostly been privately paid by a sponsor. Kim collected furniture, helped arrange the space to make cooking accessible, provided donated items such as a microwave and portable air conditioner, curtains, bedspreads, etc. , as well as finding volunteers to take her to medical appointments. She also gathered a support group of neighbors who have assisted Jenny with multiple needs over the past year. This is only the most recent example of the work that Kim has done entirely on a volunteer basis over the past 8 years for individuals and families affected by homelessness. Mona Rachita, Director of Future Colours, an Adult Care facility in Clayton, says "Kim is wonderful. She found someone who wanted to give away the furniture in their home and arranged for them to donate it so we could furnish our place. I am sitting on of the donated couches right now." Steve Krank, of St. Vincent De Paul, praises Kim for not stopping at the goal of simply getting someone housed, but rather "making sure they have all they need to really make a home." Beyond mobilizing resources, it is typical of Kim that she will help someone organize their living space and their physical belongings. For someone who has not had their own space and adequate possessions, this service, sometimes including free interior design and personal fashion consulting, goes a long way to instill confidence and well-being in a person who is newly housed.*

*Kim's style of working is striking in that she does not depend on agencies or established channels alone to get things done that will be of service and meet someone's needs. She has partnered with White Pony Express to provide individuals and families with needed food and St Vincent De Paul for furniture. At the same time she has mobilized friends, neighbors and acquaintances to accomplish the task at hand, such as driving a truck and loading furniture, helping repair electrical problems, finding suitable clothing, bedding, cookware or human support systems. "Housing First" is a familiar term for an approach to resolving homelessness. It could well be expanded to say, "Kim Next"!*

Contra Costa Council on Homelessness

Homelessness Awareness Month 2022  
Recognitions for “Outstanding Landlord”

*The Outstanding Landlord/Property Manager Category is to recognize landlords or property management companies that have enriched the lives of people facing homelessness in Contra Costa County by providing permanent housing opportunities. Outstanding efforts can be demonstrated in a number of ways including length of time involved in housing people affected by homelessness, number of units rented to individuals and/or families facing homelessness, quality of units rented, etc. Landlord or property management company must rent units in Contra Costa County to individuals and/or families facing homelessness.*

**Nominees**

1. Britney/ Jannell Gonzalez, BayCliff apartments (District 1)
2. Som Bhatia (District 5)
3. Tiffany Powell, Glo's Independent Living LLC (District 1)
4. Lee Robertson, Black Diamond Holdings, Inc (Serves Entire County)

*The following pages contain descriptions of each nominee as provided by the person (s) who nominated them.*

# Britney/ Jannell Gonzalez, BayCliff Apartments

**Nominated by:** Marie Estacio, Housing Specialist liaison

**Supervisory District:** District 1 (Richmond, San Pablo, El Cerrito, part of Pinole, and the unincorporated communities of Bayview, East Richmond Heights, El Sobrante, Kensington, Montalvin Manor, Tara Hills, North Richmond, and Rollingwood)

**Nominee's outstanding contribution to ending homelessness:** *We have been working with Bay Cliff apartments for the last 3 months and they have been extremely helpful throughout the housing application process. At this moment they have housed more than 3 of our former clients.*

**The difference that the Nominee's service makes to individuals facing homelessness:** *Clients are being given a second chance at establishing a new beginning to move forward with their lives. The shelter staff and the clients value their patience and understanding as well as their willingness to help and ensure our clients are in a new home.*

*Clients are being given a second chance at establishing a new beginning to move forward with their lives. The shelter staff and the clients value their patience and understanding as well as their willingness to help and ensure our clients are in a new home. Britney and Janelle, were very helpful ensuring that our clients units and documentation are in order prior to their voucher expiring.*

# Som Bhatia

**Nominated by:** Jose Villa, Partner in ending homelessness

**Supervisory District:** District 5 (Hercules, Martinez, Pittsburg, portions of Pinole and Antioch, and unincorporated communities of Alhambra Valley, Bay Point, Briones, Rodeo, Pacheco, Crockett, Tormey, Port Costa, Mt. View, Vine Hill, Reliez Valley, and Clyde)

**Nominee's outstanding contribution to ending homelessness:** *Som Bhatia has been renting his 38 units to PSH, Section 8, and RRH programs for over 15 years. He has properties in Martinez, Pittsburg and Bay Point. Som is liked by our participants and case managers alike for his calm and respectful demeanor. He treats his tenants with respect and works rapidly to complaints of criminal activity and is quick to address work orders submitted by his tenants.*

**The difference that the Nominee's service makes to individuals facing homelessness:** *Som has been working with chronically homeless folks for over 15 years. He does a great job of communicating with our case managers when our participants are struggling with maintaining their housing. Unlike other landlords that are quick to evict their tenants, Som is compassionate and works with the participants service providers so that they have the ability to correct the issue at hand so that they do not go back to the streets.*

*In my 12+ years experience working with homeless folks, I have never heard of a participant complain about Som. He is truly a nice man that understands the struggle of our homeless participants and is compassionate and helps them as much as he can.*

# Tiffany Powell, Glo's Independent Living LLC

**Nominated by:** Sessallie Hopgood, Tenant

**Supervisory District:** District 1 (Richmond, San Pablo, El Cerrito, part of Pinole, and the unincorporated communities of Bayview, East Richmond Heights, El Sobrante, Kensington, Montalvin Manor, Tara Hills, North Richmond, and Rollingwood)

**Nominee's outstanding contribution to ending homelessness:** *Glo's Independent Living LLC is an excellent example of a caring organization that truly helps its homeless tenants and deserves to be recognized for it. Tiffany Powell, the proprietor, has consistently demonstrated her commitment, understanding and resources to providing homeless individuals a safe place to stay while they transition to permanent housing. She began this organization in 2019 and it has continued to grow. She cares about her tenants and wants the best outcome for them. When maintenance issues occurs she has them resolved as soon as possible. The rooms are clean and well maintained. Her houses have wifi access that enables computer utilization. As well as kitchen equipment (plates, forks, microwave, pots and pans etc) so you are able to cook. It is indeed a home until you get your own.*

**The difference that the Nominee's service makes to individuals facing homelessness:** *She consistently goes out of her way to be not only a landlord but an advocate for you. Her dedication is admirable and commendable and she truly does care. Her tenants are truly the beneficiaries because she treats them with respect by giving them a sense of being seen and heard while enduring such a precarious situation.*

*She consistently goes out of her way to be not only a landlord but an advocate for you. Her dedication is admirable and commendable and she truly does care. Her tenants are truly the beneficiaries because she treats them with respect by giving them a sense of being seen and heard while enduring such a precarious situation. Tiffany Powell and Glo's Independent Living LLC is an excellent example of an organization that is committed to ending homelessness. She continues to strive to make a difference in the community by providing a safe place to stay and informing you of resources that will aid you in with a successful transition. Residents can also participate in company sponsored outings too e.g Golden State Warrior games, picnics, community events etc.*

# Tiffany Powell, Glo's Independent Living

**Nominated by:** Wesley Alexander, Peer

**Supervisory District:** District 1 (Richmond, San Pablo, El Cerrito, part of Pinole, and the unincorporated communities of Bayview, East Richmond Heights, El Sobrante, Kensington, Montalvin Manor, Tara Hills, North Richmond, and Rollingwood)

**Nominee's outstanding contribution to ending homelessness:** *I will like to nominate Tiffany Powell of Glo's Independent Living. I have known Tiffany Powell since 2020 and in that time, I have seen her working diligently to provide independent living facilities to those who are need of transition housing as well as wellness services to make them feel whole, supported, and connected to good people. She has worked diligently to improve in-take, clientele experience, operations, services, post-transition feedback/follow-up, funding all with the goal to create an environment that caters to the wellness of the unhoused or those in transition.*

**The difference that the Nominee's service makes to individuals facing homelessness:** *Tiffany has endured her own hardships on the way; therefore, she is literally serving herself when she serves the stakeholders because there was a time when she literally was in their shoes. Her work is not a job. It is a calling rooted in deep understanding of the complexities and needs of the stakeholders she serves. A lack of resources will not stop her from providing the haven and directions that each one of her tenants/clients require.*

*Tiffany has endured her own hardships on the way; therefore, she is literally serving herself when she serves the stakeholders because there was a time when she literally was in their shoes. Her work is not a job. It is a calling rooted in deep understanding of the complexities and needs of the stakeholders she serves. A lack of resources will not stop her from providing the haven and directions that each one of her tenants/clients require. Tiffany is from the community and is here to do the real work. She does not have an army behind her yet she finds a way to get it down. Hopefully she can be recognized for her work.*

# Tiffany Powell, Glo's Independent Living

**Nominated by:** Larry Wilson, Professional

**Supervisory District:** District 1 (Richmond, San Pablo, El Cerrito, part of Pinole, and the unincorporated communities of Bayview, East Richmond Heights, El Sobrante, Kensington, Montalvin Manor, Tara Hills, North Richmond, and Rollingwood)

**Nominee's outstanding contribution to ending homelessness:** *Tiffany Powell/Glo's Independent Living over the years has been my go to room/room share rental connection. Out of all the room rental options in West county no one comes close. Tiffany/Glo's goes above and beyond the call of duty to not only provide a safe affordable place to live but she has been known to take her residents to amusement parks, ball games, movies, barbecue's out to dinner and much, much more. No other property honors their residents like Tiffany/Glo's.*

**The difference that the Nominee's service makes to individuals facing homelessness:** *Well the answer that the difference is that they're housed they have a place to live to call home. They have a community/family. Myself as a Housing Navigator appreciated working with Glo's Independent Living because of the integrity this program displays.*

*Well the answer that the difference is that they're housed they have a place to live to call home. They have a community/family. Myself as a Housing Navigator appreciated working with Glo's Independent Living because of the integrity this program displays. It would be nice if these properties that offer rooms and room shares were subsidized. Clients living on \$950 a month and paying \$650 to \$800 for a room share are always scraping by.*



# Lee Robertson, Black Diamond Holdings, Inc

**Nominated by:** Laura Rasmussen, VA Housing Specialist that works w/ many Property managers and landlords across Contra Costa and Solano Counties

**Supervisorial District:** They serve the entire county

**Nominee's outstanding contribution to ending homelessness:** *Lee Robertson of Black Diamond Holdings, Inc, is a property manager who has worked w/ the VASH program for years. She goes out of her way to help our veterans and really tries to offer great housing to them, as well as working through difficulties.*

**The difference that the Nominee's service makes to individuals facing homelessness:** *On Many occasions, Lee Robertson from Black Diamond Holdings, Inc has reached out to our VASH team to help our veterans get housed. She's patient and works w/ whatever obstacles arise. She cares about our program, and the veterans. We are very grateful for Lee.*

*On Many occasions, Lee Robertson from Black Diamond Holdings, Inc has reached out to our VASH team to help our veterans get housed. She's patient and works w/ whatever obstacles arise. She cares about our program, and the veterans. We are very grateful for Lee.*



## To access homeless services:

- Call 211
- Go to:  
<https://cchealth.org/h3/coc/help.php>

## To learn more about homeless services and the CoC:

- Visit: <https://cchealth.org/h3/>
- Email: [contracostacoc@cchealth.org](mailto:contracostacoc@cchealth.org)
- Call: 925-608-6700