

SYSTEM COORDINATION COMMITTEE AGENDA 12-11-2019

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*

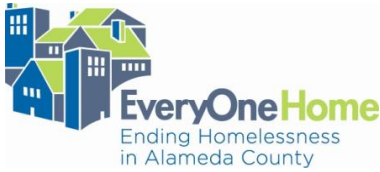
1. Public Comment (Julie) **2:00-2:10pm**
 - a. Public comment
 - b. Reading of written comments submitted, if any

2. Director's Report (Julie) **2:10-2:15pm**
 - a. Coordinated Entry evaluation report will be completed this month
 - b. Katharine Gale will include the evaluation results in the CE Refresh assessment and action plan to be presented in January
 - c. Katharine has started her assessment and is conducting limited stakeholder interviews
 - d. System modeling is underway, with a new work stream added for racial equity modeling

3. Urgent Items (Julie)
 - a. None

4. Discussion Items (Lara)
 - a. Housing Problem Solving Policies and Practice (Lara) **2:15-2:25pm**

 - b. Housing Problem Solving Policy Development Exercise (Katharine) **2:25-3:20pm**
 - i. Who gets problem solving and where in the system do they get it?
 - ii. How does it fit in the CE workflow/process? i.e. relationship to phased assessment and HMIS workflow
 - iii. Who conducts problem solving (staff/roles)?
 - iv. What training/certification is required for staff to conduct problem solving?



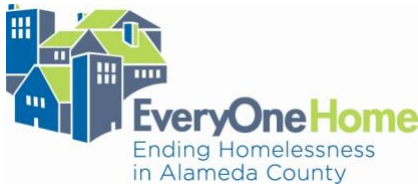
- v. What frequency should the trainings be?
- vi. If using a train the trainer model, who's a trainer and who do they train?
- vii. Financial assistance (sources, rules, broad or narrow, caps in amount, caps in a year, inspections required?)
- viii. How are we going to collect data?

- c. Committee Membership (Suzanne) **3:20-3:35pm**
 - i. 3-4 open seats
 - ii. Review EOH recruitment process
 - iii. Recruitment suggestions

- d. 2020 Workplan Development (Suzanne) **3:35-3:40pm**
 - i. Co-Chairs will be proposing a work plan based on the following areas:
 - 1. Policies that require annual review
 - 2. Missing policies identified in the CE Compliance Review
 - 3. Policies identified for action in the CE Refresh
 - ii. Co-Chairs will present to Committee in January/February for vote

- 5. Action Items for Vote (Lara) **3:40-4:00pm**
 - a. Recommendation to the HUD CoC on Designating a CE Management Entity
 - i. Presentation & Amendments
 - ii. Call to Vote
 - iii. Vote

- 6. Consent Items
 - a. None



RECOMMENDATION: Recommendation to HUD CoC on Designating a Coordinated Entry Management Entity

REQUESTED BY: HUD CoC

DEVELOPED BY: SCC Work Group

DATE: November 13, 2019

BACKGROUND

The HUD CoC is responsible for defining the management functions of, undertaking a process to select, and formally designating a Coordinated Entry Management Entity on behalf of the Alameda County CoC. In June of 2019, the HUD CoC requested that System Coordination committee develop a recommendation for designating this entity. HUD CoC provided guidance that SCC should accomplish this using the following development process:

- System Coordination Committee (SCC) is responsible for developing a recommendation to the HUD CoC Committee that includes:
 - A limited process evaluation of Coordinated Entry in Alameda County to provide context for HUD CoC
 - Defining and prioritizing a set of centralized management functions including day-to-day management, establishing a communications plan, promoting standardized screening and assessment processes, developing and delivering training, identifying a process to handle grievances, and conducting monitoring, that would ensure effective operations of Alameda County's Coordinated Entry.
 - Identifying reporting expectations of the CE Management Entity to the HUD CoC Committee and System Coordination Committee. Reporting may include regular CE monitoring reports, policy gaps or adjustments, and funding or resource needs.
 - Developing a timeline and selection process for the CE Management Entity
- SCC will establish a work group made up of SCC members and other appropriate community stakeholders to develop the recommendation.
- Abt Associates will provide technical assistance to SCC and HUD CoC to support the development process. Technical assistance is sponsored by the Department of Housing and Urban Development.



System Coordination Committee conducted this process between June 2019 and October 2019 by conducting the following activities:

June 2019:

- Discussed proposal with SCC and HUD CoC

June-July 2019:

- Refined process with SCC

July 10, 2019:

- SCC Working Session: Present best practices of Dynamic System Management and basic management functions to the SCC, discuss possible selection process for CE Management Entity

August 2019:

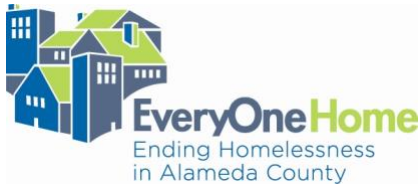
- HUD CoC Chair and SCC Chair Check-in to review process, roles, and responsibilities of SCC and HUD CoC
- SCC: Establish working group meeting times to develop recommendations to HUD CoC

September/October 2019

- SCC hosted a feedback session with CE providers as part of a limited process evaluation. Client feedback meetings are scheduled for October 23, 24, 25 of 2019.
- SCC was informed by County funders of funding shifts expected by December 2020 that would impact Coordinated Entry funding, management, and processes.
- Based on the communication of funding shifts, SCC determined that an expert assessment of Alameda County's Coordinated Entry system and set of recommendations for improvement/redesign is necessary for the CoC to clearly define what it intends for the CE system to include and, therefore, what roles and responsibilities would be expected of a Coordinated Entry Management Entity.
- SCC hosted a meeting with County government partners to discuss the County's understanding of the CE Management Entity role and potential interest in fulfilling this CoC responsibility on behalf of the CoC. County representatives stated that for them to consider the role there would need to be an RFI/RFQ/RFP process that they could respond to.

October 2019:

- SCC Co-Chairs held a meeting with expert, Katharine Gale, and received a proposal for a scope of work to assess the system and recommend changes.
- SCC in October was cancelled due to emergency power outage, items postponed until November SCC meeting



- Work group of SCC members to review and revise the first draft Recommendation to Designate Coordinated Entry Management Entity

November 2019:

- Recommendation presented to SCC
- SCC votes to send recommendation to HUD CoC

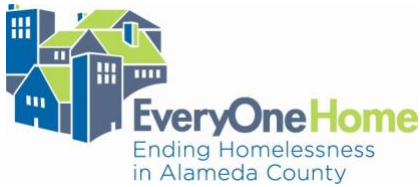
Simultaneous to this development process, the CoC is also conducting a redesign of the structure of Coordinated Entry in the HMIS System. This will present opportunities to improve CE data collection and management using the HMIS, ensure that HMIS supports an effective CE work flow, and meets HUD requirements for implementation of CE data elements by April 2020.

RECOMMENDATION:

The System Coordination Committee recommends that HUD CoC consider the following to define and designate a Coordinated Entry Management Entity on behalf of the Alameda County CoC:

Timeline:

- **November 2019:**
 - Coordinated Entry Evaluation is completed by EOH Systems Analyst. This includes a compliance review, a limited process evaluation, and a prioritization analysis.
 - SCC presents recommendation to HUD CoC
- **November 2019-April 2020:** Coordinated Entry restructure is taking place in HMIS. SCC provides input and monitors for potential CE policy implications. This includes defining and building the CE management reports in HMIS.
- **November 2019-January 2020:**
 - Assessment of Alameda County's Coordinated Entry system is conducted by Katharine Gale and a set of recommendations for improvement is submitted to SCC.
- **January- February 2020:**
 - Review results of the CE evaluation and the CE assessment and improvement recommendations
 - Develop a document that outlines the design, functions, and necessary improvements, of the Coordinated Entry system in Alameda County. This may include defining/refining the management functions and reports to support an effective CE system, depending on the progress of the development of CE structure in HMIS. Document will be the basis of an RFI and eventually an MOU.
 - Write and release an Request for Interest in serving as the Coordinated Entry Management Entity.
- **March- April 2020:** Review RFI responses and determine next steps.



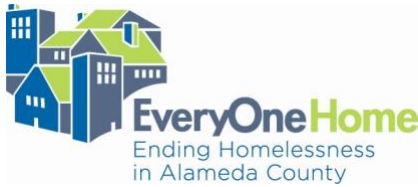
- **May-June 2020:** Conduct specified next steps. Designate CE Management Entity and negotiate contract or MOU.

Recommended Selection Process:

- SCC develops and drafts a Request for Interest (RFI) that outlines the HUD CoC's expectations of a CE design and structure, expectations of a CE management entity, and current/possible funding sources for both the CE system and the CE management entity functions
- HUD CoC issues the Request for Interest (RFI)
- SCC identifies a Subcommittee to serve in the capacity similar to HUD NOFA Subcommittee. The Subcommittee would:
 - Be comprised of a diverse subgroup of SCC members. No person shall serve on the Subcommittee that belongs to agency that responds to the RFI.
 - Create criteria and/or rating and ranking system to evaluate responses
 - Review and score RFI responses using system
 - Based on responses, prepare a recommendation for HUD CoC on how to move forward. Recommendation could include: provide clarifying information to respondents, conduct meetings with respondents, recommend the designation of a management entity and development of an MOU.
 - Subcommittee reports back to SCC to present scoring/rating/ranking of responses and recommendation on how to move forward. SCC votes to send recommendation to HUD CoC.
HUD CoC reviews and makes a decision on course of action.
- HUD CoC reviews recommendation and determines course of action to designate the entity, enter into negotiations, and develop an MOU.
- HUD CoC designates the CoC Chair, Doug Biggs and EveryOne Home ED, Elaine de Coligny as parties responsible for negotiating the MOU.

Recommended to be included in the RFI:

- Vision of Coordinated Entry in Alameda County
- Description of Coordinated Entry and/or the Assessment and Improvement Recommendations completed by Katharine Gale
- Links to HUD Requirements and Guidance
- Outline of current and potential funding sources
- Sample CE Management Functions and CE Reports
- Questions:
 - Describe the entity's interest in serving as the CE Management Entity for the Alameda County Continuum of Care.
 - What is the entity's capacity to fulfill the outlined expectations and requirements of a CE Management Entity?



- Ability to ensure that the Coordinated Entry process is conducted in a standard, fair, and consistent manner and connects households to the appropriate service or resource in a timely manner
- Provide appropriate staffing levels to fulfill management entity tasks
- Authority to make operational decisions and to ensure participation in CE
- Provide system wide training to CE staff/ host learning communities or other practices to ensure standard practices
- Ensure active collaboration and buy-in from all partners
- Establish and manage agreements with all participating projects in CE
- Manage an updated inventory of CE resources
- Provide regular CE Management Reports to System Coordination Committee/HUD CoC
- Provide a preliminary budget, implementation timeline, potential staffing structure
- Identify existing funding sources or potential sources for covering the costs