



SUPPORTS & SERVICES COMMITTEE AGENDA

Date: Monday, Sept 23 2024
Time: 5:30 – 7:00 p.m.

Location: Zoom Conference Call

Join Zoom Meeting

<https://us06web.zoom.us/j/81305895168?pwd=7JChb2GX1YbXKTapSj2706OnwN32ap.1>

Dial by your location

+1 669 900 6833 US (San Jose)

Meeting ID: 813 0589 5168 **Passcode:** 340255

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- I. Check-in (FP - 10 mins.)
 - II. Updates
 - a) Executive Director Search
 - b) Housing and Specialist Updates
 - a. Update on New Housing Specialist & Top Priorities
 - b. Update on outreach & working with community to address homelessness
 - c) RCEB Brochures
 - a. Scheduled updates and next version
 - b. Distribution update (Faith-based, medical offices, other non-profits, etc...)
 - i. Number of brochures printed and distributed
 - c. Describe if the brochures have helped intended audiences – “Before vs. After” Brochures
 - d) 4731 Complaints -
 - a. Number of outstanding complaints and status
 - i. March 25 meeting - Case Manager threatened to “close a case” if individual continued to raise concerns.
 - e) Monica Montgomery -
 - a. A Referral Specialist voiced displeasure about service providers speaking directly to families.
 - i. Steve promised to follow up.
 - f) New IPP Process

III. Next steps – Action Items / Person Responsible / Due Dates (5 mins)