



# System Coordination Committee

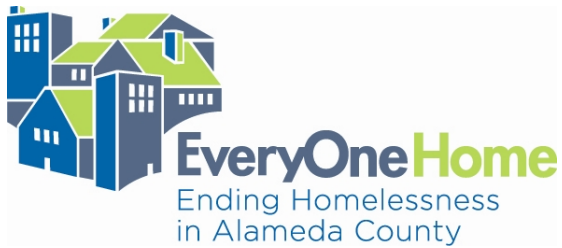
Meeting Materials, July 11th, 2018

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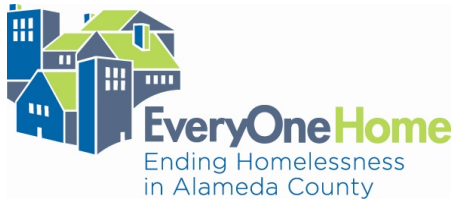




## SYSTEM COORDINATION COMMITTEE AGENDA

7-11-2018

1. Director's Report **2:00-2:05pm**
  - a. Shelter on-boarding communication
  - b. Meeting with HUD CoC and SCC Chairs/Co-Chairs
  
2. Urgent Items **2:05-2:15pm**
  - a. Reminder to send any urgent items to Director, Chair, Co-Chair in advance
  - b. Referrals of households who are imminently homeless to HRCs/prevention
  
3. Discussion Items **2:15-3:20pm**
  - a. Presentation and feedback on EOH Strategic Plan
  - b. Improve Homeless Prevention in the Housing Crisis Response System
  
4. Action Items **3:20-3:45pm**
  - a. Recommendation for Action from Discussion
    - i. Summary of recommended action from the discussion section of the agenda
    - ii. Comments from Director
    - iii. Call to Vote
  - b. Plan of Action
    - i. Work Groups
  
5. Consent Items **3:45-4:00pm**
  - a. Recommendation to amend the EOH Governance Charter
    - i. Summary of Consent Item
    - ii. Comments from Director
    - iii. Call to Vote



June 28, 2018

Dear Alameda County Emergency Shelter Providers,

In October of 2017, EveryOne Home launched countywide Coordinated Entry in partnership with Alameda County Care Connect, Alameda County Housing and Community Development, Alameda County Social Services Agency, City agencies, and service providers across the County. Coordinated Entry is a big shift in how Alameda County provides homeless services and we've already achieved significant milestones in the implementation of the ambitious effort.

### **Coordinated Entry Milestones Achieved**

- Assessed 2260 homeless households using the Coordinated Entry Assessment and prioritized them for services and housing on the Countywide By Name List
- Established a countywide network of eight Housing Resource Centers
- Initiated Coordinated Entry screening and referrals through 211; available 24 hours a day, 7 days a week in multiple languages.
- Launched countywide Housing Education and Counseling Workshops in accessible locations across the county
- Increased the number of outreach workers, housing navigators, and legal services providers available to each region of the County
- Created new landlord liaison services to locate housing, engage landlords and operate a risk mitigation fund
- Transitioned to a new, user-friendly Homeless Management Information System
- Trained over 500 service providers on Coordinated Entry, Housing Problem Solving, Assessment, Accessing Mainstream Benefits, and HMIS
- Established the Alameda County Emergency Shelter Standards including requirements for participation in Coordinated Entry
- Formed the EveryOne Home Results Based Accountability and System Coordination Committees to evaluate, monitor, and propose changes and improvements to the coordinated Housing Crisis Response System

### **Coordinated Entry Matches Housing Resources to the People Who Need Them the Most**

To ensure that limited housing resources are reserved for people who need them the most, Coordinated Entry matches people to programs that best meet their needs by using a by-name list of people known to be experiencing homelessness in the County, prioritized in order of need and vulnerability.

As part of the Coordinated Entry planning process, EveryOne Home worked with countywide partners to determine which housing programs and services would be matched to through Coordinated Entry. It was decided that Coordinated Entry, when fully implemented, will match to permanent supportive housing, transitional housing, rapid rehousing, year-round emergency shelter, housing navigation, tenancy sustaining services in all regions of the county, as well as, SSI advocacy and behavioral health programs in some regions.

Coordinated Entry does not match directly to domestic violence services or housing programs, however, all Coordinated Entry access points-- 211, HRCs, Outreach, and Housing Workshops— offer an anonymous screening for health and safety and make referrals to the DV system. Coordinated Entry also does not match to warming shelters, navigation centers, and other non-publicly funded shelters in Alameda County. Entrance to these shelters are determined by the operators.

**Coordinated Entry Matches to Emergency Shelter**

Coordinated Entry has been on-boarding emergency shelter programs in phases and in close coordination with each program. Several programs are currently taking matches from the countywide by name list and are working with Coordinated Entry to establish matching protocols, communications, and effective work flows between agencies. Over the next quarter, Coordinated Entry will continue on-boarding other designated emergency shelter programs.

Coordinator	On-Boarded Emergency Shelter Programs	To Be On-Boarded Emergency Shelter Programs
Lara Tannenbaum City of Oakland LTannenbaum@oaklandnet.org	BFWC Midway (Oakland) BFWC San Leandro (Oakland) EOCP Family Shelter Beds BOSS Harrison House (Family)	EOCP Crossroads
Peter Radu City of Berkeley pradu@cityofberkeley.info	BFHP Men’s Overnight Shelter BFHP North County Women’s Center Shelter BOSS Harrison House (Singles) YEAH! Youth Shelter	
Kara Carnahan Abode Services kcarnahan@abodeservices.org	Abode Sunrise Village	BFWC Midway BFWC San Leandro Second Chance FESCO Sojourner House

For shelter programs that have not yet begun discussions and plans for on-boarding, EveryOne Home and/or regional Coordinated Entry staff will reach out to providers to discuss the details

of on-boarding. The on-boarding process will vary depending on the region and the shelter program, however the first step for all will be to hold a meeting with each shelter provider to plan implementation.

**Coordinated Entry is a Systemwide Shift**

Coordinated Entry is the primary building block in the County’s overall shift to a coordinated Housing Crisis Response System. The transition from a system in which every provider and program selects its own clients to one in which all potential clients are assessed and referred to services in a coordinated manner using a common method, tools, and practices has implications for all parts of the system.

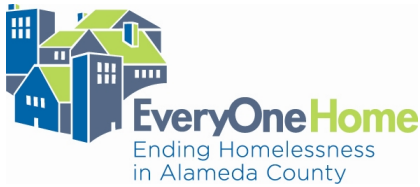
EveryOne Home recognizes that Coordinated Entry and the implementation of a coordinated system is a change for providers, clients and funders of services and housing programs. Here are some changes that providers can expect with the system shift:

Shift From	Shift To
System of first come, first served	Resources prioritized based on vulnerability
Limited resources go to anyone	Limited resources go to those with most barriers to housing
Individual providers set program eligibility	Eligibility restricted to: literally homeless, high needs, population specific characteristics (age, gender, family size)
Individual providers determine who enters their program, manage their own waitlists, screen and accept their own referrals	Providers only take and must accept the referrals from Coordinated Entry (with defined exceptions)

We are committed to supporting this system shift and look forward to our continued partnership. If you have any questions regarding Coordinated Entry, please reach out to us at [info@everyonehome.org](mailto:info@everyonehome.org).

Sincerely,

Julie Leadbetter  
 Director of System Coordination  
 EveryOne Home



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**SYSTEM COORDINATION COMMITTEE:** July 11, 2018

**CONSENT ITEM:** Recommendation to the HUD CoC Committee and the EveryOne Home Leadership Board to amend the EveryOne Home Governance Charter in order to delegate certain responsibilities of the HUD Continuum of Care Committee to the System Coordination Committee.

**PRESENTED BY:** EveryOne Home Staff

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**PURPOSE:**

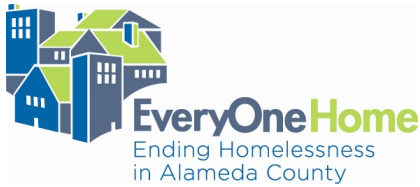
To delegate certain federally-defined responsibilities of planning, coordinating, establishing, and operating a housing crisis response system and a centralized or coordinated assessment process, as outlined in Interim Rule at 24 CFR Part 578 and specified in HUD Notice CPD-17-01, from the HUD CoC Committee to the System Coordination Committee. Delegation of responsibilities is intended to distribute the work required to meet federal requirements, broaden stakeholder engagement, enhance system-wide coordination, and ensure alignment among local, state, and federal funded programs with the shared goal of ending homelessness.

**BACKGROUND:**

The EveryOne Home Governance Charter memorializes how stakeholders will govern the collective impact initiative to end homelessness, meet the federally-defined responsibilities of operating a HUD Continuum of Care as found in the Continuum of Care Program Rule at 24 CFR Part 578, direct the work of the backbone organization, and promote partnership and accountability among the various leadership bodies. The Charter outlines the roles and responsibilities of EveryOne Home.

**PROPOSED AMENDMENTS:**

The following is an excerpt of the EveryOne Home Governance Charter 2017. The proposed amendments are highlighted in yellow.



## VI. HUD Continuum of Care Committee

Summary: This committee functions as the Continuum of Care Board required by the Interim Rule to act on behalf of the membership to ensure the CoC responsibilities are fulfilled. Those include; operating a Continuum of Care, operating and HMIS, Continuum of Care planning, and preparing an application for Continuum of Care funds (Interim Rule §578.7 and §578.9) HUD Continuum of Care Committee Roles and Responsibilities.

### **A. HUD Continuum of Care Committee Roles and Responsibilities**

The Governance Charter assigns the following responsibilities to the HUD Continuum of Care Committee:

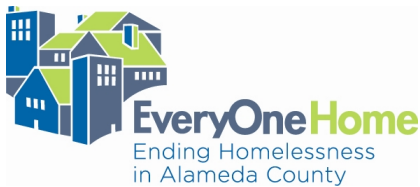
1. Acts on behalf of the membership to ensure compliance with HUD CoC regulations.
2. Appoint committee / sub-committees or working groups under its purview.
3. Determine costs of complying with HUD mandates.
4. Designate and operate an HMIS system; ensures it meets system performance needs.
5. Facilitates CoC planning to meet regulatory obligations.
6. Recommend annual updates to the Governance Charter.
7. Recommend guiding principles and strategic direction to CoC NOFA Committee based on HUD NOFA guidelines.
8. Design, operate and follow a collaborative process for submitting the CoC application to HUD.
9. Monitor, evaluate, and take action to improve poor performance of CoC funded projects.
10. Evaluate outcomes of ESG and CoC projects and report to HUD.
11. Consult with local government recipients on allocations of ESG funds.
12. Adopt written standards for CoC assistance and ensure compliance.
13. Direct Homeless Count; approve methodology; submit results.
14. Direct an annual gaps analysis.
15. Ensure CoC lead provides information to jurisdictions that submit Con Plans.

The HUD Continuum of Care Committee will delegate a number of these responsibilities to Committees and Workgroups as specified in Section V.D. below.

The HUD Continuum of Care Committee will seek and utilize input from the CoC membership to:

1. Develop and recommend annual updates to the Governance Charter when needed.
2. Generate ideas and provide strategic input for the implementation of an annual work plan.
3. Conduct an annual gaps analysis.





4. *Set priorities for funding projects with Continuum of Care funds.*

#### **B. HUD Continuum of Care Committee Membership**

*The HUD CoC Committee is a sub-committee of the Leadership Board, not a standalone group. This group meets the definition of the board required to be established per the Interim Rule at §578.5(b); and must follow conflict of interest policies outlined in the Interim Rule at §578.95(b). This group could have crossover with the Leadership Board in terms of agencies represented, but may be different levels of organizational staff. It is staffed by EveryOne Home and supported by HMIS staff as needed.*

*The HUD CoC Committee will have nine (9) members including six (6) appointed/recruited positions and three (3) elected by the CoC membership.*

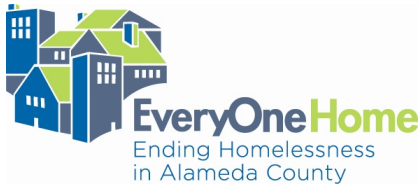
- *The Leadership Board will seat the six members who are not elected by the CoC membership. Interested parties will be invited to submit a written statement indicating their interest in being considered for the Committee; this shall be considered by the Nominating Committee first, then approved by the Leadership Board.*
- *The CoC membership will seat the three remaining positions on the Committee pursuant to the written policy noted in Section III.C above.*
- *Once the nine-member committee is established it will designate three of its members to serve on the Leadership Board for a term of 1 year.*

*The 9 seats will represent the following entities:*

1. *Two representatives from Alameda County Departments*
2. *Two representatives from Cities.*
3. *Two representatives from homeless assistance providers.*
4. *Two persons with lived experience.*
5. *One at-large representative.*

#### **C. HUD CoC Committee Terms**

*Terms shall be for three (3) years. There are no term limits. In order to establish this system in calendar year 2016, one-third of the committee members will serve a twelve-month term (January-December 2016), one-third will serve a twenty four-month term (January 2016-December 2017),*



and the remaining third will serve a full three-year term (January 2016-December 2018). Members of the committee shall be selected annually by the Leadership Board per the recommendation of the nominating committee.

**D. Subcommittees and Delegated Responsibilities of the HUD CoC Committee**

Sub-committees and workgroups will be established as needed. Membership and selection process will be determined at the time a workgroup is established. Committee quorums will be established as follows unless otherwise specified in committee's charter: decisions will be passed by the majority present at a meeting when the membership is open otherwise vote carries at 50% + 1 at meetings with appointed memberships.

1. NOFA Sub-Committee conducts the local rating and ranking process. Integrates funding priorities and strategic direction from HUD CoC. Approves projects for submission to NOFA. Members cannot be employed by or related to someone who is employed by a non-profit or government department who is a recipient of CoC or Emergency Solutions Grants (ESG) funds. Members are selected through an application process and approved by the HUD CoC Committee.
2. HUD CoC NOFA Appeals Panel reviews appeals made by CoC Project applicants to the local competition's rating and ranking list. Appeals submitted to EveryOne Home are reviewed by a non-conflicted panel consisting of members from each of the following three bodies: Leadership Board, HUD CoC Committee, and NOFA Sub-Committee. Panel members are seated for each NOFA round. Panel decisions on appeals are final.
3. HMIS Oversight Sub-committee directs the operations of HMIS, including selection of software and administrator. Ensures compliance with federal requirements. Reviews and adopts updates to Policies and Procedures Manual. Supports and protects the rights and privacy of service users. Reviews data quality reports. Ensures production of HMIS generated dashboards and reports.
4. System Coordination Committee is delegated the responsibilities of the Interim Rule §578.7(a)(8-9(i-v)) and §578.7(c) (9-10) and (d), as well as HUD Notice CPD-17-01; which requires establishing and operating a coordinated assessment or coordinated entry system that determines the prioritization and eligibility of households for housing resources. It also requires CoC participation in, and utilization of written standards of, Coordinated Entry.

**VII. System Coordination Committee**

Summary: This committee reviews the performance and operations of the Alameda County Housing Crisis Response System and adopts and recommends changes and improvements. System Coordination

*Committee is delegated certain responsibilities of the HUD COC Committee that require the coordination and implementation of a housing and service system within its geographic area.*

**A. System Coordination Committee Roles and Responsibilities**

1. *Convene system-wide stakeholders for coordinated planning and improvement of the Housing Crisis Response System*
2. *Review the performance and operations of the Housing Crisis Response System to determine if they are:*
  - *Consistent with approved principles, policies, and standards*
  - *Fair and transparent*
  - *Compliant with funding regulations*
  - *Working well and meeting performance benchmarks*
3. *Adopt and recommend changes to policies, standards, procedures, resources, and tools in order to improve the Housing Crisis Response System*
4. *Fulfill designated responsibilities of the HUD CoC Committee, including the annual submission of the Housing Crisis Response System Manual and the HUD CE Compliance Review to the HUD CoC Committee for approval.*
5. *Establish and convene subcommittees and working groups to facilitate coordination, effective operations, and on-going improvement.*

**B. System Coordination Committee Membership**

*Membership will include up to 17 seats with appropriate representation from users of the Housing Crisis Response System, Continuum of Care Committee, County and City departments, non-profit service providers, community-wide partners of the coordinated system, and experts in housing crisis systems or related expertise.*

**C. System Coordination Committee Terms**

*Terms shall be for three (3) years. There are no term limits. In the inaugural year, one-third of the committee members will serve a twelve-month term, one-third will serve a twenty four-month term, and the remaining third will serve a full three-year term.*

**D. Subcommittees to the System Coordination Committee**

*Sub-committees, ILCs, and Working Groups will be established as needed. Membership and selection process will be determined at the time a group is established. Active groups include: Home Stretch, Operation Vets Home, ILC-Ops, and Communications Working Group.*