**Whittier Heights Village CAC Minutes**

**Date / time:** December 28, 2020, 5:30 - 7:00 pm

**Location:** Virtual Zoom Meeting

**Members attending:** Jean Darsie, John Lederer, Maureen Brinck-Lund, Sharon Newman

**LIHI Staff attending:** Alyssa Colville, Becca Finkes

**Lifelong Staff attending:** Renata Bryant

**Members of the public attending:**

**Note Taker:** Becca Finkes

**Topics:**

1. Introductions
2. Review and approval of November meeting minutes
3. Village Management Report
   1. Holidays went well
      1. Great decorations including 13ft Christmas tree in center of the village, wreaths, lights
      2. Gift cards for residents
      3. Alyssa will share additional photos
   2. New ADA ramps installed for residents needing additional accommodations
      1. Volunteer supported assembling ramps
4. Case Management Report
   1. 1 resident moved out
   2. 1 resident has pending family reunification voucher
   3. 1 resident finally reached the top of the waitlist at Cheryl Chow after 1 year!
   4. 1 resident to move out soon!
   5. Working on compiling 2 years of retroactive data into a new system
      1. Will allow for case management to track resident progress in a more detailed way
   6. 2 staff leaving in coming months
   7. Referrals still coming from the Navigation Team
5. Open Discussion
   1. COVID Vaccinations - John asks if LIHI has an update on vaccinating residents/staff?
      1. LIHI does not have information about when folks will start to receive vaccinations
      2. Renata shares there is some distrust in the medical field - vaccine may not be readily accepted by some residents
         1. May be some reluctance due to past experience with medical providers
      3. John notes it is our responsibility to continue to educate and inform so residents feel comfortable and understand the importance
         1. Staff is planning to lead by example and educate residents - but will be wary of being too pushy
      4. Maureen notes that LIHI should have an ongoing educational program system-wide to encourage vaccination
         1. Pressure should not be on site staff - program staff should lead on this
      5. Discussion about next steps - LIHI to follow up after discussing among management staff
   2. What is the grievance process? What are residents told about this process at intake? What is the appeal process?
      1. Residents given copy of grievance process upon intake - discussed with staff as well
      2. Grievance must be sent in writing (email or letter) to Special Projects Manager (Alyssa)
         1. Will move up in management to Theresa then Ralph if appealed
         2. Appeals are always an option
         3. Case management can support in writing grievance if there are literacy barriers
      3. Lifelong has similar procedure - also shared upon intake
         1. Renata discusses importance of community advocates and welcomes their support for residents
   3. Discussion about transitional housing and housing/shelter continuum