

A hand is shown holding a paper cutout of a house. The background is a bright, sunlit outdoor scene with a blurred green lawn and a white fence. The overall tone is warm and positive.

EveryOne Home Annual Membership Meeting

OCTOBER 30, 2017

Agenda

Welcome

Governance Charter Ratification

Elections

Coordinated Entry and HMIS
Updates

Updating the EveryOne Home Plan

A hand is shown holding a simple paper cutout of a house with a chimney. The background is a bright, warm, sunlit outdoor scene, possibly a field or garden, with a soft glow. The overall mood is positive and foundational.

Governance Charter

Governance Charter Changes

Summary of Revisions:

- The appointed representatives on the Leadership Board can select a single alternate to attend meetings and vote in their place. Multiple delegates are not allowed. (p.12)
- Addition of HUD CoC NOFA Appeals Panel. (p.18)
- Changes to System Coordination Committee (p.18-20)
 - Membership
 - Sub-committees
 - Voting

Governance Charter Changes

Summary of Revisions (cont.):

- Additions to Standards for Providing Continuum of Care Assistance (p.22-26)
 - Prioritization using the tool and standards adopted by the Leadership Board
 - Coordinated Entry description
 - LGBT anti-discrimination policy
 - Population standards including those fleeing domestic violence

Governance Charter Changes

Summary of Revisions (cont.):

- Additions to **Process for responding to the Continuum of Care Notice of Funding Availability (p. 28-29)**
 - Including the responsibilities of the CoC Committee and the Appeals Panel in supporting the application process
 - Including the NOFA Committee's responsibility to take strategic direction from the HUD CoC Committee

Vote for Ratification

On October 26, 2017 the EveryOne Home Leadership Board approved the revisions to the governance charter and forwarded it to the membership for ratification.

Elections

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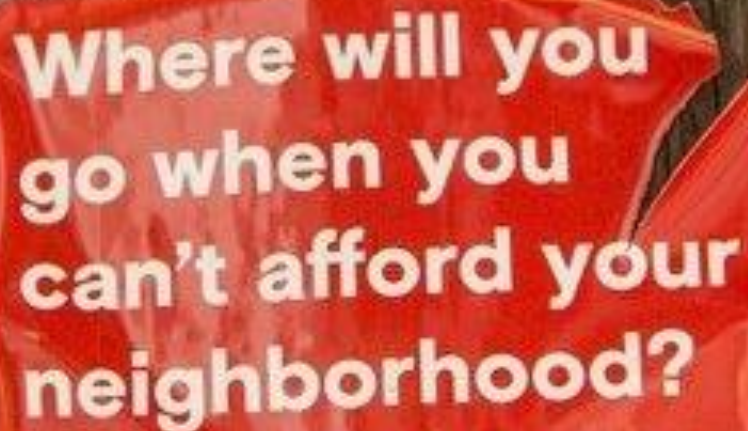
SYSTEM SHIFT:

Housing Crisis Response &
Coordinated Entry



EveryOne Home

All people living in Alameda County have a safe supportive permanent home.

A red banner with white text is pinned to a wooden wall. The text on the banner reads: "Where will you go when you can't afford your neighborhood?". Below the main text, there is a red rectangular area that has been blurred out. In the bottom right corner of the banner, the word "JOINT" is visible in small white letters. The banner is secured to the wall with several black metal fasteners.

Where will you
go when you
can't afford your
neighborhood?

JOINT

“People have come to understand that this is a crisis, and we need to treat it as such and address it accordingly.” *-California Assemblyman Richard Bloom*

1. The goal of Coordinated Entry is to support people who are experiencing homelessness to identify and access the community or public resource available to them to resolve their housing crisis.

2. For the limited housing resources which are managed by the Alameda County housing and homelessness services, those who are homeless, most vulnerable and with the highest needs, thus creating a more just and equitable housing system.

3. Alameda County's Coordinated Entry is a standardized process and shared set of tools for: Screening, Assessment, Prioritization, and Matching. This process will be conducted in a coordinated manner by 211 and Housing Resource Centers that offer a combination of virtual and in-person services. More specifically:

a. An immediate Health and Safety Screening identifies any crisis health or safety needs and, if necessary, provides an immediate connection to the appropriate emergency response (e.g. police, hospital, DV services).

b. A brief Housing Crisis Screening confirms that the household lives in Alameda County, and if not, they are referred for full Assessment and additional assistance (Housing Resource Centers), or if they are already in a Housing Resource Center, they are referred to other mainstream and prevention services outside the center.

c. A Housing Problem Solving (HPS) conversation seeks to help all households (literally homeless and not literally homeless) explore alternatives to entering shelter or seeking homeless services.

d. A full Assessment of homeless households, which allows Assessors to make an initial determination of household needs.

e. Prioritization, an automated process that generates a list of homeless households seeking assistance.

f. The Matching process, through which any available housing resources are offered to eligible households.

4. These steps are progressive in nature such that not all households will complete all the steps.



Housing Crisis Response

We are committed to identifying and mobilizing every personal, familial, community or public resource available to resolve housing crises.



“Transform homeless services to crisis response systems that prevent homelessness and rapidly return people who experience homelessness to stable housing.” *-Opening Doors, Federal Strategic Plan*

Systems that Work

1. **Shared goals** to aim for
2. **Coordinated strategies** to achieve the goals
3. **Data** to measure success, failure, and opportunities for change
4. **Decision-making structure** to direct resources and correct course





Coordinated Entry

A simple way for anyone experiencing a housing crisis to understand and receive the support available to them, and to effectively match the most intensive resources to the people with the highest needs.

Coordinated Entry

Alameda County's Coordinated Entry is a standardized process and shared set of tools for:

- Screening
- Housing Problem Solving
- Assessment
- Prioritization
- Matching to Housing/Homeless Resources

Coordinated Entry

This process will be conducted in a coordinated manner by 211, outreach, and a network of regional Housing Resource Centers that offer a combination of virtual and in-person services.

ALAMEDA COUNTY COORDINATED ENTRY ACCESS

HOUSING RESOURCE CENTERS

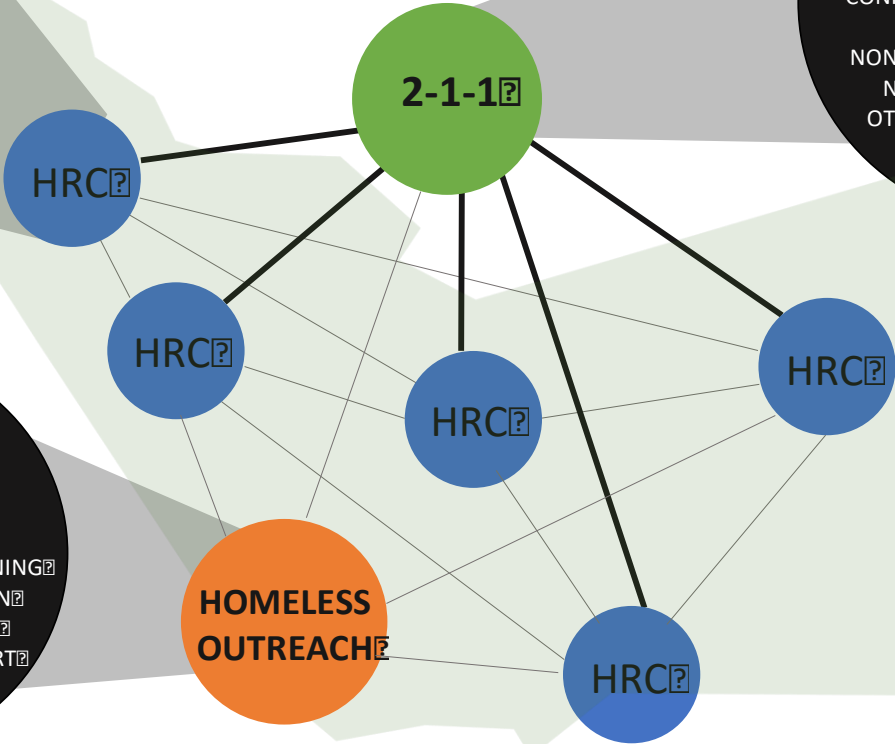
- HOUSING CRISIS & SAFETY SCREENING
- HOUSING WORKSHOPS & LEGAL SERVICES
- HOUSING PROBLEM SOLVING
- ASSESSMENT & PRIORITIZATION
- MATCHING TO HOUSING RESOURCES
- HOUSING NAVIGATION SERVICES
- SUPPORT TO STAY HOUSED

2-1-1

- 24/7 COUNTYWIDE CALLER SUPPORT
- HOUSING CRISIS & SAFETY SCREENING
- HOUSING PROBLEM SOLVING
- CONNECT HOMELESS CALLERS TO HRCs
- INFO & REFERRAL FOR:
- NON-CESHELTER & WINTER SHELTERS
- NON-CES AFFORDABLE HOUSING
- OTHER HEALTH & SOCIAL SERVICES

HOMELESS OUTREACH

- REGIONAL TEAMS
- COUNTYWIDE COVERAGE
- HOUSING CRISIS & SAFETY SCREENING
- ASSESSMENT & PRIORITIZATION
- HOUSING PROBLEM SOLVING
- HOUSING NAVIGATION SUPPORT



?

?

1. Safety Screening

An immediate **Safety Screening** identifies any crisis health or safety needs and ensures an immediate connection to the appropriate emergency response.

2. Housing Crisis Screening

A brief **Housing Crisis Screening** confirms that the household lives in Alameda County, and whether they are homeless or at risk of homelessness.

3. Housing Problem Solving

There are not enough temporary or permanent resources in the Housing Crisis Response System to shelter or house everyone. **Housing Problem Solving** conversations help all households identify and mobilize safe shelter and housing options.

3. Assessment

For homeless households unable to find safe housing through Housing Problem Solving, an **Assessment** is conducted to understand their needs and determine if they are eligible for housing or homeless resources. **Assessments are responsive**: conducted on outreach, in-person, by phone, and are updated as circumstances change.

4. Prioritization

Prioritization, an automated process that generates a list of homeless households seeking assistance, ranked in order of priority for housing assistance.

People with the greatest length of homelessness, number of vulnerabilities and barriers to housing are strongly weighted and will receive the highest scores.

Examples of CE in other systems

- Emergency Room Triage
- Behavioral Health ACCESS
- California State University
- Any School District!

ALAMEDA COUNTY COORDINATED ENTRY ACCESS

HOUSING RESOURCE CENTERS

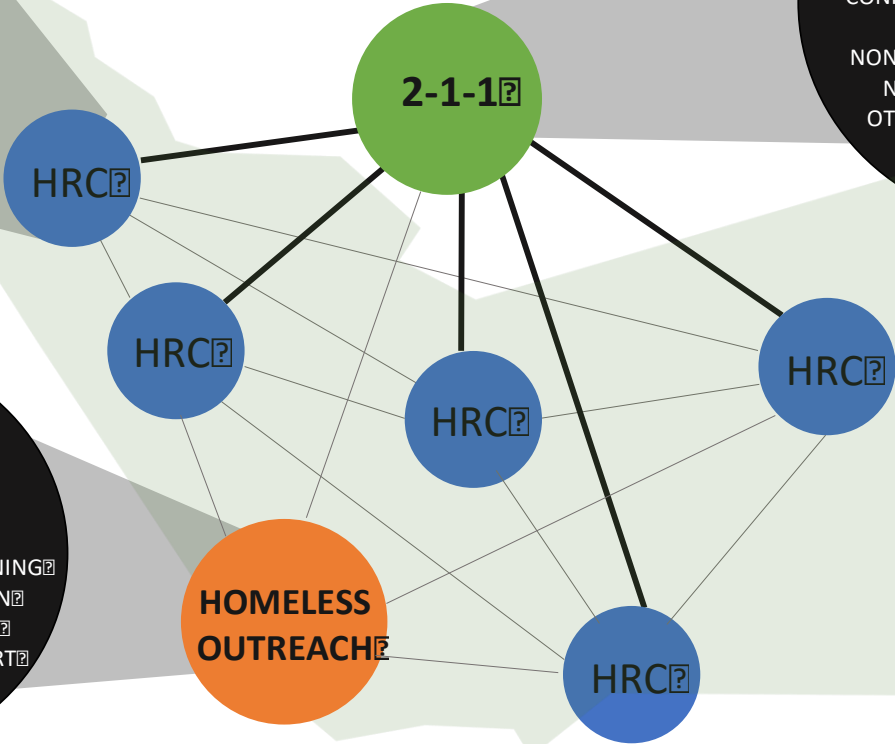
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Alameda County's Hub & Spoke

211 Phone Line

- Anyone experiencing a housing crisis calls seeking help
- Housing Crisis & Safety Screening
- Housing Problem Solving or refer to HRC for Assessment

Housing Resource Centers

- Phone lines and walk-in hours for Housing Crisis & Safety Screening
- Housing Workshops for all
- Assessment and Prioritization of homeless households
- Match to housing resources for highest priority homeless households
- Housing Navigation for a portion of highest priority homeless households

Outreach

- Find people in the community
- Housing Crisis & Safety Screening, Assessment, and Prioritization conducted where people are at
- Support high priority homeless households to access and navigate the system

What's most important about **ACCESS?**

- Easy to use, well understood paths and places to gain access
- When needed, the front door comes to you (outreach)
- Comfortable places for people to go to
- Reasonable accommodations in the process
- Links to other services in the community

Enhanced Role of Outreach

- Outreach workers meeting people where they are and connecting people to system
- Doing assessments
- Keeping in contact and notifying of matches/resource availability
- Helping to fill shelter beds
- Operating out of or tightly linked to Housing Resource Centers

Coordinated Entry is Everyone

All entities that fund, operate or deliver crisis response services and housing are involved the CE system:

- People experiencing homelessness – accessing and mobilizing support, providing information, working on housing plans
- 211 – screening, problem solving, connecting with HRCs and services
- Outreach programs – connecting to system, assessing, navigating
- HRCs – assessing, problem solving, referring, supporting, navigating
- Shelters, transitional housing, rapid rehousing, supportive housing, other programs – receiving and accepting referrals, coordinating to streamline entry and exits!
- **Everyone** – evaluating, refining, working together to improve experience and outcomes

Coordinated Entry

- HUD mandate that all communities implement a Coordinated Entry System by January 2018 as their method for distributing homeless resources.
- All programs which receive HUD homelessness funds - Continuum of Care (CoC), Emergency Solutions Grants (ESG) - must participate or risk losing their federal funding.
- In Alameda County, local funders are also requiring that all dedicated homeless resources be accessed through Coordinated Entry. (Cities, County Health Care Services Agency, County Housing and Community Development)



Key Funders

- EveryOne Home
- Health Care Services Agency
- Housing and Community Development Department
- Cities (Oakland, Berkeley, others)

Goals and Context

Benefits of Coordinated Entry:

- Simplify and speed the process of access for clients
- Connect people to the right/most appropriate services
- Target limited resources to those with highest needs
- Reduce duplication of effort across providers
 - staff focus on services rather than paperwork

Goals and Context

Benefits of Coordinated Entry (continued)

- Improve accessibility and ability to deliver culturally competent services through language capacity and other service links
 - Be available on weekends and after hours
 - Improve system data on needs, gaps and performance

Roles And Partners

Housing Resource Center Operators

- North County Berkeley – City of Berkeley
 - Partner: Berkeley Food and Housing Project
- Oakland –City of Oakland
 - Partners: BACS & East Oakland Community Project
- North County Family Front Door – City of Oakland
 - Partners: BACS, BFWC, & East Oakland Community Project
- Mid, South, East County – Abode Services
 - Partners: BFWC, City of Fremont, Union City Kidzone, Tri-City Health HIV Clinic, City Serve

Coordinated Entry Planning in Alameda County

- Planning efforts among Alameda County stakeholders over the past two years.
- February 2017 - RFP released with joint funding from HCSA (Whole Person Care funds), HCD (Boomerang funds), and Everyone Home (HUD CoC funds).
- Five regions of the county based on estimated demand for homeless services.
- Side-by-side transition to a new Homeless Management Information System (HMIS).

Housing Problem Solving

Problem solving to assist people to resolve their homelessness without needing to enter the homeless services system.

Explore household's current housing crisis, provide concrete problem solving advice, think creatively about housing options.

Provide reality based information regarding shelter (wait times to get bed, realities of shelter living, likely options after shelter)

Shift From	Shift To
Are you willing to enter shelter?	What can we do to keep you from entering shelter?
What programs are you eligible to enter and who has a bed?	What would resolve your current housing crisis?

Desired HPS Outcomes

Permanently back
with friends or
family

Return to their own
residence

Relocating
permanently to
safe place out of
town

Temporarily
rehoused as they
seek new housing

Assessment

If eligible for assistance in Alameda County and not able to be diverted through problem solving, offered standard assessment.

Data entered into HMIS; used to capture key information for eligibility and to determine relative need via prioritization (generally through a score).

Assessment Tool

Tool asks questions in Four Key Domains:

Household Characteristics	<ul style="list-style-type: none">• Children age 2 or under• Seniors	<ul style="list-style-type: none">• Larger households• Pregnant household member
Homeless History	<ul style="list-style-type: none">• Unsheltered• In emergency shelter	<ul style="list-style-type: none">• Episodes of homelessness• Length of time homeless
Housing Barriers	<ul style="list-style-type: none">• Time since last held a lease• History of eviction	<ul style="list-style-type: none">• History of incarceration/law enforcement involvement• Low income
Vulnerability	<ul style="list-style-type: none">• Emergency service utilization• Functional impairment• Life-threatening illnesses or acute medical conditions	<ul style="list-style-type: none">• Unsafe or risky survival strategies• Households whose members have run away from home

Prioritization

People with the greatest length of homelessness, number of vulnerabilities and barriers to housing are strongly weighted and will receive the highest scores.

Somewhat Different for Shelter (balanced prioritization/need and maximum utilization of shelter beds).

Continuous Prioritization

Match to a resource not based on a static score range but on availability and *relative* need

- Not “she is an 80 so she gets rapid rehousing.”
- Person is extremely high priority – will be high on Home Stretch list
- Person is *relatively* high priority but there isn’t enough PSH for everyone, so we will offer rapid rehousing
- Person is relatively lower priority, there isn’t enough RRH for everyone, we will try problem solving again and offer workshops, etc.

Prioritization is dynamic – who is at the top may change!

What's most important about Assessment and Prioritization?

- Standard process, set criteria, applied the same way to everyone
- Focuses on assisting highest need
- Doesn't leave people stuck – offers problem solving to all
- For those prioritized, moves quickly to matching
- Getting on a list is NOT the most important thing, getting off the list is!

Matching and Referrals

Shift From	Shift To
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	Providers must accept the referrals from the HRC (with very limited exceptions)
Waitlist	Prioritized pool of people

Matching - Shelter

Matching to shelter based on prioritization, eligibility and **current situation and client desire** for shelter

- Outreach staff will be filling shelter beds
- Goal to offer beds to highest needs **first** but also ensure beds don't sit empty

Client does not need to accept shelter to be eligible for other resources

Matching – Housing Resources

Matching to housing and services programs based on priority and eligibility

- HRC's matching to Rapid Rehousing, Transitional Housing and Housing Navigation services
- Home Stretch matching to PSH

Send match referral with as much info as possible

Navigators assist to get document ready if needed

Matching – Receiving Agency

- Receives match referral and acts on it *quickly*
- Reduce barriers to entry
- Screen to ensure eligibility requirements met, work with Navigator or HRC rep if not
- Screen in rather than out

Housing Navigation

Formerly known as “housing case management”, but doubles down on housing side.

- **Start To Finish:** Homeless individual’s advocate throughout the process of locating and obtaining housing and provides support for up to 6 months after move in
- **Housing Plans:** Developing housing location and stabilization plans
- **Document Ready:** Getting document ready for housing (ID, proof of income)

What's most important about Matching?

- Based on prioritization and eligibility
- Person/household matched to a resource matched because unlikely to resolve crisis without it
- Assistance to ensure person gains entry from Navigators
- Process should go quickly. Any rejections should be clear and documented

HRC's & Partners: Other Services

- **Housing Workshops – FOR ALL**
 - Helping people search and secure housing
 - Can join anywhere in the course of eight workshops
 - Once per week in each region
- **Legal Services – FOR ALL**
 - Help tenants retain housing and remove certain rehousing barriers
- **Links to other supports and services – FOR ALL**
 - HRCs will help connect clients to other mainstream services within the region, including public benefits, health care, alcohol and drug treatment, education and employment services.



Housing Education & Counseling Schedule

BACS' Housing Education & Counseling program is designed to guide you from homelessness to housing, and beyond. The Housing Education classes cover everything you need to know about finding and keeping housing. We also provide individual housing counseling for those in need.

All classes begin at 10:30 a.m., and last 60-90 minutes.

Monday



**Towne House
Wellness Center**
629 Oakland Ave,
Oakland, CA 94611

Tuesday



**Berkeley Food and
Housing Project**
1901 Fairview St,
Berkeley, CA 94703

Wednesday



**Hedco
Wellness Center**
590 B Street,
Hayward, CA 94541

Thursday



**Valley
Wellness Center**
3900 Valley Ave #B,
Pleasanton, CA 94566

Friday



**South County
Wellness Center**
40965 Grimmer Blvd,
Fremont, CA 94538



**HOUSING
Solutions**

There will be time for individual counseling after the classes. Join us for one class, four classes, or all the classes—you will get something out of it, however many you attend!

Classes include: How to fill out applications (even if you are homeless), available housing today, adjusting to permanent housing, good relationships with landlords, and more!

For more information, call us at 510-613-0330, or visit us online at bayareacs.org.

HRC's & Partners: Other Services

Tenancy Sustaining Services:

Support individuals to maintain housing and ensure they have the necessary tools to integrate into their communities.

Includes: identification and intervention for behaviors that may jeopardize housing, coaching on relationships with landlords, how to pay bills, etc.

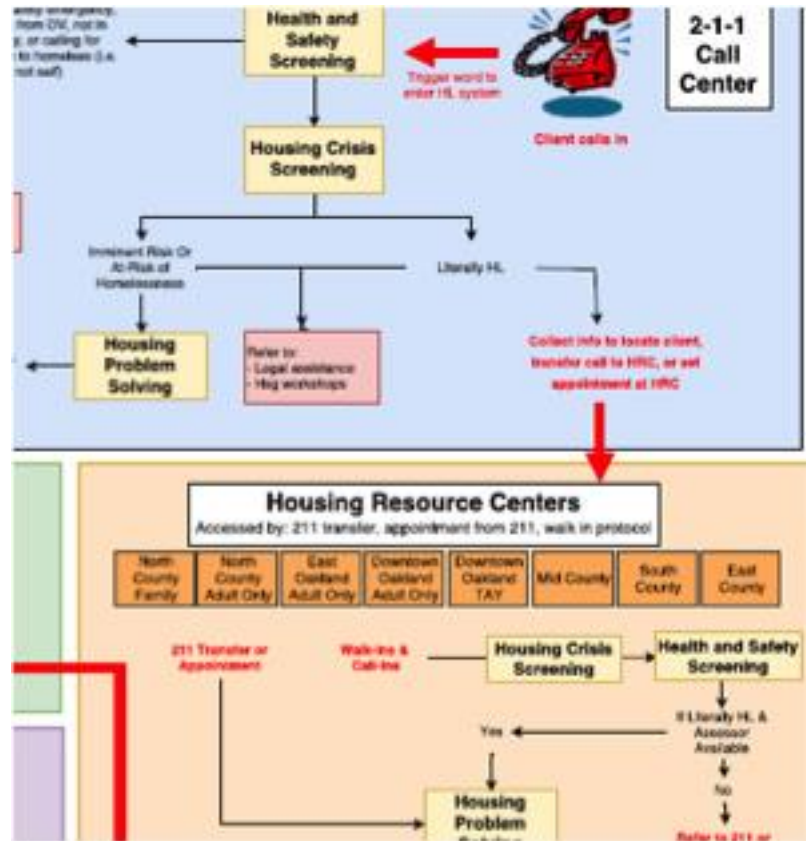
Coming online in December 2017.

Increased Resources to the Homeless Services System

- 4 additional Street Outreach staff
- 8.5 Housing Navigation staff who will provide intensive, street based services to a minimum of 212 high needs, literally homeless individuals each year
- 4 Intake/Assessment staff who will identify, assess, prioritize, and match literally homeless people to resources
- 15.5 new Tenancy Sustaining staff who will support up to 620 formerly homeless individuals per year to maintain their housing
- Up to \$1.6 million in flexible housing funds for high needs homeless households– move in funds, rapid rehousing subsidies, housing problem solving funds

Movement thru CE System

See Client Flow Handout.



Accountability and Performance Targets

In addition, performance expectations for CE system to be set, e.g.

- Time from outreach to willingness to be assessed
- Percent successful problem solving
- Time from match to program entry
- Number of rejections or refusals
- Etc.

Existing Coordinated Entry in Alameda County

Alameda County has some Coordinated Entry in place:

- City of Oakland operates the Family Front Door – CES for families in Oakland
- City of Berkeley is operating CES for all homeless populations
- Alameda County operates Home Stretch, CES for Permanent Supportive Housing opportunities
- EveryOne Home supports all providers of housing for Veterans to work together from a coordinated and prioritized list of homeless Veterans

Time Line – Early 2018

- **January 23, 2018 – Establish a HUD Compliant CE System**
- All housing resources provided through new CE prioritization and matching
- HMIS Transfer Service Point to Clarity. Real-Time Data Entry Begins
- Prototype Community Health Record pilots with housing service providers

A hand is shown holding a simple paper cutout of a house with a chimney. The background is a bright, warm, sunlit scene, possibly a window looking out onto a landscape. The overall tone is positive and hopeful.

Discussion – Q&A

A hand is shown holding a simple paper cutout of a house with a chimney. The background is a bright, warm, sunlit outdoor scene, possibly a field or garden, with a soft glow. The overall mood is positive and hopeful.

HMIS Update

A hand is shown holding a yellow paper cutout of a house with a chimney. The background is a bright, sunny outdoor scene with a blurred horizon. The text 'Updating the EveryOne Home Plan' is overlaid on the left side of the image.

Updating the EveryOne Home Plan

State of Homelessness in Alameda County

Every two years, a point-in-time count is led by EveryOne Home that records the number of people experiencing homelessness in Alameda County. We use this opportunity to survey sheltered and unsheltered homeless residents about their experiences so that we can better respond to their needs.

The 2017 Alameda County Homeless Count Report details our findings from the survey and count and shows the scale and complexity of the problem.

State of Homelessness in Alameda County

Highlights from Alameda County:

A total of 5,629 individuals experiencing homelessness were counted on January 31, 2017, an increase of 1,589 individuals (+39%) from 2015

While perhaps the most visible population, approximately 15% of the population was residing in encampments (locations with two or more tents or makeshift shelters)

State of Homelessness in Alameda County

Highlights from Alameda County:

An estimated 49% of persons experiencing homelessness identified as Black/African American, compared to 12% of the County's overall population

Prior to becoming homeless, 82% of respondents reported they were living in Alameda County

Respondents most often cited that rental assistance (42%) would help them retain permanent housing

State of Homelessness in Alameda County

While unsheltered homelessness has been declining nationally for years, some jurisdictions, including ours, have had increases. Statewide, homelessness rose by 15% from 2015 to this year. Across the state, low vacancy rates and the rising costs of housing are making it increasingly difficult to find and maintain a home.

EveryOne Home will continue to work on solutions with our partners that meet the growing need. However it is clear that a bolder response is needed and we look forward to expanding our interventions and efforts. That is why we will be updating the EveryOne Home Plan and working with local elected officials to determine what needs to change now so that we are collectively working together to ensure that everyone has the dignity of a home.

A hand is shown holding a simple paper cutout of a house with a chimney. The background is a bright, sunlit outdoor scene, possibly a field or garden, with a soft, warm glow. The text "THANK YOU!" is overlaid in the center of the image.

THANK YOU!
