System Coordination Committee

Meeting Materials

March 14th, 2018
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SYSTEM COORDINATION COMMITTEE AGENDA
3-13-2018
12:30pm-4:30pm

12:30-12:40  Introductions
  • Your Name
  • The name of a fellow committee member and the value that they talked about last month

12:40-12:50  Director’s Report
  • Working Group 3/7/2018: RRH, Updating Assessment, Grievance Policy
  • Working Group 3/8/2018: Improvement Schedule and Committee Work Plan
  • 1-1’s with Committee Members: 6 meetings to date, Christina is scheduling
  • Housing Crisis Response System Manual: Rough Draft – Not for Distribution
  • Upcoming Dates
    o April 5 – EveryOne Home Community Meeting
    o April 11 – System Coordination Committee
    o April 26 – Leadership Board Meeting
    o June 21 – Leadership Board Meeting

12:50-1:00  Committee Meeting Agreements

1:00-1:30  Committee Chair Nominations and Voting
  • Recommended process
    o 1-year term, two consecutive terms max
    o Each Committee member can nominate one person for Chair by anonymous nomination. Committee members do not have to nominate anyone and submit a blank nomination.
    o Nominee names are read aloud and nominees accept or decline the nomination.
    o Members who sit on one or more other EOH Committees are encouraged to decline nomination in favor of others who may not be represented by other committees.
    o Each Committee member votes for one nominee for Chair.
  • Accept or revise process
  • Nominate and vote
   •  Review highlights of the Procedure
   •  Proposal to use this procedure for 6 months, evaluate and change if necessary
   •  At minimum, use today to be able to take action on proposals

2:00-2:15  Break and Eat

2:15-3:15  Consideration of Proposals
   •  Guidelines for Using FY 17/18 Boomerang Rapid Rehousing Funds and a Standard Boomerang RRH Program Participation Agreement (Presenter, Lara Tannenbaum)
   •  Standards for Updating Assessment Information in Service Point (Presenter, Sharon Leyden)
   •  Threshold Score for High Priority (Presenter, Jessie Shimmin)
   •  Process if approved: All three can be operationalized and implemented immediately with interim approval by Director and final approval at the next Leadership Board. This assumes that HCD has reviewed and granted approval of RRH proposal. Threshold score should be tested and monitored by System Analyst according to Leadership Board Policy.

3:15-4:00  Work Groups
   •  Grievance Policy and Client Input (Laura Guzman, Facilitator)
   •  Improvement Schedule and Calendaring Requests (Elected Chair and Julie Leadbetter, Facilitators)

4:00-4:15  Report Back
   •  Highlights and next steps

4:15-4:30  Work Between Committees
   •  Chair and Director will work on standing meeting agenda, work plan, and Improvement Schedule for Committee review
   •  Improvement Work Group – Standing or Ad hoc
   •  System Manual Drafting Group
GUIDING QUESTIONS

1. What is the value for the client?
2. What is the value for the system?
3. Do we have the resources?
4. Have we looked at the right data and talked to the right people?
5. What have other communities done?
6. Are there unintentional consequences?
SYSTEM COORDINATION COMMITTEE

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

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. Develop and recommend changes to policies, standards, procedures, resources, and tools in order to improve the Housing Crisis Response System
4. Establish and convene subcommittees and working groups to facilitate coordination, effective operations, and on-going improvement.

System Coordination Committee Membership, Selection, and Terms
Membership will include up to 15 seats with appropriate representation from users of the coordinated entry 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.

Members of the committee shall be selected annually by the Leadership Board per the recommendation of the nominating committee. Terms shall be for three (3) years. There are no term limits. In order to establish this system in calendar year 2018, one-third of the committee members will serve a twelve month term (January-December 2018), one-third will serve a twenty-four month term (January 2018-December 2019), and the remaining third will serve a full three year term (January 2018-December 2020).

Vacancies of selected membership committees will be filled, upon recommendation of a qualified candidate by the Committee Chair and/or EOH Director of System Coordination, and by the affirmative vote of the majority of that committee. A Committee member elected to fill the vacancy shall be elected for the unexpired term of his/her predecessor in office.
Meetings
Committee meetings will happen no fewer than six times per year. Only Committee members can vote at meetings with the exception of the assigned alternate listed in the System Coordination Committee Roster.

Committee Voting
For voting matters at Committee meetings, decisions will be passed if there is quorum of members in good standing and then by a majority of those members present (50% plus 1). A quorum is established when at least 50% +1 of the membership attends a Committee meeting.

Members in Good Standing
Members must attend 75% percent of the meetings annually to be considered members in good standing, which shall be verified by EveryOne Home staff. Committee Chair is responsible for notifying members if they are not in good standing and determine a plan for good standing or if the seat should be vacated.

Selecting a Committee Chair
The Committee will select a Chair to facilitate meetings and ensure progress is reported to the Leadership Board. Chair will be selected using the following procedure:
- Members of the committee nominate one candidate, either themselves or another member
- The nomination must be seconded by another member of the committee
- Nominees accept or decline
- Committee Members vote on their preferred candidate and votes are tallied
- In case of a tie, Director of System Coordination is afforded a vote

Annual Work Plan
The committee will develop and adopt its own set of annual activities for implementing the broad strategic plan—known as the Committee Annual Work Plan. The Committee Chair is responsible for working with EOH staff to assure creation and adoption of an Annual Work Plan and for reporting on the progress of the work plan to EOH Leadership Board.

Subcommittees and Work Groups
Sub-committees, Implementation and Learning Communities, and Work Groups will be established as needed. Membership and selection process will be determined at the time a group is established. Active groups include: ILC-Ops, Operation Vets Home, HomeStretch.
SYSTEM COORDINATION COMMITTEE – STAFF AND SUPPORT ROLES

Board Chair Role

- Uphold the values of the Housing Crisis Response System and System Coordination Committee
- Promote accountability, responsibility, and participation of Committee Members
- Chair Committee Meetings
- Work with Director of System Coordination to set annual work plan and meeting agendas
- Represent Committee and its work in other settings: Leadership Board, CoC, RBA, ILCs, Agency meetings, community forums
- Support Director and Committee Members in achieving work plan and addressing difficult issues

Director of System Coordination Role

- Monitor progress, performance and compliance of the Housing Crisis Response System and propose improvements to Committee members including changes to including policies, standards, procedures, programs, marketing, communications and resource allocations
- Gather stakeholder input on the need for improvements to the Housing Crisis Response System through an accessible process and report the input regularly to the Committee for consideration and action
- Direct the Committee’s process to identify, review, research, and recommend improvements to the Housing Crisis Response System and guide Committee recommendations through necessary approval processes
- Manage the Committee’s Policy Schedule by prioritizing and calendaring consideration of policies or improvements according to Committee recommendations, system performance, compliance, impact, and urgency
- In cases in which the Housing Crisis Response System is shown to be out of compliance, direct emergency action to implement an interim policy, standard, or procedure until a permanent policy can be adopted via standard Committee procedure
- Manage the creation, adoption, and on-going amendment of the Housing Crisis Response System Manual which serves as the County’s written policies and standards for the Housing Crisis Response System
- Ensure that policies, standards and procedures included in the Manual are clear, consistent, and reflect approved policies and actual operational practice
- Represent Committee and its work in other settings: Leadership Board, CoC, RBA, ILCs, Agency meetings, community forums
- Act as the Committee’s liaison to policy-setting, administrative, and operational representatives of the Housing Crisis Response System
Staff and Policy Analyst Role

- Conduct research and analysis to support System Coordination Committee recommendations and decision-making
- Manage scheduling, communications, and logistics for the Committee and Work Groups

System Analyst Role

- Report on system performance and highlight areas of success, curiosity, and concern
- Support Committee to make data-driven decisions and promote a system-wide data culture
- Conduct research and analysis to support System Coordination Committee recommendations and decision-making

Funder, Administrator, or Operator Role

- Provide timely information to Director and Staff related to operations, contracts, funding, and programmatic planning to support the work of the Committee
- Report to Committee on system funding, operations, administration as requested
# SYSTEM COORDINATION COMMITTEE MEMBERS AND ALTERNATES

<table>
<thead>
<tr>
<th>First Name</th>
<th>Last Name</th>
<th>Title</th>
<th>Organization</th>
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<tr>
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<td>Manager</td>
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<td>Jamie</td>
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<td>211/Eden I&amp;R</td>
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<tr>
<td>Laura</td>
<td>Guzman</td>
<td>Director</td>
<td>EveryOne Home</td>
<td>Continuum of Care</td>
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<td>Sharon</td>
<td>Leyden</td>
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<tr>
<td>Marta</td>
<td>Lutsky</td>
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<td>Alameda County HCSA</td>
<td>Provider</td>
<td>County Dept.</td>
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<tr>
<td>Peter</td>
<td>Radu</td>
<td>Homeless Services Coordinator</td>
<td>City of Berkeley</td>
<td>Jurisdiction</td>
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<tr>
<td>Merlenet</td>
<td>Riley</td>
<td>Social Service Specialist, Housing Coordinator</td>
<td>Berkeley Mental Health, City of Berkeley</td>
<td>Front-line staff</td>
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<tr>
<td>Sylvia</td>
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<td>Director, Public Affairs</td>
<td>Alameda County SSA</td>
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<td>Wall</td>
<td>Director</td>
<td>Homeless Action Center</td>
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PROPOSAL:

DEVELOPED BY:
EveryOne Home Staff/Governance Charter, 3/13/18

BACKGROUND
EveryOne Home, Alameda County’s collective impact organization for ending homelessness and HUD Continuum of Care Lead, is charged with the oversight and management of the Housing Crisis Response System, as detailed in the EveryOne Home Governance Charter. The Housing Crisis Response System Manual is intended to contain the policies and standards that guide the operation of the Housing Crisis Response System. When necessary, the Manual may contain guidelines or procedures required to operate a standardized countywide system.

PURPOSE
The purpose of this procedure is to summarize the authority and procedures by which policies, standards, guidelines or procedures are proposed, reviewed, revised and adopted for the Housing Crisis Response System and, if appropriate, included in the Housing Crisis Response System Manual.

DEFINITIONS
Policy: A formal, brief, and high-level statement or plan that embraces an organization’s general beliefs, goals, objectives, and acceptable procedures for a specified subject area. Policies always state required actions and may include pointers to standards. Policy attributes include the following:

- Require compliance (mandatory)
- Failure to comply results in disciplinary action
- Focus on desired results, not on means of implementation
- Further defined by standards and guidelines

Standard: A mandatory action or rule designed to support and conform to a policy.

- A standard should make a policy more meaningful and effective.
- A standard must include one or more accepted specifications for hardware, software, or behavior.

Guideline: General statements, recommendations, or administrative instructions designed to achieve the policy’s objectives by providing a framework within which to implement procedures.

- A guideline can change frequently based on the environment and should be reviewed more frequently than standards and policies.
A guideline is not mandatory, rather a suggestion of a best practice. Hence “guidelines” and “best practices” are interchangeable.

**Procedures:** Procedures describe the process: who does what, when they do it, and under what criteria. They can be text based or outlined in a process map. Represent implementation of Policy.
- A series of steps taken to accomplish an end goal.
- Procedures define “how” to protect resources and are the mechanisms to enforce policy.
- Procedures provide a quick reference in times of crisis.
- Procedures help eliminate the problem of a single point of failure.
- Also known as a SOP (Standard Operating Procedure)

**Work Instructions:** Describe how to accomplish a specific job. Visual aid, various forms of job aids, or specific assembly instructions are examples of work instructions. Work instructions are specific.

**Forms and Other Documents:** Forms are documentation that is used to create records, checklists, surveys, or other documentation used in the creation of a product or service. Records are a critical output of any procedure or work instructions and form the basis of process communication, audit material, and process improvement initiatives.

**AUTHORITY AND PURVIEW**
The following EveryOne Home Committees and entities have the authority to request, develop, propose and adopt policies, standards, guidelines and procedures for the Housing Crisis Response System Manual and operations:

1. The EveryOne Home Leadership Board has the authority to review, revise, and adopt policies, standards, guidelines, and procedures for the Housing Crisis Response System. The Leadership Board is primarily focused on creating policies and guidelines.

2. The EveryOne Home System Coordination Committee has the authority to review, develop, and recommend policies, standards, guidelines, and procedures to the EveryOne Home Leadership Board for adoption. The System Coordination Committee is primarily focused on developing and recommending standards and guidelines to Leadership Board.

3. The EveryOne Home HUD CoC Committee has the authority to review, develop, and recommend policies, standards, guidelines and procedures governing HUD CoC projects to the EveryOne Home Leadership Board for adoption and to request joint action by the System Coordination Committee which holds the same authority.

4. Government contracting agencies, programs participating in the operation of the Housing Crisis Response System, and Implementation and Learning Communities have the authority to review, develop, and adopt procedures for performing the functions and operations of the system. These entities also have the authority to request the development, revision, or clarification of policies or standards by the System Coordination Committee, HUD CoC Committee, and the Leadership Board.

5. Any individual, organization, agency or entity in Alameda County has the authority to request the review or development of any policy, standard, procedure, guideline included in the System Manual or practiced by the Housing Crisis Response System.
6. The EveryOne Home System Analyst has the authority to recommend changes to the standard Assessment.

7. The Director of System Coordination has the authority to make minor changes and corrections to the manual, forms, and guidance documents for clarification purposes or to ensure that procedures reflect actual practice. The Director also has the authority to approve emergency or interim changes if the System is out of compliance or if a time-sensitive development requires an immediate policy, standard, guideline or procedure. Any interim policies, standards, guidelines or procedures must be discussed and approved at the next regular or extraordinary meeting of System Coordination Committee and/or Leadership Board.

**PROCEDURE**

1. Adoption of revisions, additions, and deletions to System Manual by Leadership Board:
   a. At a minimum of one time per year, System Coordination Committee and the HUD CoC Committee jointly submit the System Manual to Leadership Board for review with recommendations for adoption of any revisions, additions, or deletions to policies and standards.
   b. Using the voting procedure outlined in the Governance Charter, the Leadership Board votes whether or not to adopt the recommendations.
   c. Recommendations that are approved by vote are adopted and included in the Manual.
   d. For recommendations not approved, the Leadership Board then votes whether to send the recommendation back to System Coordination Committee for reconsideration.
   e. If Leadership Board votes not to send the item back to Committee, the Committee cannot take further action on the item unless granted approval by the Leadership Board.

2. Review, development, and recommendation of policies, standards, guidelines, procedures or practices by the System Coordination Committee:
   a. To initiate the review or development of a policy, standard, guideline, or procedure included in the System Manual or practiced by the Housing Crisis Response System, a formal request is submitted by completing the EveryOne Home Improvement Request. Any individual, organization or agency can submit a request.
   b. At each meeting of the System Coordination Committee:
      i. Director presents the current Improvement Schedule and any new Improvement Requests that were submitted.
      ii. Director makes a recommendation to the Committee on if and when to consider new Improvement Requests and either provides a recommended, revised Improvement Schedule or works with the Committee to calendar Improvement Requests individually.
      iii. Committee votes whether or not to accept the revised Improvement Schedule or to calendar the Improvements individually.
      iv. If individually, the Committee votes on the calendaring of each item separately.
   c. If calendared on the Improvement Schedule, the Committee empowers the Director of System Coordination to initiate and coordinate a development process to propose an improvement:
At the time of calendaring, Committee Members provide guidance to the Director of System Coordination on any specific process, timeline, or stakeholders to involve. Committee Members indicate if they are interested in participating in the process for the specific issue and what role they are interested in taking.

Director of System Coordination coordinates a process by which the policy, standard, guideline or procedure is reviewed and a proposal for improvement is developed.

The development process may include: review or audit of current or proposed policy and best practices, working groups with members of System Coordination Committee and other stakeholders, discussion with Implementation and Learning Communities, focus groups with consumers, and consultation with contracting agencies, responsible organizations, and funders.

Director of System Coordination and stakeholders involved in the process designate Proposal Representatives to present the proposal to the System Coordination Committee.

d. If the development process results in a proposal to the System Coordination Committee, the Committee uses the voting process outlined in the Governance Charter and the following procedure to consider the proposal and vote to recommend it to Leadership Board for adoption:

i. Director of System Coordination or Proposal Representative present the proposal to the System Coordination Committee.

ii. Director of System Coordination offers analysis or recommendations on the proposal to the Committee.

iii. Committee asks clarifying questions.

iv. Committee decides to vote on proposal as is, or to offer amendments.

v. If the Committee decides to vote on the proposal as written, then the Committee takes a vote. If vote passes, the proposal is presented as a recommendation to the Leadership Board at the next scheduled meeting.

vi. If the Committee decides to offer amendments, amendments are offered to the Director and Representative. If the Director and Representative accept the amendments, then the Committee takes a vote. If vote passes, the proposal with amendments is presented as recommendation to the Leadership Board at the next scheduled meeting.

vii. If vote does not pass, the Committee votes whether or not to re-calendar the item. If the Committee re-calendars the item, they instruct the Director to take the proposal back into development and provide specific suggestions for how to improve the proposal.

viii. The same item can only come before the System Coordination Committee twice.

3. Joint Action by System Coordination Committee and HUD CoC:
a. Joint action for the review or development of policies, standards, procedures or guidelines can be initiated by submitting the EveryOne Home Request for Improvement form and indicating the preference for joint action.

b. The request will be reviewed by the Director of System Coordination and, if appropriate, forwarded to the System Coordination Committee for consideration at the time of calendaring. If Joint Action is granted then the Director of System Coordination will be instructed to include the HUD CoC in the process for development and recommendation of the policies.
PROPOSAL: Guidelines for Using FY 17/18 Boomerang Rapid Rehousing Funds and a Standard Boomerang RRH Program Participation Agreement

DEVELOPED BY: Working Group of System Coordination Committee, 3/7/18

BACKGROUND
Rapid re-housing (RRH) is an interim housing program for homeless people to get quickly re-housed and stay housed. By design, rental assistance is a short and shallow subsidy. Aided by a housing navigator the client is provided supportive services that help make the transition back to independent living within a short time frame. Once this happens, the rapid re-housing “slot” turns over, and another client can be served until all resources are depleted.

PURPOSE
The purpose is to establish guidelines for rapid rehousing programs funded FY 17/18 with Boomerang funds within the Coordinated System contracts.

PROPOSAL
Steps for being matched to RRH
- Rapid Rehousing will be allocated by using the prioritized list.
- Prior to being approved for a RRH slot, the client and Housing Navigator must talk about realistic housing options given the client’s current income and potential future income. This assessment includes the client’s prior work history and is not based on current behaviors.
- The Housing Navigator and client will create a written housing stability plan that outlines a reasonable path towards the client taking over his/her own rent in 9 months. Plans must include measurable goals and objectives and include realistic housing options such as increasing income (including for people on SSI), utilizing shared housing, and moving to a community where rents are more affordable.
- Plans must include the maximum amount of rent that the client feels he/she will be able to take on in the future.
- The Housing Navigator will submit the housing stability plan for approval to the HRC manager. The HRC manager will review the plan to ensure that it includes detailed, realistic steps for moving towards independent housing and that the maximum rent amount is realistic given the clients current and potential future income.
- Once the HRC Manager approves the housing stability plan, the client is officially matched to the RRH intervention and can begin a housing search.

Eligibility
- Literally homeless individuals or families who have completed the County Assessment tool and are prioritized for an intervention
- Income level of 30% AMI or below
- No other source of RRH available for the client’s specific population (ex: Housing Navigators will assist their clients to access RRH targeted towards youth, families, people on probation, and veterans before using this source of funds).
- Has a housing stability plan, approved by the HRC Manager, that shows a realistic path towards taking over rental payments within 9 months (see above)
- Willing to work with a housing navigator on the housing stability plan

**Length of assistance**
Assistance will be provided for up to 9 months. Any extensions to be approved by HRC Manager.

**Allowable Rent**
Will use a rent reasonableness standard but more importantly will use a client reasonableness standard.

**Habitability**
HQS inspection prior to move in is the best practice standard for this funding source. However, a Housing Navigator may use a habitability standard in cases where HQS is not reasonable (ex: some shared housing situations). The HRC Manager must approve use of habitability standard instead of HQS and the reason must be documented in the client case file.

**Eligible costs**
Rental deposits (up to 2 times the rent), Utility deposits, Rent
Late fees are not an eligible expense

**Rental Assistance amounts**
Clients must agree (by signing the participant agreement) to contribute to their rent on the following schedule:
- Months 1-3: 25% of rent
- Months 4-6: 50% of rent
- Months 7-9: 75% of rent
Depending on a client’s situation he/she may be able to move towards 100% of the rent on a faster schedule. Any exceptions to the payment schedule which result in less rent being paid must be discussed with the Housing Navigator and the client and Housing Navigator must document a clear plan for getting back to the payment schedule as quickly as possible. This written exception request must be approved in advance by the HRC Manager. Clients with no income are still eligible for RRH provided the housing stability plan shows a path to obtain income quickly.

**Client Expectations**
- Meet with Housing Navigator a minimum of 2 times per month (once housed, 1 of those meetings must be in unit) - **required**
- Sign and follow the participant agreement – **required**
- Contribute to the rent on the agreed schedule- **required**
- work on increasing income
- willing to consider shared housing or moving to more affordable community

**Reassessments**
Clients will be approved for RRH in 3 month intervals. Housing Navigators will conduct formal assessments every three months (in month 3 and month 6) to ensure that clients are on track to take over full payment of their rent. The HRC Manager will review all reassessments and approve services for another 3 months.

**Services after rental assistance ends**
After rental assistance ends client may receive up to 3 months of on-going Housing Navigation. This timeframe may be extended depending on a client’s needs.

**Client’s refusal of services**
Clients retain the right to opt out of services at any time. While participating in the RRH program if a client is offered a permanent supportive housing (PSH) voucher or site based unit and they refuse the offer for whatever reason, the refusal will be documented in writing both to the client and in their file. A client will be offered a maximum of three PSH opportunities and if all three are refused then they are made inactive on the Homestretch list. All attempts to involve professionals working with the client will be made.
Coordinated Entry - Boomerang RRH
Program Participation Agreement

The Rapid Rehousing Program provides housing search and housing retention-related services and limited financial resources to help households who are experiencing homelessness to gain housing. I understand that this program is intended to help me get back into housing, and may provide me with some or all of the following services:

- Assistance developing a housing stability plan (must be completed prior to being eligible for RRH assistance)
- Assistance finding and obtaining housing;
- Short-term financial assistance to support gaining and retaining housing which may include rental deposits, utility deposits, and/or limited rental assistance payments designed to secure or retain housing;
- Referrals and assistance in applying for benefits for which I or a household member may be eligible;
- Other services related to securing housing, such as, but not limited to, assistance getting identification, preparing housing applications, searching for housing, negotiating with landlords, and other services.

I understand that this program is very short term and that I am expected to take over my rent in the shortest time possible and within 9 months maximum. I understand that I am only approved for this program in 3 month intervals and that reassessment for eligibility will happen every three months. I understand that my contributions to the rent are as follows:

- Months 1-3 25% of rent
- Months 4-6 50% of rent
- Months 7-9 75% of rent

I agree to do the following:

a) Provide accurate and honest information to my housing navigator
b) Take all necessary steps to achieve the goals in my housing stability plan and prepare to pay full rent payments.
c) Meet with my housing navigator at least two times per month
d) Conduct housing search for units or other housing options I will be able to sustain.
e) Permit monthly home visits and periodic inspections of my housing during my enrollment.
f) Provide current proof of income when requested.
g) Pay my rent on time every month and immediately advise my housing navigator if I have any trouble in doing so.
h) Provide any documentation required by the housing navigator as it pertains to progress on my housing stability plan, my rent status or income (i.e. attendance record for job training program, proof of application for benefits, etc.).

I understand that this program is based on annual appropriations of funding and that there is no guarantee of support if funding is reduced or eliminated. I understand that neither Alameda County, insert agencies here, nor any party of the RRH Program is responsible for my rent or lease. I understand that assistance will only be provided if I am in good standing with the program requirements including the terms of my Housing Stability Plan, and that housing assistance may be terminated at any time due to programmatic decisions about funding or if I am not following the terms of this agreement and my housing stability plan.

Participant Name (printed): ___________________________
Participant Signature: ___________________________ Date: ________
Case Manager Signature: ___________________________ Agency: __________ Date: ________
Copy of signed agreement given to Participant: ☐Yes ☐No ☐Refused Participant Initials: _______

2-15-18
**Additional Info for RRH Policy Discussion**

Things we want to watch for over the next 3-6 months:

- Are there too many exceptions being made in various categories
- Are we matching people who are so far down the list that they are not also matched with a housing navigator?
- Are the 25%, 50%, 75% rental contributions workable for most people?
- What is the relationship between RRH and bridge funding until PSH is available (this model is not using RRH in that way. Do we want to reconsider this at some point if the flow in PSH becomes greater?)

System changes that we recommend to support RRH and placement in permanent housing generally:

- Landlord liaison services for RRH (and other permanent housing that is not PSH)
- Tenancy Sustaining Services for clients after the RRH subsidy and services ends (and TSS for other permanent housing that is not PSH)
PROPOSAL: Standards for Updating Assessment Information in Service Point

DEVELOPED BY: Working Group of System Coordination Committee, 3/7/18

BACKGROUND
Coordinated Entry policies require that the Assessment process must be standard for any person or household who accesses Coordinated Entry including a standard way of updating information that may impact a household’s prioritization or eligibility for services or housing programs. Until the Coordinated Entry processes are transitioned into the Clarity HMIS system, assessments are conducted on paper and entered into Service Point by a designated Data Entry team.

PURPOSE
To establish a standard practice and procedure by which Assessment information is updated using the paper Assessment and entered into Service Point HMIS.

PROPOSAL
1. Assessments should be updated if:
   a. The household has a significant or life changing event with the potential to impact the household’s prioritization
   b. New and relevant information is reported by household or verified by 3rd party
2. Assessment information must be collected/updated by a Certified Assessor.
3. New assessment information should be verified by:
   a. Case notes by HRC staff, or
   b. A revised or new paper assessment, or
   c. An internal form completed by HRC staff, or
   d. An external form on agency letterhead from an agency with permissions to share private information
4. New assessment information must be entered into Service Point by designated Data Entry staff.
5. These standards will sunset when the Assessment process transitions to Clarity HMIS and new standards will be established.
Prioritization Analysis, March 2018

Alameda County’s housing crisis response system implemented a standard Coordinated Entry: Assessment in October 2017. The assessment’s weighted scoring framework quantifies housing barriers and vulnerabilities, allowing the housing crisis response system to prioritize the most vulnerable households for housing and support resources.

As of 07 March, 1,663 households have been assessed and prioritized across the county as shown:

- 72% of households are composed of a single adult, and 28% are multi-person households.
- 13% of households have minor children.
- 41% of the households fit the criteria of chronic homelessness.
- 29% of the Home Stretch list has been assessed and prioritized, including 46% of households on the Priority 1 list.

Scores are higher among those who fit the criteria of chronic homelessness, with an average score of 139 and median score of 135. This is both an increase from February when the average score was 133 and median 132, and a shift from a normal distribution to one skewed to the right. In contrast with the population at large, chronically homeless households show a few households spread across a broad range at the low end of the vulnerability distribution, and a more concentrated grouping of households at the higher end of vulnerability. Indeed, chronically homeless households comprise 70% of all households above the median score of 111. It is worth noting that although households that meet the criteria of chronic homelessness tend to be more vulnerable, the tool has been successful in distinguishing highly vulnerable households that do not fit the HUD definition of chronic homelessness.

The average prioritization score has dropped slightly to 107, from 108 in February and 110 in January. The median score has remained constant at 111. This means that the distribution of prioritization scores skew slightly to the left, such that there is a more concentrated “tail” of households on the lower end of the vulnerability distribution, and a longer thinner tail of households with greater vulnerability to the right. Overall, the distribution means that the assessment tool is sensitive to variations in vulnerability and capable of elevating the most vulnerable households to the highest priority.
1. What is the purpose of a high scoring threshold?
   - Supports quickly matching to resources that are either more plentiful or time sensitive
   - Sets parameters for matchers to define those most likely to be matched to resources and maintain contact with them.
   - Could be used to help communicate with assessed households about what to expect.
   - Additional purposes?

2. Which interventions would use the high scoring threshold for matching? Which interventions would work down the list from the top with a higher level of due-diligence?
   - Use Scoring Threshold:
   - Use Top Down:

3. Should there be one threshold score for everyone, or set specialized thresholds?
   - Currently high and low scores are well distributed across the regions
   - However, certain populations have dedicated resources, but do not score as well as the general population. The data shows that families and TAY tend, with some outliers, to score lower than the general population. Seniors and veterans have not yet been analyzed, however if we find that they score lower than the general population, then a separate threshold score should be set for these populations, too.
   - It may be useful to identify a threshold high score for the same reasons stated above.

4. How do we select, monitor, and adjust a threshold score?
   - Recommendation that for each population the threshold score is 2-3 standard deviations above the mean. Roughly the highest 15.7% of scores. This strategy will work if the distribution remains relatively “normal.”

What would this look like?
   - General Population: 144 and above
   - Households with Minor Children: 133 and above
   - TAY Households: 137 and above