

SYSTEM COORDINATION COMMITTEE AGENDA 7-10-2019

System Coordination Committee meetings are open to the public. Homeless and formerly homeless Alameda County residents are encouraged to attend. Public comment will be taken at the beginning of each meeting and is limited to 2 minutes per person.

Persons who are unable to attend the meeting may submit written comments. Comments should address an item on the agenda and be submitted prior to the meeting. Comments which include "For Public Distribution" in either the title and/or body of the email or letter will be brought to the attention of the SCC Committee and included in the public meeting notes. Written comments should be submitted to:

jleadbetter@everyonehome.org

or

Julie Leadbetter, Director of System Coordination
101 Callan Ave, Ste 230,
San Leandro, CA 94577

Attendance:

Committee Members: Jamie A., Suzanne W., Alison D., Nic M., Gloria W., Marta L., C'Mone F., Helen A., Pattie W., Jamaica S., Peter R., Vivian W., Lara T., Kate H.,
Public: Karen E. (Catholic Charities), Emile (SSA), Carol W. (HCSA),

HUD TA: Matt W.

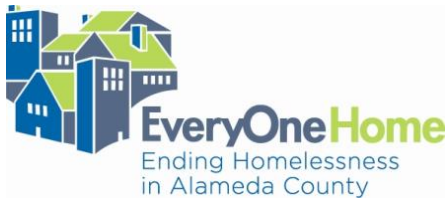
EOH Staff: Julie L., Dorcas C.,

1. Public Comment **2:00-2:10pm**
 - i. Public Comment:
 1. Will committee allow public to comment on part of today's working session?
 - a. Peter yes, Gloria second, everyone in favor
 - b. Reading of written comments submitted, if any
 - i. None

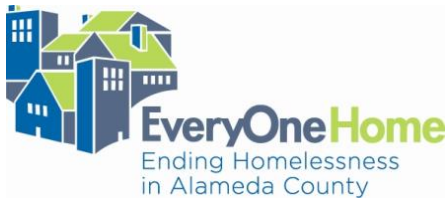
2. Director's Report **2:10-2:20pm**
 - i. New members: Helen and Kate
 - ii. C'Mone invited to be a committee member as SSA participant

3. Urgent Items - None

4. Discussion Items **2:20-4:40pm**
 - a. Special Session - CE Management Entity

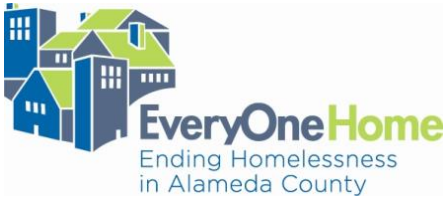


- i. CE System Management Dialogue with Matt White, Abt Associates
 1. Matt's worked with HUD in early stages of establishing HUD CE requirements, worked with VA for expectations in Ce and aligned with HUD, provide TA to communities, etc
- ii. Role and Responsibilities: What would a CE Management Entity do?
 1. Convened 10 communities that were strategically selected and all had CE entities that were centralized. Had monthly meeting with these communities.
 - a. Some of these communities have been doing CE before notice of requirement
 2. Identified strategies that the communities had begun to achieve greater efficiency
 3. Underlining similarity was the strong centralized entity that was in place to shepherd and facilitate strategies
 4. Strategies for access:
 - a. Challenges: more people seeking assistance than you have openings for, highest need people are not getting accessed,
 - i. Questions to think about: where did exclusion played out? What if assessment is not accessing most vulnerable?
 - b. Idea of diversion – every single community saw that incorporating a strong diversion practice into the system was the only way to make headway, because the did not have enough housing resources for all and forced to look at creative solutions
 1. Problem solving
 - a. Extent of funding? Some had no funding
 - b. Key was having conversation of options
 - c. Problem solving was embedded in whole system
 - d. How was it infused?
 - i. Pretty intensive training component (3 days)
 - e. Philosophical shift
 - f. There are 4 core things that providers need to know to help determine whether or not to pursue a problem solving conversation with a household:
 - i. Income
 - ii. History of homelessness
 - iii. Lived experience – nature of disability
 - iv. Social connections
 - c. Mobile outreach
 - i. Targeted at most severe/difficult to reach, not expecting them to dial 211 or go to a housing center
 - ii. How do you know it's working? In a big picture way – look at unsheltered count, and through mobile outreach – if its effective, and look at inflow and see if it's being reduced, but there has to be a housing strategy too
 - iii. Mobile: intended to be umbrella term (mobile vans, small teams, etc)
 - iv. Street outreach:
 1. Did they track to see if it was effective? They all tracked contacts and engagements, enrollments, in relation to assessment score

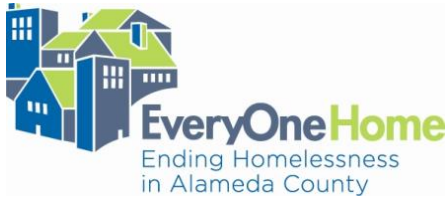


d. Assessments

- i. From client's perspective – why am I sitting through this if it does not result in concrete benefits?
- ii. Strategies: phased assessment/progressive engagement approach, not jumping to full assessment (not necessarily need to complete full assessment), only at end, you do comprehensive assessment
- iii. Assessment tool: Panel of experts came to conclusion that there is no perfect tool. Not achieving greater benefit from spending time refining questions. Develop a set of basic questions that makes sense to your community
- iv. Prioritization different from making referral
 1. Prioritization criteria:
 - a. Any communities that use race? Have not been able to because of fair housing laws, but there is a way at getting important and justifiable interest without prioritizing just on race
 2. Challenges:
 - a. Difficult to adjust order, stakeholders lack confidence in the score, and list is too long
 - i. May have scale issue – number of assessment coming into system is hard to manage
 - ii. Assess to what end?
 - iii. Using phased assessment to do sorting/grouping which is challenging without an oversight entity to shepherd that
 - b. Did any communities have real time access to scores? Some but not all, many of them have navigation support
 - c. Where is balance when you have someone here? Vs can't find someone for vacant spot?
 - d. All of them have a point of contact, different from navigator (case manager, family, another homeless person)
 - e. Some of these communities do proportional matching – not highest, but top 200
 - f. Dynamic prioritization – based on real time, flexible in referral decisions, focused on progressive assistance in some communities,
 - g. By name list – actual list of who is going to get resources within a period of time according to resource inventory and turnover projections
 - i. You generate priority list and pulling it from your HMIS, allows community to say we don't have enough resources so you have to actively search for other resources



- ii. How many PSH slots open up on a monthly basis? RRH slots? Generally what is the housing slot available and that drives who is on the list, does that drive how many people we addressed? Are we doing harm to system by assessing for a census of all homeless?
 - iii. Referral Challenges: prioritizing people who are not document ready, not eligible, high chance of being rejected by programs, referral way too slow
 - iv. Increasing accountability – collecting info about how CE is functioning (dashboard, meetings, etc)
- e. Annual trainings: so important, ongoing support through materials, guides, role playing, refreshing skills, etc.
- f. Questions:
 - i. Are these best practices?
 - 1. Mixture of optional, best practices and required elements for federal
 - ii. Was there prevalence of a decentralized management model or a more central/pattern?
 - 1. More prevalent for centralized approach, just so happen that communities that were selected had a centralized approach
 - a. Ex. LASA (joint between city and county), funding blended.
 - b. Benefits to tension of city/county? More resources?
 - i. Good collaboration and transparent role each plays
 - ii. Leverage some of tension in a productive way
 - c. Nonprofit in the role of management entity
 - i. Funded to be the leadership
 - ii. Both models exist
 - d. Some nonprofits exist as intermediary, collect city/county funds in 1 contract
 - e. Some nonprofits exist as a management entity only to administer CE on their behalf but 1 contract is directly from a city/county
 - 2. Function of what makes sense based on history, culture, who is actually doing this stuff currently, and stomach to do whole scale changes, solution is who is the entity – is very specific circumstances to community
 - iii. Selection Process: How might a CE Management Entity be selected?
 - 1. Do a request for qualifications, and use this as your starting point, ignore no funding source, once you know who those entities are and then explore funding source



2. RFQ – more flexible, person responding expressing interest and explaining how they will manage these functions
3. RFP – more specific and have budget and staffing plan
- iv. Funding the Management Entity: How is CE currently funded? What are the funding opportunities moving forward?
 1. Opportunities:
 - a. New state funding/New HEAP
 - b. County funding
 - c. CoC specific funding – up to HUD CoC Board
 - d. Local pots hidden around
 - e. NOFA is out – opportunity to relook at how we apply for HUD funds
 - f. CESH – limited
 - g. Philanthropic – Facebook, Google, SF Foundation
 - v. RFQ – who is contemplating that is feasible or willing, gives them a formal process we are interested, willing and we need resources to do this
 1. Can ask HUD TA to help facilitate/manage some kind of process that is supporting the RFQ to allow some distance so entities can step forward
 2. Take this document to homeless council? Need to get county buy in
 3. Need someone (HUD TA or SCC) talk to county/targeted conversation
 4. Matt can get the required vs optional requirements by Friday and the FTE/Budget info by the middle of August
 5. Next steps: Come up with what we would like to see and present to homeless council and HUD CoC, see where it lands and look at option to take HUD TA
5. Action Items for Vote - None
6. Plan of Action **4:40-5:00pm**
7. Consent Items - None