

RECOMMENDATION: Standards and Procedures for HRC/Resource Zone Transfers**DEVELOPED BY:** Vivian Wan, Robert Ratner, Peter Radu

PURPOSE

To establish a standard practice and procedure for transferring clients from one Resource Zone and/or HRC to another, in order to minimize undue harm to clients.

BACKGROUND

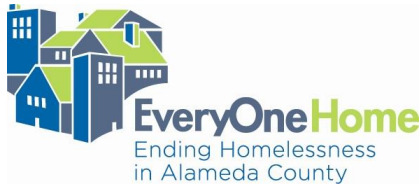
For the purpose of coordination, administration, and matching to housing resources, Alameda County's Coordinated Entry and Housing Crisis Response System is organized into Resource Zones. Resource Zone Coordinators are responsible for facilitating access to and coordinating the services and housing programs located in or associated with their Resource Zone, including coordination of affiliated Housing Resource Centers. Resource Zone Coordinators are also responsible for ensuring that the activities of the Resource Zone are consistent with countywide standards and coordinated with countywide partners as necessary and required.

As standard procedure for the Coordinated Entry Screening all Access Point staff must refer literally homeless households to an appropriate Housing Resource Center in the appropriate Resource Zone.

As standard procedure for the Coordinated Entry Assessment, all Access Point staff must assign any literally homeless households to a Resource Zone.

Resource Zone assignments and HRC referrals are based on the household's response to the standardized screening and assessment question that asks, "In what part of the Bay Area do you spend most of your time? Or, what city do you identify as "home"?"

At this point in the Coordinated Entry process, the Resource Zone and its affiliated HRCs assume responsibility for serving the household and the household is eligible for matching to resources coordinated by that Resource Zone, as well as resources coordinated by the countywide Resource Zone.



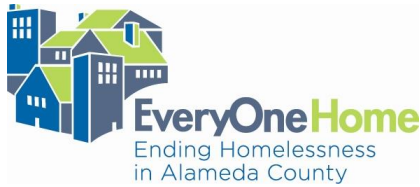
RESOURCE ZONE	ZONE COORDINATOR	COORDINATES RESOURCES, PRIORITIZATION, & MATCHING FOR	AFFILIATED HOUSING RESOURCE CENTERS
Oakland Adults	City of Oakland	Oakland, Piedmont	Downtown Oakland HRC (BACS) East Oakland HRC (EOCP)
North County Adults	City of Berkeley	Albany, Berkeley, Emeryville	North County HRC (BFHP)
North County Families	City of Oakland	Albany, Berkeley, Emeryville, Oakland, Piedmont	North County Family Front Door (EOCP, BFWC)
Mid County Adults + Families	Abode Services	Alameda, San Leandro, Hayward, Castro Valley, San Lorenzo, Cherry Land, Ashland, unincorporated areas	Mid-County West HRC (BFWC) Mid-County East HRC (Abode Services)
East County Adults + Families	Abode Services	Dublin, Livermore, Pleasanton, and unincorporated areas east of foothills	Tri-Valley County HRC (Abode Services)
South County Adults + Families	Abode Services	Fremont, Newark, Union City, Sunol, and unincorporated areas around Fremont	Tri-City HRC (Abode Services)
Countywide Adults + Families	Alameda County Health Care Services Agency, Home Stretch	Countywide	N/A

PROPOSAL

The following set of standards and procedures are necessary to ensure that households can be transferred between HRCs and Resource Zones in a fair, consistent, and client-centered manner:

Standards

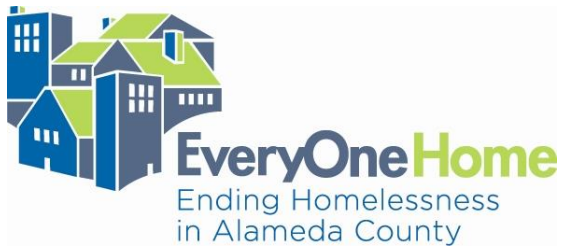
- A household cannot be assigned to multiple zones or served by multiple HRCs at the same time unless agreed upon by both HRCs. Similar services cannot be provided concurrently by multiple HRCs to one household.
- Zone/HRC transfers should occur if either the client or HRC requests a transfer for the following reasons:
 - Household’s composition or characteristics change (family, single, TAY) and an alternate Resource Zone would better serve the household



- Household moves permanently from one region to another, or to where they are predominately staying or receiving services
- A transfer is necessary to ensure safety of any member of the household
- A transfer is necessary as part a reasonable accommodation request
- Transfers should be considered on a case-by-case basis, and every reasonable effort should be made by staff to inform the household of the possibilities and implications of the transfer and support the transfer process.

Procedures

- The transfer process is initiated by the HRC at which the client is currently receiving services. If a client presents at another HRC and expresses the desire to access services there, the new HRC may initiate a transfer by contacting the current HRC.
- Current HRC Manager completes a transfer form and sends to Manager of new HRC.
- New HRC Manager reviews form and approves.
- Managers and/or staff directly serving the client from both HRCs create a transfer plan with client to ensure that the client is successfully transferred. Ultimate responsibility for the warm-hand off is that of the current HRC.
- If the transfer requires the household to be transferred out of their assigned Resource Zone, the new HRC staff/manager changes the Resource Zone assignment in HMIS by updating the client's Coordinated Entry Assessment.
- For AC3 billing, the current HRC is allowed to bill for the overlap month and the subsequent month would be transferred to new HRC.



SYSTEM COORDINATION COMMITTEE AGENDA

8/8/2018

SCC Members Present: Peter Radu (CoB), Silvia Soublet (SSA), Sharon Leyden (BFHP), Suzanne Warner (HCSA), Riley Wilkerson (HCD), Pattie Wall (HAC), Jamie Almanza (BACS), Lara Tannenbaum (CoO), Vivian Wan (AbS), Merlenet Riley (CoB), Laura Guzman (EOH)

SCC Alternates Present: Aisha Brown (SSA), Daryel Dunston (CoB), Larry Hill (Roots)

EOH Staff: Julie Leadbetter, Christina Chu

VOTING RESULTS

Vote Tally for Proposals To Date					
Date of Vote	Proposal	Yes	No	Abstain	Result
8/8/18	Recommendation for Amended Standards and Procedures for HRC/Zone Transfers	12	0	0	Recommendation supported.
8/8/18	Nomination of Aisha Brown to Committee	12	0	0	Nomination approved.
7/11/18	Recommendation to Amend EOH Governance Charter	10	0	1	Recommendation supported.
6/13/18	Recommendation for Standards for Case Conferencing and By-Name-List Management	11	0	0	Recommendation supported.
6/13/18	Recommendation for Preference Policy for Matching to PSH with Amendments	10	1	0	Recommendation supported.
6/13/18	Nomination of Jessica Lobedan to Committee	11	0	0	Nomination approved.
5/9/18	Plan for Completion of CE HUD Compliance Report	9	1	0	Recommendation supported.
5/9/18	Recommendations 1, 3 and 4 for Standards for	10	0	0	Recommendations supported.

	Housing Problem Solving				
4/11/18	2018 Improvement Schedule with Amendments	10	0	0	Recommendation supported.
4/11/18	Updated Assessment for Use in Clarity	10	0	0	Recommendation supported.
3/14/18	RRH Proposal with Amendments	12	0	1	Recommendation supported.
3/14/18	Updated Assessment Proposal with Amendments	13	0	0	Recommendation supported.

1. Director's Report

2:00-2:05pm

- a. HUD CoC Committee approved Governance Charter changes
- b. SCC can now assume the HUD CoC delegated responsibilities related to Coordinated Entry and the Housing Crisis Response System

2. Urgent Items

2:05-2:10pm

- a. Reminder to send any urgent items to Director, Chair, Co-Chair in advance
 - i. None for this meeting
 - ii. Possible urgent item: Consistent training for staff to communicate about Coordinated Entry and to collect contact information
- b. Request from Riley Wilkerson: Discussion about document readiness for PSH, and mismatch of people with Housing Navigators vs. people matched to PSH
- c. Request to add Boomerang RRH to Improvement Schedule

3. Discussion Items

2:10-3:20pm

- a. Honor Sharon Leyden, BFHP
 - i. Comments from Committee Members
 - ii. Celebration at The Cooler following the meeting
- b. Improvements to Homelessness Prevention
 - i. Share research and discuss next steps
 - ii. Commitments from last meeting:
 1. Julie- Sample Prevention Prioritization Tools/Policies
 2. Christina/Jamie – Prevention dollars in County
 - a. Comment from Aisha Brown: The county has unallocated funding for prevention services
 - i. Up to 7.5 million over 5 years
 - ii. 10 million over 2 years for additional services
 - iii. None are allocated yet
 3. Suzanne - Talk to HCD about new county money
 4. Julie – Review ESG Manual

- iii. Committee will postpone integration of prevention services into Coordinated Entry and System Coordination Committee, except in the case of ESG Prevention programs, which is mandated by HUD
- iv. Action Item: Review, revise, or affirm ESG manual
- v. Action Item: Review CE Access Packet and affirm training needed for all staff of access points
- vi. Action Items: Decide on how to use HPS flex funds for non-literally homeless
- c. Recommendations for 4 open seats (2 expansion, 1 person with lived experience, 1 vacated seat)
 - i. ACTION ITEM: EOH will send email through EOH mailing list about opening for person w/ lived experience
 - ii. How to allocate the expansion seats appropriately?
 - 1. DV
 - 2. Youth
- d. Revisiting priorities and action for the SCC Work & Improvement Schedule
 - i. Request to organize items based on progress of completion
 - ii. ACTION ITEM: SCC members will send comments on revised improvement schedule before next meeting

4. Action Items

3:20-3:50pm

- a. Aisha Brown to replace Sylvia Soublet as SSA Representative
 - i. Comments from Director
 - ii. Call to Vote
 - 1. Approved unanimously
- b. Standards and Procedures for HRC/Zone Transfers
 - i. Comments from Director
 - ii. Comments from Committee
 - 1. Should allow flexibility to be client-centered
 - 2. Add to 1st bullet of standard: “unless agreed upon by both HRCs”, and “similar services cannot be provided in multiple HRCs”
 - 3. Add “to minimize undue harm” in Purpose
 - iii. Call to Vote
 - 1. Approved unanimously
- c. Plan of Action
 - i. Action on Homelessness Prevention
 - 1. Change 9/4 work group to focus on NLH Flex Funds (if needed) And ESG
 - 2. Add to improvement schedule in the future
 - ii. Work Groups

5. Consent Items

3:50-4:00pm

- a. None
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